

# Do you have damp and mould in your home?

**Please let us know straight away if you do**



# Our damp and mould team are here to help



We have a team who are responsible for helping residents get rid of damp and mould.

When you report damp and mould in your home to our repairs service, a member of the team will visit your home **within 10 working days**.

They will carry out checks to find out what is causing the damp and mould. We will share the results of our checks with you and arrange for any repairs to be fixed as quickly as possible.

## How to report damp and mould



Visit [camden.gov.uk/report-damp](https://camden.gov.uk/report-damp)



Email [mouldanddamp@camden.gov.uk](mailto:mouldanddamp@camden.gov.uk) – please attach photos and videos if you can.



Speak to us on webchat Monday to Friday, 8am to 6pm, at [camden.gov.uk/housing-repairs](https://camden.gov.uk/housing-repairs)



Text us on **07360 277 909** at any time and our team will get back to you, Monday to Friday, 8am to 6pm.



Call us on **020 7974 4444 (option 3 then 4)** Monday to Friday, 9am to 5pm.

# How to tell if you have damp and mould in your home



Damp can make your home smell musty and can cause paint and wallpaper to peel off, or dark patches on walls and ceilings that get worse when it rains.

A clear sign that you have damp in your home is mould. You should report any of these signs to us.

## What damp and mould can look like



# Mould facts

## What causes mould?

Damp is the most common cause of mould indoors. It can grow in wet or moist areas caused by leaks or not enough fresh air in a home. This can include on walls or wallpaper, ceilings, bathroom tiles, carpets and wood.

## How does mould affect health?

Breathing in or touching mould can cause allergic reactions (such as sneezing, runny noses, red eyes and skin rashes), breathing problems like asthma and chest infections, and can make existing breathing problems worse.

## Who is most affected?

Exposure to damp and mould can cause health problems in some people. This can include:

- babies and children
- older people
- those with skin problems (such as rashes or eczema)
- those with breathing problems (such as asthma and allergies)
- those with weakened immune systems (such as those having chemotherapy)

If you are experiencing any symptoms related to damp and mould, please speak to your GP, a health professional or call the NHS on **111**.

Please contact us as soon as possible if you or someone you live with are in any of the groups above and have damp and mould in your home. Call **020 7974 4444 (option 3 then 4)** Monday to Friday, 9am to 5pm.