



Working Together to Tackle Mould

When you contacted Radius, we began the below process together to help identify the causes of damp and mould in your home as below:

1

REPORT

You got in touch with us to report mould in your home.

2

INSPECT

Our Assets Team visited your home to assess the mould and determine its cause and arranged for any treatment required. At your home visit the cause of mould was confirmed as condensation.

3

TREAT

Your Assets Officer initially arranged for any treatments required to remove the mould. Radius provided guidance on how to manage the levels of condensation in your home and how you can treat mould going forward.

4

EDUCATE

Your Assets Officer has provided you with advice, including this leaflet on how you can help manage condensation and mould in your home.

Radius HOUSING



Help and Support:

If you would like further information on how to reduce condensation in your home or to report damp, please visit our website

www.radiushousing.org

Alternatively you can contact our office on

0330 123 0888

Head Office: 3-7 Redburn Square
Holywood BT18 9HZ
t: 0330 123 0888
e: info@radiushousing.org



Everyone has a place

Radius HOUSING



Managing Condensation in Your Home

Let's get it RITE

Report / Inspect / Treat / Educate

Everyone has a place

Let's get it RITE dealing with Condensation & Mould

Having visited and assessed your home for damp and condensation, we are ready to take the next steps to reduce and manage condensation in your home, help keep mould at bay and prevent more serious issues.

Our commitment as a responsible landlord.

Radius treats condensation and mould seriously and is committed to working in partnership with our tenants to manage potential damage.

Radius will:

- **Inspect all reports of mould in our properties.**
- **Provide advice and guidance to tenants where the cause of mould has been confirmed as condensation in your home.**
- **We will help clean the mould in your home.**
- **We will provide you with supporting information and some equipment to help minimise any future build-ups of condensation.**
- **Advise tenants of your Radius in-house Welfare Advice Service for those who may need additional support to ensure you are claiming all the benefits, to which you are entitled, in respect of heating your home.**

For more information scan QR code



Your Responsibilities as a tenant.

It is a tenant responsibility to maintain your home. With our help, this includes managing the levels of condensation in your home to prevent mould. Here are some tips that can help manage condensation at home:

- **Adequate ventilation will help manage levels of condensation in your home. Keep trickle vents open and when possible, open your windows.**
- **Where possible leave some space behind furniture to allow air to circulate.**
- **Dry windowsills and window frames, especially during cooler months to remove excess moisture.**
- **Use your extractor fan when showering, bathing or cooking - wiping down moisture from showers, baths, windows and other surfaces after showering and bathing will really help reduce the levels in your home.**
- **Report to Radius any instances when extractor fan are not working.**
- **Never block or conceal any vents or extractor fans in your property.**
- **Keep lids on pans when cooking.**
- **If drying clothes inside, keep the door of the room closed and use an extractor fan or dehumidifier if possible. If this is not possible ensure you open a window during this time.**
- **If you use a tumble dryer ensure it is appropriately ventilated. If not, this will contribute to condensation in your home.**



Condensation Occurs Within The Home

CONDENSATION

Radius HOUSING

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A Radius tenant approved publication

Report / Inspect / Treat / Educate