



Housing Services

Damp and Mould Policy

Introduction

This document explains how you can tell us if you have damp and mould in your home so we can fix it.

This document is for **people who live in a Lewisham Council home.**

[Find out what to do about damp and mould if you **don't** live in a Lewisham Council home](#)

What is damp and mould?



Damp is when too much moisture (wetness) builds up in your home and can't escape

- It can come from leaks, broken pipes or water getting in through walls or roofs



Condensation happens when warm, wet air touches a cold surface (like a window) and turns into water droplets

- It can come from cooking, washing, drying clothes or even breathing



Mould is a type of fungus that grows in damp places

- It looks like black or green spots and can smell musty
- It can be bad for your health, especially if you already have health problems like asthma or arthritis



How to spot damp and mould

Look out for:

- Wet patches on walls or ceilings
- Peeling wallpaper or paint
- Black or green spots (mould)
- Musty smells
- Condensation on windows

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

If you see damp or mould in your home, you must tell us so we can fix it.

You can tell us in any of these ways:



Use our online [housing online form](#)



Talk to a member of our staff, like your Housing Officer or a caretaker



Write to us by email to damp_mould@lewisham.gov.uk



Call us on the phone: **020 3473 3392**



Ask someone you trust to talk to us for you

What we will do

Our first job will be to understand how bad the damp and mould is.

Before we visit



- We will **listen to you and take you seriously**
- We will ask you questions about the damp and mould, your home and people living in your home. We might ask you to send us photos of the damp and mould
- We will tell you how soon we need to come to check the damp and mould. [Find out more about how we decide this](#)
- If we don't think it is safe for you to stay in your home, we will find you somewhere else to stay while we fix it

After we visit



- After we have visited your home, we will write you an explanation of what we have found and what will happen next
- We might give you advice to help you reduce moisture (wetness) in your home
- If we need to do repairs, we will tell you what we need to do and when we will do it. After the repairs are finished, we will call you after some time has passed to make sure the problem hasn't come back

How you can help



- Answer our questions. We might ask about your health or how you use your home and who else lives there
- Let us into your home so we can check what is causing the damp and mould and to do repairs. We will tell when we are coming to visit.