

ocasa

# DAMP & MOULD

**TROUBLESHOOTING GUIDE**

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## 1. LOCATION OF DAMP AND MOULD

Where exactly in the property are you noticing damp and mould (e.g., walls, ceilings, windows, corners)? Is the damp or mould confined to one room, or is it spread throughout the property?

## 3. SIGNS OF MOISTURE

Do you notice any unusual moisture in the air or wet surfaces (e.g., condensation on windows, walls, or pipes)? Is there a musty smell in the affected areas?

## 4. VENTILATION AND HEATING

Do you keep the property well-ventilated (e.g., opening windows, using extractor fans, or using dehumidifiers)? How often do you use heating in the property? Is the property heated regularly? Are there any areas in the property where ventilation is poor (e.g., bathrooms, kitchens, or rooms without windows)?

## 2. EXTENT OF THE PROBLEM

How long have you noticed the damp and mould? Did it start recently or has it been an ongoing issue? How much mould or damp is visible (e.g., small patches, large areas, or significant damage)?

## 5. LEAKS AND WATER SOURCES

Have you noticed any leaks from the roof, pipes, or windows? Are there any water-related issues (e.g., a leaking roof, faulty plumbing, or blocked gutters)? Does rainwater tend to come in through certain areas of the property during wet weather?

## 6. LIFESTYLE FACTORS

Do you dry clothes inside the property? If so, do you use a drying rack or a tumble dryer? Do you cook or shower without using an extractor fan or opening windows for ventilation? Do you use any equipment like dehumidifiers or air purifiers?

## 8. TENANT ACTIONS AND COMMUNICATION

Have you tried any solutions to address the mould (e.g., cleaning, using anti-mould spray, or improving ventilation)? Have you reported any previous damp or mould issues in the property, and were they resolved?

## 7. BUILDING CONDITION

Have you noticed any cracks or gaps in the walls, ceilings, or windows where moisture might be entering? Are there any signs of poor insulation or damage to the external structure (e.g., damaged brickwork, missing roof tiles)?

### WHAT TO DO NEXT

If you are unable to resolve the issue with these troubleshooting steps, please contact Ocasa immediately. Provide details of the problem, including photographs if possible. Damp and mould can cause further damage to the property and impact your health, so it is important to report it as soon as possible.

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**LOG MAINTENANCE REQUEST**