

Cold, Damp & Mould in Your Home

Living in a cold, damp, or mouldy home can make you ill. It can cause coughs, colds, and breathing problems, and may make asthma worse. It can also lead to chest infections and skin problems. Living like this can make you feel stressed, low, and stop you from sleeping well.

Some people are more at risk. This includes babies, children, older people, and those who already have health problems. Keeping your home warm and dry can help you stay healthy.

What You Can Do

Simple steps can help reduce cold, damp, and mould:

- Keep your home warm where possible
- Let in fresh air each day (open windows if safe)
- Use extractor fans when cooking or bathing
- Wipe away water on windows and walls
- Avoid drying clothes indoors if possible
- Keep furniture slightly away from walls



A cold or damp home is not just uncomfortable – it can affect your health.

You are not alone, and you can get help.

Support With Heating, Energy & Bills

Warm and Well / Home Energy Team

Their energy advisers are here to help if you are in crisis, including if you have no heat or power, or if you need general energy efficiency advice.

South Gloucestershire: 0800 500 3076

Online: <https://severnwyke.org.uk/advice-support/>

Bristol: 0800 082 2234

Online: <https://www.cse.org.uk/my-home/contact-us-for-energy-advice/>

The Council

Support may be available if you are under financial pressure, including emergency help, grants or longer-term support

South Gloucestershire: 0800 953 7778

Online: <https://beta.southglos.gov.uk/>

Bristol: 0800 694 0184

Online: <https://www.bristol.gov.uk/residents/people-and-communities/cost-of-living-support>

Citizens Advice

Guidance on money worries, benefits, housing and energy issues. Free service.

South Gloucestershire: 0808 278 7947

Online: <https://www.southgloscab.org.uk/>

Bristol: 0808 278 7957

Online: <https://www.bristolcab.org.uk/>

Help If You Have Damp or Mould Problems

If You Rent Privately

Tell your landlord in writing as soon as possible. Keep copies of your messages. Take photos to show the problem clearly. If you have a letting agent, contact them as well so they are aware and can follow it up.

If nothing is done:

Citizens Advice (free support – see first page)

South Gloucestershire Council Housing Enforcement 01454 868005

Bristol City Council Private Housing Team 0117 352 5010

More help:

Online: https://england.shelter.org.uk/housing_advice/repairs/damp_and_mould_in_rented_homes

If You Rent Social Housing

Report issues right away to your housing provider. Under **Awaab's Law**, serious hazards must be fixed quickly.

If repairs are delayed:

South Gloucestershire Council Housing Enforcement 01454 868005

Bristol City Council 0117 922 2200

Support for Tenants (free advice and legal support) 0800 030 4669

Online: www.supportfortenants.co.uk/start-a-claim

More help:

https://england.shelter.org.uk/housing_advice/repairs/damp_mould_social_housing

If You Own Your Home

You are responsible for repairs, but support is available:

Retrofit West (energy advice and home improvements) 0800 038 6733

Online: retrofitwest.co.uk

Home Improvement Loans (Lendology CIC) 01823 461 099

Online: <https://www.lendology.org.uk/partner/>

Need Help Accessing Support?

If you are unsure where to start, contact the **Social Prescribing Team** for a referral for more support:

Call: 0117 403 4238

Online: <https://southernbrooks.org.uk/social-prescribing-self-referral-form/>

They will ask a few simple questions and help connect you to the right services.