

Guide to keeping you safe and warm in your home after your hospital visit



Damp and Mould

If you have damp and mould in your home you're more likely to have respiratory problems, respiratory infections, allergies or asthma. Damp and mould can also affect the immune system.

How does it affect your health?

Mould produces allergens (substances that can cause an allergic reaction), irritants and sometimes toxic substances).

Inhaling or touching mould spores may cause an allergic reaction such as, sneezing, runny nose, red eyes and skin rash. Mould can also cause asthma attacks.

Causes of damp and mould

Mould and damp are caused by excess moisture. Moisture in buildings can be caused by leaking pipes, rising damp in basements or ground floors, rain seeping in because of damage to the roof or around window frames.

A newly built home may be damp if the water used when building it, is still drying out – for example, in the plaster on the walls. Excess moisture indoors can also be caused by condensation.

If you have mould or damp, it's important to find out why you have excess moisture in your home. When you know what's causing the damp, you can make sure your home is repaired or take steps to limit the moisture in the air.

Contact 01226 787878 to report any repairs or damp and mould.

To contact your Neighbourhood Officers please call 01226 774 288

Please follow our BERNESLAI HOMES HEALTHY HOME CHECKLIST below

Damp and Mould

Does your wall feel damp when you touch it?

Does your wallpaper peel or become crumbly when you touch it?

Are there any black mould on the wall? Damp can cause spores of black mould to form on walls, ceilings and around window frames and doors.

If you think you have damp and mould in your home please contact 01226 787878 or complete our online form:

<https://forms.berneslaihomes.co.uk/form/70>

Light and ventilation



Are you able to open the windows?

Are there air vents and can they be opened?

Are there fans or extractor fans in the kitchen/bathroom and are they working?

If you have an extractor or fan in your bathroom and kitchen, please use them.

If you think you will benefit from an extractor fan for damp and mould, please contact repairs team on 01226 787878

Heat and energy

(Please check below)



- Are your radiators blocked or covered? This will effect energy efficiency
- Turn the heating system on - does the entire surface of the radiator feel warm?
- Turn the hot water on to check the boiler works.
- Check behind furniture for signs of condensation, damp, or mould.
- Check the carbon monoxide detector works.

If there is any problems with your boiler please contact repairs on 01226 787878

Fire Safety

(Please check below)



- Check smoke alarms on every floor - if the alarm has a flashing light it's working properly: push the button to test the alarms.
- Are there any fire doors? Please keep these closed especially your kitchen door.
- Do you know your fire escape route? Is it kept clear and easy to access?

If you feel like you could benefit from more fire safety advice then contact the local fire service on 0114 272 7202

Further Support At Berneslai Homes



We appreciate the difficulties everyone is facing with the current cost of living crisis. If you feel that you need extra financial support to be able to heat your home, please contact us on 01226 774270 (TSO's).

You can also make contact with Barnsley Council 'more money in your pocket' campaign by visiting <https://www.barnsley.gov.uk/services/benefits/more-money-in-your-pocket-cost-of-living-support/>

Please do not delay in making contact with us to report damp and mould, even if you have done so before.

Our Tenants First Service and Neighbourhood Services offer a lot of support to tenants who are struggling to manage their tenancies, and you can get in touch with us by using our epost facilities on our webpage or by phoning 01226 787878

Should you wish to make a complaint about any service we have offered, please do so by contacting: 01227 787878 or emailing: customerservices@berneslaihomes.co.uk