

**Damp and mould have built up in our home. Our letting agency say they'll speak to our landlord but there's been no action and I'm really worried about how this might affect our health.**

It's not always easy to work out the cause of damp and mould. Your landlord will be responsible for the issue if it's being caused by structural problems or disrepair such as a leaking roof or bad insulation, and if it's affecting your health. However, they might suggest that it's your fault for causing condensation. On the Citizens Advice website you can find information to help you work out what type of damp you have, who is responsible and what you can do about it.

The best way to prevent condensation is to keep homes well-heated and ventilated, but high heating costs and cold weather can make this difficult. Check the website to see if you're eligible for financial support, and for advice on actions to avoid, like drying clothes on heaters.

However, if the property can't be heated and ventilated adequately to cope with normal day-to-day living activities like showering, cooking and laundry, then it's the property that's the problem, not your behaviour.

If your landlord is responsible for the damp in your home but doesn't do anything about it, you can report them to the local authority. And if you have medical evidence that damp is making you ill, you may be able to get free legal advice. Contact South Lakes Citizens Advice if you need further help.

***Free, confidential advice and help is available from South Lakes Citizens Advice on any aspect of debt, consumer problems, benefits, housing, employment or any other problems. How to access:***

- ***Call 015394 46464 (9.30am – 2pm, Monday – Friday)***
- ***Drop in sessions at Wainwright's Yard, Kendal, LA9 4DP (10am – 1pm, Tuesday and Thursday)***
- ***Adviceline: 0808 2787 984 (9am - 5pm, Monday – Friday)***
- ***email advice via the submission page on our website [www.southlakescab.org.uk](http://www.southlakescab.org.uk)***