Stop

Quick Check List
I Have Noticed...
- Bits in the water which are slimy to touch
- Staining on the grouting between tiles, or where water sits in the bathroom
- Black slime on the taps and shower head
- Black slime or staining in the washing machine soap drawer or around the door seal
- Black slime or staining on sponges or flannels
- Staining in the toilet cistern or around the rim of the toilet

Causes

This staining or slime is caused by airborne mould spores. These do not come from the water supply itself, but they like to grow in damp places.

- They feed on soaps and aerosols, as well as air fresheners and even cleaning products.
- Limescale is a great place for mould to grow as it gives it something to hold onto.

Go

What To Do Now

Improve ventilation in the room, for example, could you leave a window open for a while or fit an extractor fan?

Remove all the mould with a mild bleach or sodium bicarbonate solution – even the smallest amount of mould left will produce more spores and the problem is likely to come back.

Remove any limescale where the mould grows - limescale allows the mould to get a good grip on the surface where it is growing.

Contact Us

You can get further information on water quality from our website hartlepoolwater.co.uk/dwq or call our Contact Centre on 01429 858 050 24 hours a day, 7 days a week.

Non household customers may also choose to speak to their retailer.