

Damp, Mould and Condensation

If you have any damp, mould or condensation in your home it is important that you tell us about it as soon as you notice it. You can call our Property Services Department on **01273 898744**, we don't have a call centre, so you'll get to speak directly to one of the team in person. You can also contact your Housing Officer or Housing Assistant who will pass on your report for you.



When we get a report of damp or mould, we'll arrange for someone to come out as soon as possible to inspect. This may be one of our surveyors or it may be someone who works on behalf of the Head Landlord for your home.

What causes Damp and Mould in your home?

Rising Damp is caused by a failed or inadequate damp-proof course. This allows moisture to rise up through the ground floor walls of your home. You can usually spot rising damp as it often leaves a tide mark at the edge of the damp area.



Penetrating Damp is the name for any water that finds its way inside from the outside. Some of the causes are overflowing gutters, missing roof tiles, leaking pipes, badly fitting windows/doors, damaged pointing or render or covered air bricks.

Typical signs are:

Growing areas of damp on walls or ceilings.

Blotchy patches on walls.



Wet and crumbly plaster.

Signs of spores or mildew

Drips or puddles

Condensation can cause mould to form in your home. Black mould is usually a sign of condensation.

Moisture in the air causes condensation. We want to support you to solve any damp, mould or condensation issues in your home and prevent them from happening again. We want you to live in a home that is warm, safe, and secure. Please remember that everyday activities like cooking, showering and drying clothes create moisture in your home which can lead to condensation.



So, how do you prevent the buildup of moisture in your home?

A certain amount of condensation is to be expected in every home although it can become a problem if the moisture builds up and leads to mould growth. You can help to prevent condensation in your home by taking the following simple steps.

Condensation Tips:

- **Open your windows for a small amount of time each day.**
- **If your windows have trickle vents keep them open.**
- **Wipe down windows and sills when there is moisture on them.**
- **Cover pans when cooking.**

- **Use extractor fans in bathrooms & kitchens (where fitted).**
- **If there isn't an extractor open the window while cooking/after showering.**
- **Close internal doors when you cook or shower.**
- **Leave a gap between furniture and external walls.**
- **Dry laundry outdoors or use a vented tumble dryer where possible.**
- **If not possible hang laundry on a drying rack in a room with a slightly open window and keep the door closed.**
- **Open bedroom windows for 5-10 minutes when you get up.**
- **Try and keep a low background temperature of 15 degrees in all rooms.**

We understand that heating your home may be difficult due to rising energy costs. The Energy Saving Trust can offer advice on how to save money on your energy bills and how to reduce energy consumption, manage your electrical appliances and lower your energy bills. You can contact them at

www.energysavingtrust.org.uk/advice/home-appliances/



If you have any concerns, please contact our Property Services Team or your Housing Officer or Assistant.