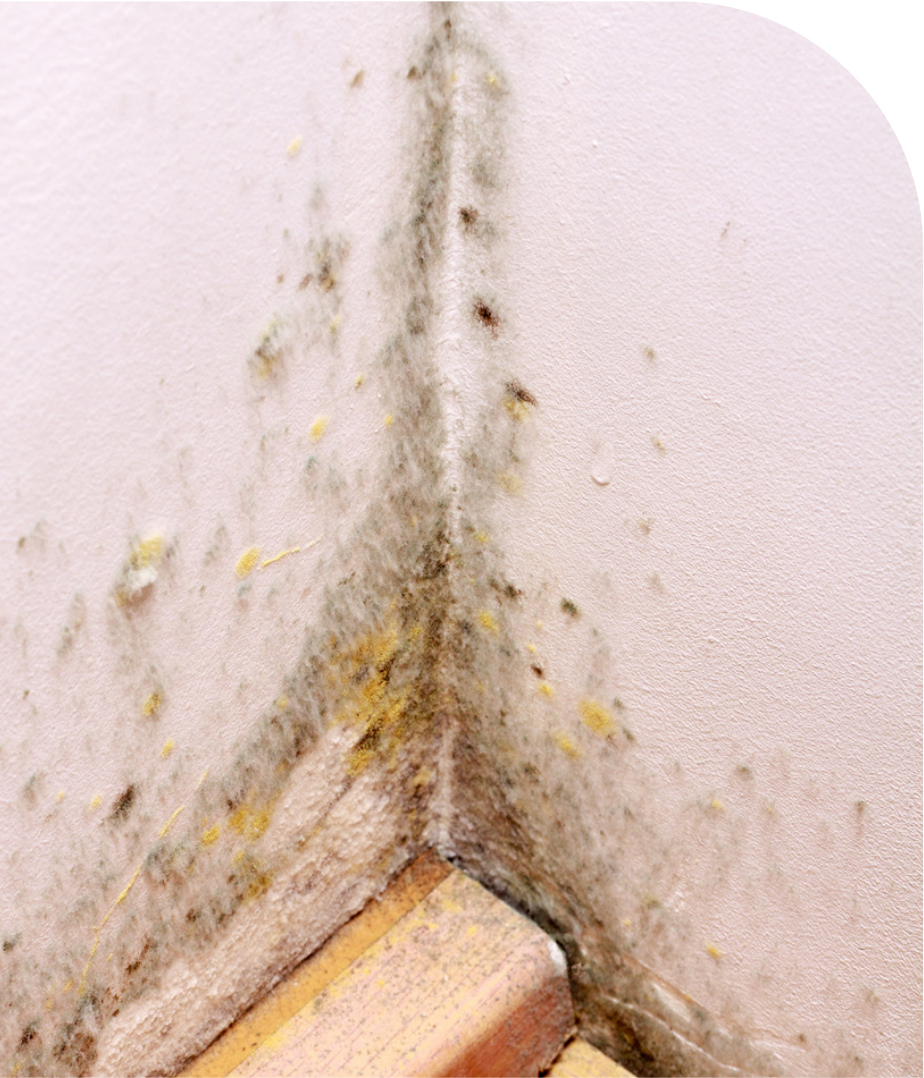




Damp, mould and condensation



Damp can cause mould on windows, walls and furniture. Damp and cold homes can cause mould which can increase the risk of respiratory problems.

How does mould start?

Mould is caused by damp.

What does damp mean?

Damp means when something is slightly wet.

What causes damp?

In our homes, damp can be caused by:

- Leaking pipes, wastes or overflows
- Rain which gets into our homes through the roof where a tile or slate is missing
- Blocked guttering
- Cracked or loose rainwater pipes
- Rising damp due to a problem with the damp course which will create a yellow tide mark on internal walls.



You can report these repairs to us by phoning 0300 003 7007 and choose option 1



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Damp can also be caused by condensation

What is condensation?

Condensation is tiny droplets of water. It happens when hot and cold air come together.

Condensation can look like water, steam or mist. You may notice it when you see your breath on a cold day, or when the mirror mists over when you have a bath or shower.

There is always some moisture in the air, even if you can't see it, but if the air gets colder, it can't hold all the moisture and tiny drops of water appear on cold surfaces. You can usually find it behind or in cupboards or wardrobes or windows. Condensation can turn into mould.

Remember - too much condensation is the main cause of black mould. Mould is harmful to your health. This is why it is important to contact us straight away and report any signs of damp, mould or condensation.

Keeping a healthy home

There are a number of things that you can do to help prevent damp and mould in your home.

- Opening windows or trickle vents to remove moisture from the air (ideally in the morning and throughout the day when cooking or bathing)
- Wipe windows and window sills to remove excess condensation
- Drying clothes either outside or in the bathroom with an extractor fan on or window open
- Keeping a warm home (ideally around 18C)
- Covering pans when cooking

We know that not everyone can do all the things listed above - for a wide variety of reasons. Every action will help – but please get in touch to discuss options as soon as possible. For example, our Income Team might be able to support you to get help with your energy bills.





Damp, mould and condensation



Reporting damp and mould to us

The steps we will take, after you have let us know about damp and mould include:

We will



Listen to you and take your report seriously

Come out to inspect your home to find out what the cause is and what work might be required



If needed, complete repair work to fix any structural or plumbing issues



If needed, make improvements to the ventilation in your home (for example, installing extractor fans in your kitchen and bathroom)



If needed, undertake mould treatment

- In the case of mould, the standard treatment involves an application of an anti mould spray to remove it. This is then followed by an application of an anti condensation coating, with a second layer if required. These applications each need to dry for the treatment to be effective.



Contact you after the works have been completed to confirm that the damp or mould has not returned.