

# TACKLING DAMP, MOULD AND CONDENSATION



If you are experiencing damp, mould or condensation in your home, it is important you let us know as soon as possible. As your landlord, we take the problem very seriously and if your home is affected, we are here to help.

This booklet provides further information on what to do if you identify damp, mould or condensation, along with a few tips that may prevent the situation from getting worse.

If you need further support or you would like us to visit your home to give you more advice about your problem with damp, mould and condensation, please call us on 01454 411172.



# What causes Damp, Condensation and Mould?

Damp is often caused by a fault in the home. This includes water coming in from the outside of the building, internal leaks causing rot, damp or damage, or possible rising damp, which is the movement of water from the ground.

Condensation is caused by excess moisture indoors. It forms when moisture held in warm air comes into contact with a colder surface and then condenses, producing water droplets. Some conditions that increase the risk of condensation include poor insulation, inadequate heating, or air being unable to circulate around all parts of the home.

Mould is an organic growth that can develop in damp conditions. This is often more obvious in situations where condensation damp is present.



## What to do if you identify Damp or Mould in your home.

If you find damp, mould or condensation in your home, please report it to us as soon as you can.

We will treat reports of damp, mould or condensation seriously and in the same way as any other maintenance request.

We would also encourage you to report any leaks in your home, or any faults in the heating, windows, extractor fans or vents which might contribute to or cause damp, mould or condensation.

# Addressing cases of Damp and Mould

Once we have identified the cause of damp and mould, we will work with you to help fix it.

Sometimes, this may be possible through general guidance on how to manage condensation in your home, and we will provide advice to help you with this. Dependent on the scale of the issue and the level of support you require, we may be able to provide a mould wash at your property.

In some cases, further work may be required and we will order any relevant repairs works that are needed. If needed, we may also put in place in longer term measures, such as mechanical extract fans, to help the future management of condensation or damp.

Each damp and mould case is different, and we will always listen to our customers to understand their individual circumstances.



## Reducing the likelihood of Damp and Mould

In some cases, for example where damp is caused by an issue with your property, it is very difficult to manage damp and mould without assistance. In cases where condensation damp is the main issue, there may be a few steps you can take, such as reducing moisture:

- Always use lids on saucepans while cooking.
- Make sure to switch on extractor fans when cooking.
- Do not dry wet clothes over the radiator or use a clothes dryer in a closed room.
- Make sure tumble dryers are vented outside.
- Leave internal doors to kitchens and bathrooms closed to avoid warm air entering other rooms in the house.
- Wipe down windows or window sills (especially in bedrooms) to remove condensation.

# Improve air circulation and ventilation

- Do not block air vents and do not draught proof bathrooms or kitchens.
- Try to leave gaps between curtains and walls during the day.
- Keep cupboards and wardrobes ventilated and avoid putting too many things in them as this stops the air circulating.
- Position wardrobes and furniture against internal walls.
- Ensure that there is a gap around furniture and cupboards.

## Heating vs ventilation

- Keeping rooms warm prevents damp and mould. Ideally room temperatures should be around 19 degrees C for living rooms, kitchen and bathrooms and less in bedrooms.
- It may seem counter intuitive to ventilate by opening trickle vents, but it is easier to let the moisture out and to heat up cold air.
- Do not heat up cold rooms in the evening by opening the door to heated rooms. Water vapour in the warm air will condense into the cold walls of these rooms.



## Removing Mould

- Wipe condensation from windows and other areas with a dry cloth in the morning and open window for a while.
- Wash or dry-clean mildewed clothes and shampoo carpets.

In cases where there is only a small amount of mould, and no ongoing issue with damp or condensation, it may be suitable for you to treat this yourself.

In this instance, please use a mould specific cleaning product to wipe away the mould. Do not use bleach or a washing up liquid, as this can make the problem worse.

# We are always here to help

We recognise that affordability can be a real issue when it comes to heating your home. If you are struggling to meet your household bills or need assistance with one-off purchases such as a dehumidifier, please speak to your Housing Officer who may be able to help you access a scheme for financial support.

If you have any questions or concerns about damp, mould or condensation in your home, please get in touch with us on 01454 411172 or email us at [info@elimhousing.co.uk](mailto:info@elimhousing.co.uk).

We will work with you to identify the main cause of damp, mould or condensation and help to fix it.





# CONTACT US

## **Address**

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## **Opening Hours**

9.00am to 5.00pm  
Monday to Thursday.  
9.00am to 4.30pm  
Friday.

**Tel:** 01454 411172

## **Email:**

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people's lives