



Homes Plus

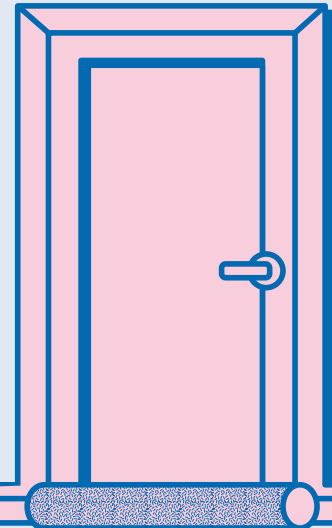
# Damp, mould and condensation

Your guide to a healthy home

**As your landlord, it is our responsibility to provide you with a safe and healthy home.**

Our **See it, report it** campaign urges our customers to let us know if you spot signs of damp and mould because these can affect your health and the health of your home, if not treated.

This leaflet will help you know what to look for, if you have any concerns about damp and mould. It also includes some practical advice to help you cut condensation, which is one of the causes of mould.



## What is damp?

There are different kinds of damp.

- ◆ **Is there a damp patch on your walls or ceiling which gets worse when it rains?** This might be penetrating damp, caused by water seeping through from outside. You need to report this to us.
- ◆ **Can you see a 'tidemark' running along the bottom of a wall on the ground floor of your home?** This could be rising damp. You need to report this to us.
- ◆ **Is there an area that is wet to the touch and which stays damp, regardless of the weather outside?** This could be a plumbing leak, especially if it is in your kitchen or bathroom. You need to report this to us. An uncontrollable leak is an emergency repair – see our current repairs timescales at [www.homesplus.co.uk/repairs-and-maintenance](http://www.homesplus.co.uk/repairs-and-maintenance) for more information.

If you think you have penetrating damp, rising damp or a plumbing fault, contact us straight away so that we can arrange an inspection and take action to fix the problem. **See it, report it.**

## What is mould?

**Black mould can grow on damp surfaces. It is most common on places like windowsills, skirtings, ceilings and walls.**

The first signs of mould that you might see, are small black spots on these surfaces. If you notice mould, it is important that it is removed as it can spread quickly and harm your health, if not treated.

Small areas of mould (up to the size of an A4 piece of paper) can be removed with a clean cloth and a mould remover spray, suitable for household use, from a supermarket, DIY store or high street retailer.

Please only remove areas of mould that can be safely accessed and follow the manufacturer's instructions. Open windows and doors to make sure the area is well ventilated. If mould returns after you have removed it or you are unable to remove it, please report it straight away so that we can arrange an inspection to identify the cause of the issues you are experiencing and work together to resolve any problems as quickly as possible. **See it, report it.**

## What is condensation?

**Condensation happens when moisture in the air meets a cold surface and turns into water droplets.** Everyday things like cooking, cleaning, showering, boiling a kettle and even breathing produce the kind of warm, moist air which causes condensation if it settles on a cold surface before it can escape our homes.

Have you noticed your bathroom mirror 'steam-up' after you have taken a shower? That's condensation.

Condensation can happen in any home, particularly in the winter when our walls and windows are colder and we keep windows and doors closed.

## Why should I worry about condensation?

Small amounts of condensation aren't usually a problem, especially when we keep on top of it by wiping it away with a dry cloth or kitchen towel.

If condensation can't escape your home and it isn't removed, though, it can cause mould.

Mould can spread quickly and be harmful to your health, if not treated.

## How can I cut condensation?

**The best way to cut condensation is to reduce the amount of moisture produced in your home and keep it as warm and ventilated as possible.**

The Energy Saving Trust has helped us put together these Top Tips to cut condensation.

- ◆ Opening windows when cooking, showering and drying clothes helps moist air escape.
- ◆ Using your extractor fan, if you have one, when you are cooking or taking a shower or bath, removes moisture from the air.
- ◆ Putting lids on saucepans when you are cooking, prevents extra moisture in the air and helps save on your energy bill, too.
- ◆ Keeping your home heated, helps to prevent condensation forming on cold surfaces. Try to prevent the temperature dropping below 15C to reduce condensation. Setting your thermostat to between 18-21C will help keep you and your home warm.

We understand that high energy costs can make it more difficult to heat your home. If you are struggling to pay your energy bills, speak to your provider to find out about any help that's available. For useful contacts and helpful hints, visit the Keep Well & Warm area of our website and for free and confidential money advice and support to help with the cost of living, talk to our Employment and Money Advice team or drop into one of our Community Hubs.

- ◆ If you have access, drying clothes outside is best. If you need to dry clothes indoors, you can cut condensation by opening a window slightly or using an extractor fan.
- ◆ Moving sofas and other furniture away from radiators helps the heat move around your home more efficiently.

**Find more tips to help you cut condensation on our website.**

## See it, report it.

If you spot any signs of damp or mould in your home – or following our tips doesn't cut condensation, please let us know straight away.

