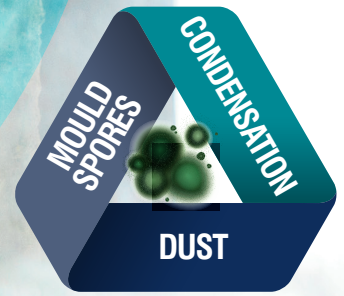


A guide to Damp and Condensation Mould



What is Condensation?

Condensation is the most common cause of Mould

- Condensation is an everyday occurrence when moisture becomes trapped in your home.
- You can prevent this happening.
- Warm air inside our home takes up moisture from activities such as cooking, showering, drying clothes.
- When that warm air hits a cold surface, it cools below its dew point.
- This means excess moisture and condensation appears on your walls and windows.
- If this is not removed and remains in place this will encourage mould growth.
- Mould will appear if condensation isn't removed – it only grows on clean water.
- Condensation can appear on wallpaper, plaster, fabrics, and clothes.
- Simple housekeeping will help keep condensation under control.
- Contact us if you think it's been caused by a leak.
- If you do not have any vents in your kitchen and bathroom, or they are not functioning, then call us to log a repair – you must always have a window slightly open when using the vents to bring in dry air.



Condensation

How much condensation can we produce in a day?

- **2 pints** from a bath or shower.
- **8 pints** - cooking without lids.
- **8 pints** - running an unvented tumble dryer.
- **3 pints** – from just having 2 people at home for the day.

What is Damp?

- Damp is caused by water getting into the house from outside.
- Usually from leaks to the plumbing system, but also could be from roof leaks or windows, and doors in need of repair.
- In rare situations water may get in through walls or roof. This is Penetrative Damp.
- This sort of damp is easier to deal with as it can be cured by repairing the fault.
- Rising damp describes the action of ground moisture moving up a masonry wall.
- Moisture will rise up the wall and leave a 'tide mark' as demonstrated in the image below.



Rising Damp

Condensation & How to Prevent & Manage It

In the Mornings:

- Your heating needs to come on 1 hour before people wake & get up – You can turn it off as soon as they are up.
- As soon as you are up – open your window slightly, count to 5, and close again. Do this in every room you go in. This can reset the room. This will not waste heat. Do this each time you cook or bathe.
- Turn the vent fan on and open a window when showering or bathing. You need to bring dry air in to assist the fan in removing the damp air. Keep Trickle Vents open if you have them (the small slotted vent usually located in the top section of the window frame).
- If you're running a bath, add the cold water first - this will reduce steam by around 90%.
- Closing the kitchen door and opening a window when cooking.
- Use saucepan lids when cooking – or even better a slow cooker.
- Move furniture slightly away from walls, for better air flow.
- Dry clothes outside if you can, or open a window, and shut off the room they are drying in by closing the door. It's best to dry in the bathroom, over the bath, on an ailer. This is because the bathroom is more suited to dealing with moisture heavy conditions. Never on a radiator or in a bedroom.
- Open a window slightly for 1/2 hour after cooking, and bathing, keep the door shut.
- If you can, keep the heating on low to prevent mould growing.
- The optimal temperature during the day would be 21 and 16 during the night.

Daily Condensation Care

- Use a wiper blade squeegee to wipe down windows each morning.
- Mop up any excess condensation from the window surround and sills and wipe down with anti-bacterial spray. Regularly clean away dust from skirtings and window sills as this will feed the growth of mould.
- Squeegee shower walls, floors and doors after every shower to remove mildew causing moisture. Then, wipe again with a dry towel to get rid of any last bit of water.

Remove the mould caused by Condensation

- Wipe the area with a cloth and hot water first.
- Then use a mould remover and treatment (use a recognised brand).
- Do not use washing up liquid as a cleaner.
- Wash any clothes that have damp on them.
- Shampoo any carpets that have mould on them.
- Use an antifungal paint on affected walls.
- Try keeping non-electrical condensation removers in affected rooms/wardrobes.
- Removing the mould can take a few attempts with continued use of the guide above.

If there is little improvement, then contact us via The Hub **0333 200 7304** for a Damp Assessment. The easiest and quickest way to contact us is via the customer portal accessed through our website where you can complete a short online reporting form.

For further information

Suggestions to keep you warm and reduce your energy costs.

Having your boiler serviced regularly will help to keep it running safely. A well-maintained boiler uses energy more efficiently.

Adding extra layers, bedspreads, throws and weighted blankets will keep you warm at night without totting up your energy bills.

Keeping your curtains open during the day. Any sunlight will naturally provide a measure of natural warmth to supplement your heating.

On sunny winter days you may be able to turn your thermostat down and reduce your heating costs further.

Curtains and blinds help keep the heat in, close them as soon as it starts to get dark. Using draught excluders at doors keeps the heat in the room.

Where you have thermostatic radiator valves on your radiators, you will be able to control the heat to each room. If you are not using a room turn the valve down to reduce the heat to the room.

You can get in touch...

If you are struggling to pay your bills, our team may be able to help.

You can get in touch by completing our online form www.platformhg.com/our-team-can-help or by calling **0333 200 7304** and asking for our Successful Tenancies Team.

Please visit our website at www.platformhg.com/condensation-damp-and-mould for more help and advice including how to diagnose damp and control condensation mould in typical situations.