

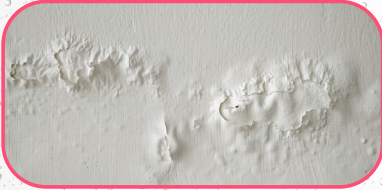
YOUR GUIDE FOR CONDENSATION, DAMP, AND MOULD



Condensation, damp, and mould can be caused by a variety of factors. This information sheet will help you to identify the different types and includes some useful hints and tips on what you can do to help prevent them.

A build-up of moisture in your home can cause damp and mould problems and could affect your health.

HOW DO I IDENTIFY CAUSES OF DAMP?



Penetrating damp

This is caused by a problem with the building which means rainwater can get through the walls, roof, windows, or doors. It can occur at all levels of the building and is usually higher up. Overflowing gutters, missing roof tiles and leaking pipes can all cause penetrating damp.



Rising damp

This may be caused by a failed damp proof course which allows moisture in the ground to rise up through the ground floor walls of your home. You can usually identify rising damp because it will often appear as a tide mark above the skirting board.



Mould spread and shape

Mould is a living organism that thrives on condensation and moisture. It needs to be removed with specialist treatment to get rid of it permanently.

Small amounts of mould in your home, for example on your windowsills or the sealant around your bath or shower, can be quick and easy to get rid of. You can buy mould treatments and sprays from most supermarkets to treat it.

If you have tried to remove the mould and it continues to reappear or get worse, it's really important that you tell us.

NOT ALL DAMP AND MOULD IS CAUSED BY CONDENSATION. THE CAUSE CAN SOMETIMES BE MORE SERIOUS SUCH AS:

- leaking or blocked gutters, down pipes, and overflows
- a leaking roof from missing tiles or slates
- internal water leaks

We acknowledge that maintenance issues leading to or contributing to damp and mould are our responsibility and we're committed to helping our customers deal with this issue.



DURING COLDER MONTHS CONDENSATION CAN BECOME A MAJOR PROBLEM

There are three main causes of condensation:

- moisture produced by everyday activities
- not enough ventilation
- cool temperatures

HOW CAN I REDUCE CONDENSATION IN MY HOME?

There are three main ways to tackle condensation:

- **STOP** moisture building up
- **VENTILATE** or air your home
- **KEEP** your home warm

The following tips can help you to prevent damp and are good practice to follow even when damp is not a problem in your home:

How can I stop moisture build-up?

- when showering, bathing, or cooking, open a window or vent for at least 20 mins afterwards
- when running a bath, run cold water first, then hot, this will reduce condensation by 90%
- if you have extractor fans, use them – this is really important. Most of the fans we install will automatically run when moisture is detected in the air
- keep your bathroom and kitchen doors closed during and after use
- wipe condensation off your windows and sills

How can I ventilate or air my home?

- when cooking or washing, open windows and/or use extractor fans
- when drying clothes inside try to do it in a small room and open the window
- don't block air vents
- don't put furniture next to walls – make sure to leave a gap to let the air flow



How to keep your home warm:

- draught proofing will keep your home warmer – and help reduce fuel bills. Draught proof your home, such as under doors, and close curtains at night
- keeping the heating on low all day will help to control condensation



MONEY ADVICE

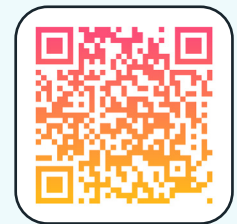
We understand that the rise in energy bills may mean you are reducing the length of time you put your heating on, but it is important to keep your home warm to help to control condensation. If you're worried about heating costs this winter, you can contact our money advice team who have specialist energy advisors that can help and support you.

You can call the team on **0300 790 6530** or email citizen.moneyadvice@citizenhousing.org.uk Please include your full name and address when emailing.

You can find more information, including a top tips video, on our website's damp and mould page.



Scan for damp and mould information



Scan for top tips video

The quickest and easiest way to tell us that you have damp and mould in your home is by logging into **My Account**. Or you can call us on **0300 790 6555**.

Our Customer Services Team will ask you several questions to help us work out the cause of the damp and mould.

If you have the answers to these questions ready, it will help us to prioritise your repair:

- when did you first spot the damp or mould?
- have you reported a damp or mould issue in your home to us in the last 12 months?
- which rooms are affected?
- if there is mould, is it black, white or another colour?
- do you have extractor fans in the kitchen and bathroom? If so, are they working?

If you have mould, we will ask you:

- is the mould behind furniture or stored items against a wall?
- how big is the mould patch, are there patches in multiple rooms?
- can you take photos to share with us?



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