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## Your guide to damp, mould and condensation

If you have any concerns about damp, mould or condensation in your home, please contact us immediately so we can work together to find ways to resolve the issues.

 0300 777 3000

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## A warm, dry and well-maintained home helps prevent mould and keeps us healthy.

Here's a guide to damp, mould or condensation and how to prevent this becoming a problem within your home.

We know that this is a complex issue but we are confident that there are actions we can all take to reduce the risk to our homes our health.

## What is it?

Lots of things can lead to moisture in the air inside our homes which can cause damp, mould or condensation.

When any water vapour in the air hits a cold surface it condenses, which you can see in the form of water droplets on cool walls or windows, around window seals and frames or in the corners of rooms. If condensation is left, it will eventually cause black spots and/or mould to grow in these areas. If this mould is not treated, it can have a negative impact on your health.

Sometimes it can be a defect with the property that is causing the problem and allowing water into the home. This could be because of missing roof tiles, a leaking pipe or an extractor fan not working.

However, often it can be easily addressed by a few simple measures like heating your home to a constant temperature, using ventilation like extractor fans and treating with a shop bought anti-fungal or anti-mildew spray.

## What happens when you report damp and mould?

- ✓ We will listen and take your concerns seriously.
- ✓ We will arrange for your home to be inspected to find out what work may be needed.
- ✓ We will carry out any necessary repairs to fix any issues.
- ✓ We will make any necessary improvements to ventilation such as replacing extractor fans.
- ✓ We will carry out mould treatment where necessary.
- ✓ We will encourage you to keep in touch with us and contact you again to ensure the issue hasn't come back.
- ✓ We will make sure our homes are maintained to a high standard.



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## How will I know if I have it in my home?

Here is some key information to help you spot damp, mould or condensation within your home and advice on what action you can take to reduce the risk.

## Condensation



### What does it look like?

- Water droplets on walls.
- Water droplets on window glass, around window seals, frames and sills.
- Water droplets in corners of rooms.



### Why might it be happening?

- Too much moisture in the air.
- Not enough ventilation.
- Cold surfaces.
- More likely in the colder months of the year.



### What can I do?

- Keep the temperature in your home consistently warm.
- This will warm the surfaces of your home and assist in reducing condensation.
- Don't worry, you don't have to keep your heating on full every day. Keeping your home heated between 18-21 degrees will reduce the risk of condensation forming.
- Make sure tumble dryers are managed properly.
- If you use a vented tumble dryer, it's really important to make sure that the ventilation pipe feeds to the outside of your home.
- If you use a condenser tumble dryer, make sure that the dryer is in a well-ventilated room with enough space for the air to circulate. Also regularly empty the condensation tank.
- Wiping any water off surfaces with a cloth will help stop it developing into mould.

# Mould

A tiny black fungus that usually starts to grow because of a build-up of condensation.



## What does it look like?

Little black dots which start to form around window frames, on window seals, sills and in the corners of rooms.



## Why might it be happening?

Too much moisture in the air condensing on walls or other surfaces. Leaving water droplets on windows, sills, frames and walls and not wiping them down.



## What can I do?

You can get rid of small quantities of mould with an anti-fungal or anti-mould spray.

If you are worried, please contact our repairs team to report it and we can complete a survey of your home to find the cause and put it right.

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# Condensation damp

Caused by condensation and mould building up on walls, ceilings and windows if left untreated.



## What does it look like?

Often shows up as black patches of mildew, or darker patches on walls which feel wet to touch.

It could look like your plaster has deteriorated, your wallpaper could be peeling or paintwork flaking on walls or ceilings. Soft furnishings and clothes may smell musty or droplets of water may be seen on surfaces.



## Why might it be happening?

There could be too much moisture in the air, this could be because the temperature is too low within the home or there is not enough ventilation.

Build up of condensation and mould growth on walls and around windows that has not been wiped down or treated.

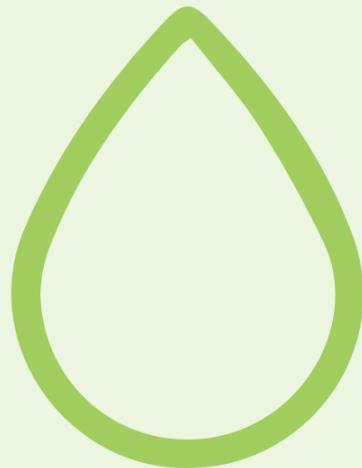


## What can I do?

Report it to us as soon as possible so a surveyor can attend to help identify the cause and work with you to find a suitable solution.

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## Damp from plumbing leaks



### What does it look like?

Typically shows up as a small, isolated damp patch, without any brown staining, that gradually grows. Plaster can 'bubble' at the edges of the patches. Water can become visible if the leak is near (or above) the surface.



### Why might it be happening?

Caused either by corrosion of the plumbing or joints that were not fully watertight when new.



### What can I do?

If you have concerns about a leak, or damp which may have been caused by a leak, please get in touch.

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## Penetrative damp

Caused by water coming in through an external wall and into the home.



### What does it look like?

Patches are often outlined with a brown stain. Plaster can 'bubble' and turn powdery. This can affect both ceilings and walls.



### Why might it be happening?

Caused by a fault in the wall/guttering or a lack of an escape route for moisture entering the home.



### What can I do?

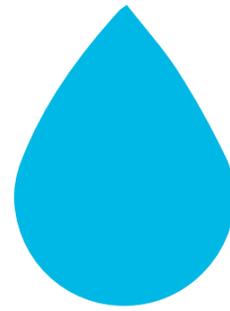
Report it to us as soon as possible so a surveyor can attend to help identify the cause and work with you to find a suitable solution.

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## Rising damp



Damp caused by moisture rising directly from the ground below the house.



### What does it look like?

Black mould spots but this will only be on the ground floor level. It can also show as a tidal wave mark across the wall.



### Why might it be happening?

Caused by moisture from the ground flooding the floors or walls and becoming trapped. The moisture will continue to rise until it can drain away or evaporate.



### What can I do?

Report it to us as soon as possible so a surveyor can attend to help identify the cause and work with you to find a suitable solution.

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## Damp from drying out walls and/or floors



### What does it look like?

Typically shows up as patches, without any brown staining, that may initially grow before gradually shrinking over a period of weeks or months.

This is common after a period of building work, cavity extraction and EWI improvement work, flooding, or a plumbing leak.

Damp patches can appear on surfaces that were not affected by the building work or flooding but are near by.



### Why might it be happening?

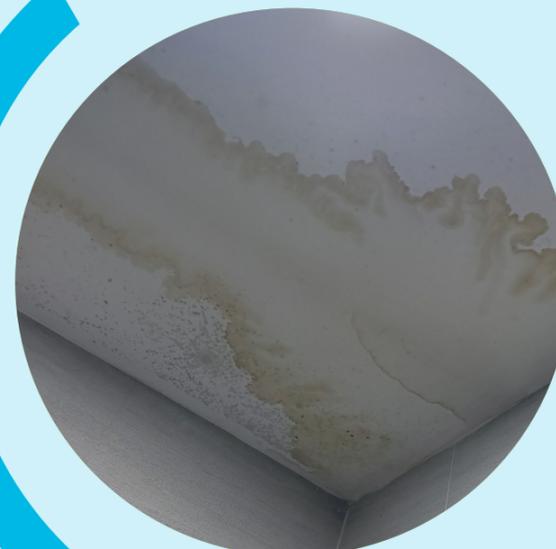
Caused by moisture deep within the property working its way out.



### What can I do?

If you are currently having improvement works or building works at your property, please speak with your liaison officer or area inspector who can advise you further.

If any problems re-occur or you are not sure of the cause, please get in touch as soon as possible so we can arrange a further survey.



## What are we doing?

### External wall insulation and cavity extraction programme

We are investing in insulation to our properties to make sure they perform well in the cold weather. This makes your property watertight and insulated, keeping it warm, dry and more energy efficient.

### New products and systems

We are always working to find innovative, improved and efficient ways to keep your home warm and reduce energy use. We are currently running trial projects of different products and systems.

### Surveys and inspections

We will attend and inspect your home if you have any concerns about damp, mould or condensation. We will look at the issue, identify the possible cause and raise any repairs that are needed to put things right.

Sometimes a repair is not needed as the structure of the property and condition is good. However, we can provide helpful recommendations involving small changes around your home to get things resolved.



## Worried about damp, mould and condensation in your home?

### We are here to help.

Our Customer Services team can answer your questions, offer advice or arrange for your home to be surveyed. If we find that repairs are needed, we will arrange a follow up visit to get these sorted.

Contact 0300 777 3000 or email [dmc@taitarian.co.uk](mailto:dmc@taitarian.co.uk)

### Did you know?



Mould grows when temperatures drop below 15 degrees.

### TOP TIPS:

#### Small changes can have a positive impact on your home and health.

- When you can, dry washing outside. In the colder months we know this is not always possible so instead try a clothes horse in your bathroom, turn on your extractor fan, open the window and close the door.
- Lots of everyday activities produce steam such as cooking, taking a shower or boiling the kettle. To prevent condensation which causes mould, turn on your extractor fan or open the window and close the door to that room.
- Air needs to flow around a room so try to avoid pushing furniture or other items against walls.
- If possible, try to close bedroom doors at night and open a window slightly to allow ventilation, or if you have them use your trickle vents.
- You can remove small amounts of mould with a shop bought anti-fungal or anti mould spray.
- Try to keep your home at a constant temperature between 18 to 21 degrees. However if you are struggling with the cost of heating your home, there is help available.
- Please talk to our Financial Inclusion team on 01639 506623 or email [financialinclusion@taitarian.co.uk](mailto:financialinclusion@taitarian.co.uk)

### Did you know?



An average family home can produce around 20 pints of moisture a day?



**Concerned about damp, mould  
or condensation? Contact us**

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