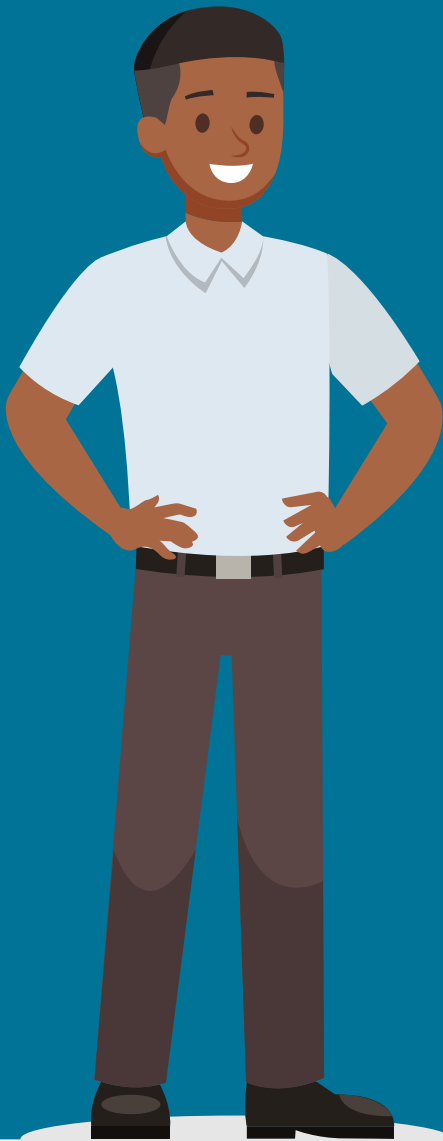
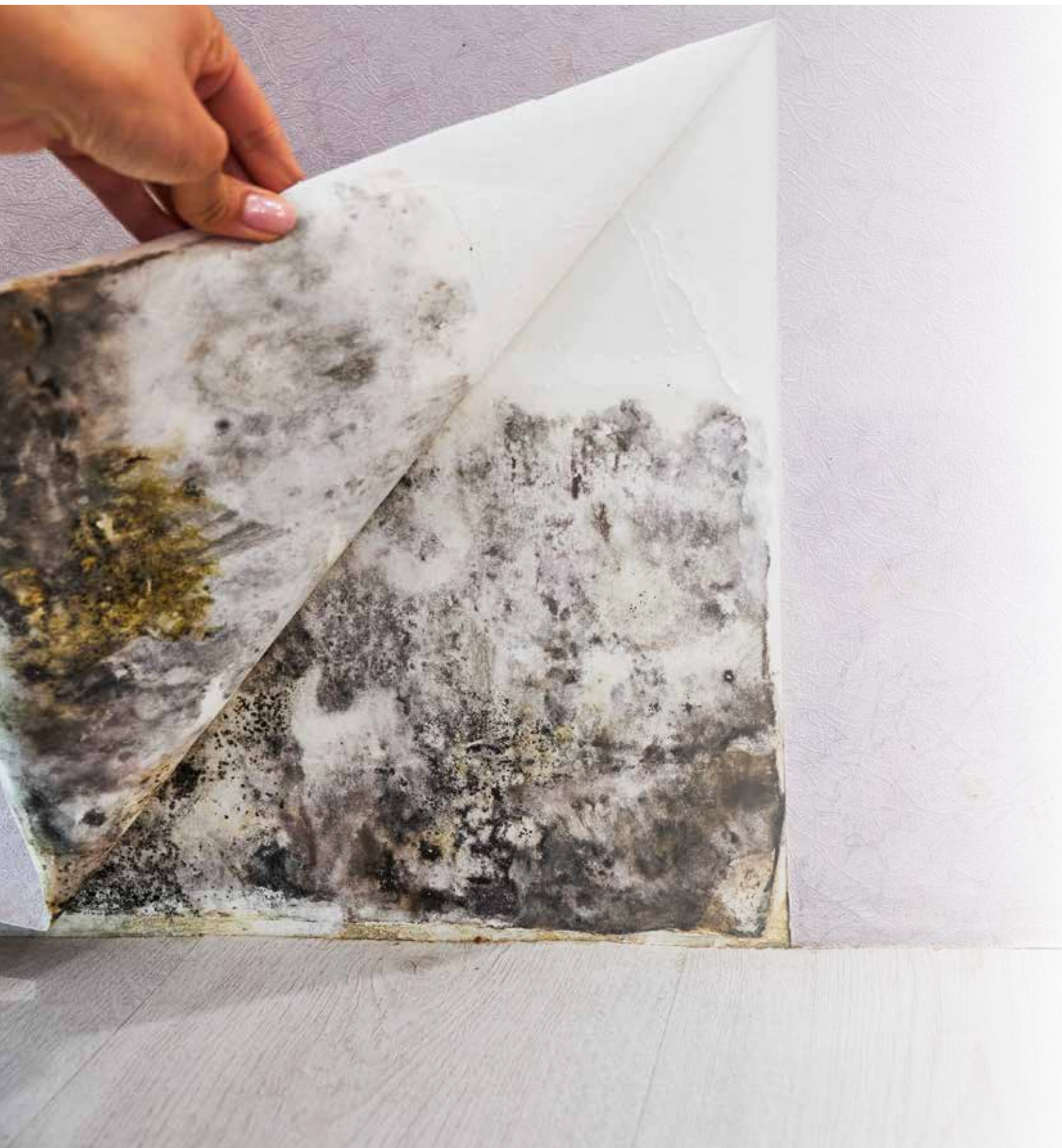


A guide

Condensation, damp and mould



How to spot and treat
issues in your home



Damp, mould and condensation

Damp and mould in your home can be upsetting and difficult problems to live with. They're usually caused when moisture gets into your home from outside, or through normal, everyday activities like bathing, cooking and doing your washing. If the moisture has no way to get out, condensation, damp and mould can appear.

If left untreated it can be unsightly, smelly, and hard to get rid of but if you've found damp or mould in your home, we are here to help. We can help you to find the root cause of the problem, find the right treatment and take steps to prevent it coming back.

This guide will take you through how to identify different types of damp, mould and condensation, what causes them, what you can do about it yourself and how we can support you to deal with it.

What is damp?

There are several types of damp that can occur in your home. Damp happens when moisture collects and can't fully dry out. It is usually caused by condensation and often occurs in areas with low air-flow such as a bathroom when the extractor fan is not on or when the windows are closed.

Damp can also be caused by problems on the outside of your home, such as a blocked gutter causing moisture to seep into the brickwork or broken tiles on the roof.

What is mould?

Mould is a type of fungus that grows in damp, moist conditions, often in areas with poor or low lighting and no ventilation.

It's normal to have some mould growth in winter but it needs to be cleaned and ventilated regularly to prevent it getting more serious. It can grow on most surfaces where moisture is present, and may sometimes grow in places you cannot usually see such as behind wallpaper and under carpets.

What is condensation?

Condensation occurs when warm, humid air settles on cold surfaces and appears as water droplets.

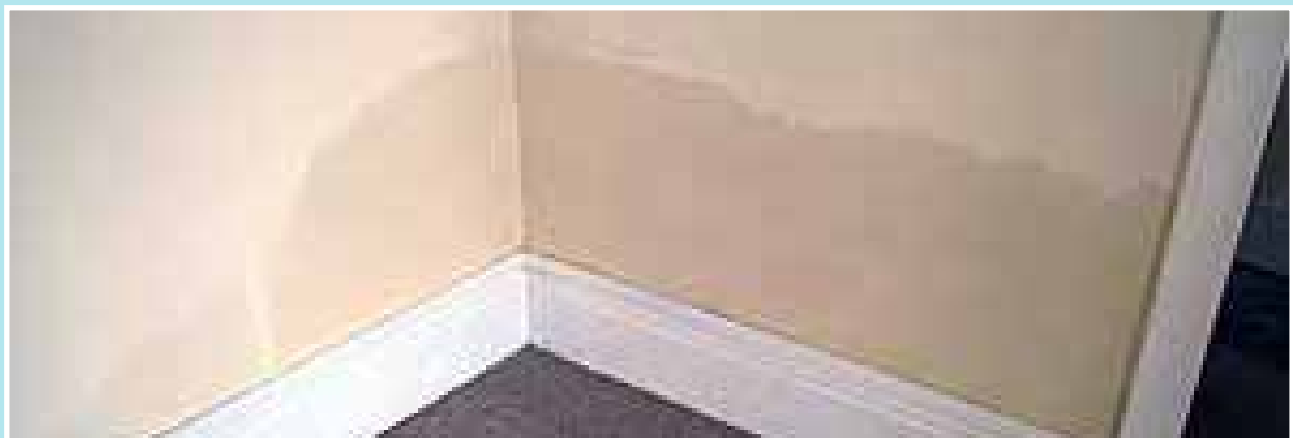
Everyday activities such as cooking, bathing, washing clothes and even breathing produces warm, wet air which can settle on cold surfaces like walls and windows and can cause damp and mould growth if left to build up.

How to identify damp and condensation

- Penetrating damp – damp patches in one area. It can be caused by water leaks.
- Rising damp – tidemark up to 1m and possible white salts forming. Very rarely occurs.
- Damp caused by condensation
- Mould caused by condensation – often found in rooms with low air flow. Can form in sealant around windows and tiles
- Mould caused by penetrating damp



Penetrating damp *(above)*



Rising damp *(above)*



Damp caused by condensation *(above)*



Mould caused by condensation *(above)*







Mould caused by penetrating damp *(above)*

Preventing damp, mould and condensation

It's important to monitor your home for issues which might be causing mould or damp such as any leaks or broken gutters. You can report these via MyHome or by speaking to one of our team in the customer contact centre. If you find mould or damp that's being caused by condensation, we can advise you on how to clean and redecorate the areas as well as providing some resources to help you get rid of it.

Here's some steps you can take to reduce the chances of finding damp and mould in your home:

Reduce the amount of moisture in your home

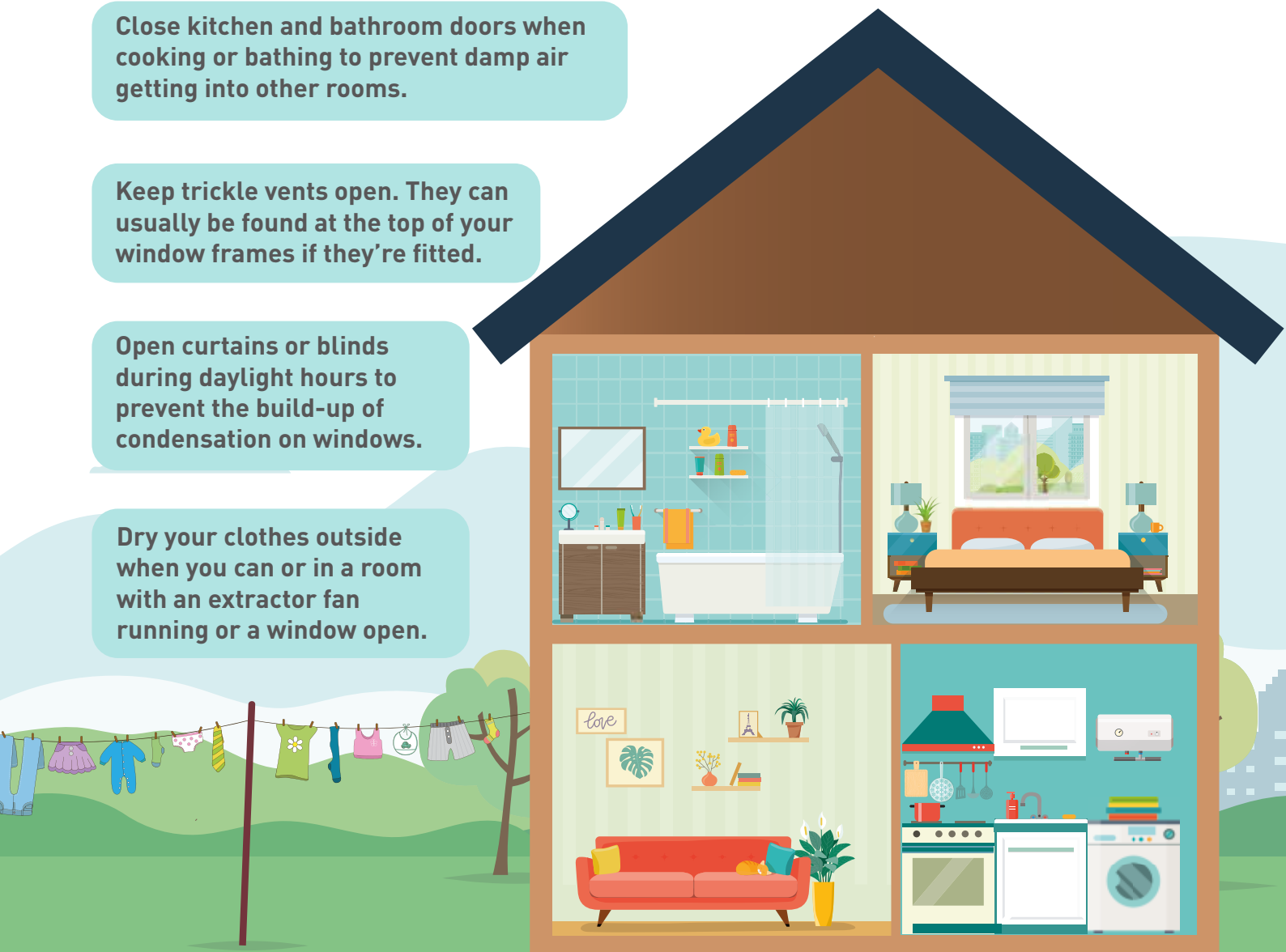
-  **When cooking, keep your lids on your saucepans, open a window or use an extractor fan if you have one.**
-  **Use dehumidifiers and moisture traps in problem areas to help reduce moisture in the air.**
-  **Check windows for condensation daily and wipe it dry with a cloth.**
-  **Turn on the extractor fan or open a window when bathing and showering.**

Close kitchen and bathroom doors when cooking or bathing to prevent damp air getting into other rooms.

Keep trickle vents open. They can usually be found at the top of your window frames if they're fitted.

Open curtains or blinds during daylight hours to prevent the build-up of condensation on windows.

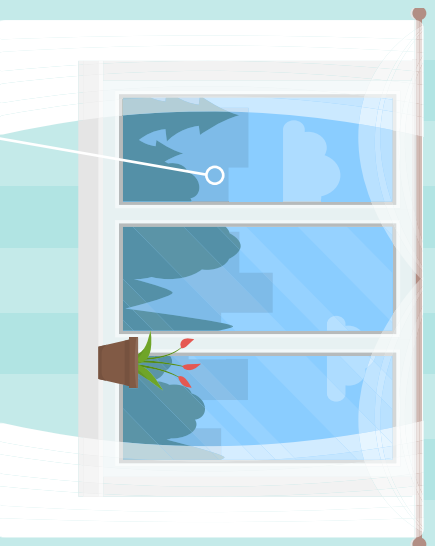
Dry your clothes outside when you can or in a room with an extractor fan running or a window open.



Improve air flow and heating in your home

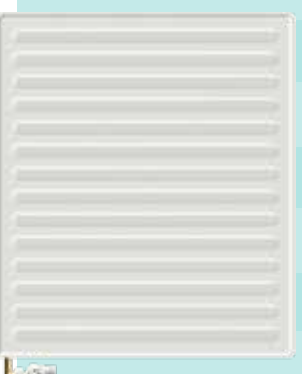
If you're struggling to pay for your heating or finding it hard to get right, our team can help. Get in touch to find out what support we can offer.

Avoid over-filling cupboards and wardrobes.



Open windows at both ends of your home to let warm, wet air escape and let fresh air in.

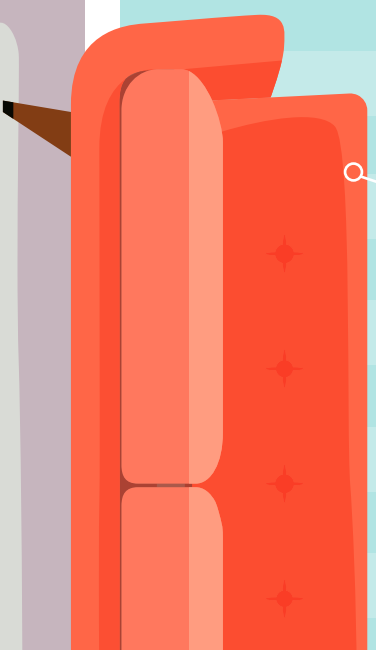
Try to maintain a temperature of 18-21 degrees in your home. Cold, or sudden changes in temperature can cause the build-up of condensation.



Use extractor fans and make sure they're clean and free of dust.



Leave a gap between furniture and external walls.



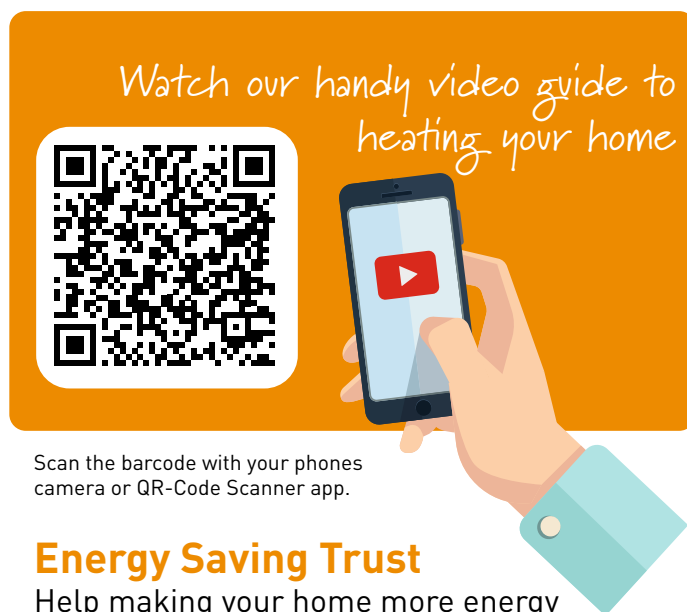
Heating your home to prevent damp and mould

It might seem strange to open your windows to let out moisture when it starts to get cold, but a house with a lot of moisture is harder to heat.

We know that rising energy bills can sometimes make it difficult to keep your home heated to the right temperatures. To help you, we've created a handy video guide to help you be more energy efficient at home, and you can always speak to one of our team about the support that's available to you if you're struggling.

We can help you to make sure you're on the right deal for your energy and help you switch suppliers if you're paying too much. We can also offer some guidance around extra financial support that you may be eligible for.

There are some organisations that might be able to help you to save money on energy or find out what support you could be eligible for.



Scan the barcode with your phones camera or QR-Code Scanner app.

Energy Saving Trust

Help making your home more energy efficient and reducing energy bills.

Visit energysavingtrust.org.uk/

Money Saving Expert

Information on grants and funding you may be eligible for.

Visit moneysavingexpert.com/

What to do if you have damp

Condensation damp is the most common type of damp. It is usually caused by normal activities like cooking and bathing. It tends to appear in colder weather, when the walls of your house are colder than the air inside.

Condensation damp is not a structural problem and can usually be treated by ventilating and heating the affected area.

If you find rising damp or penetrating damp in your home, we can help. Please call us so we can investigate the causes and fix it for you.



How to treat mould

You might be able to treat patches of surface mould yourself using the simple tips below. But if the problem is more serious, or you're just not sure, please call us and we'll be happy to help.

Wipe clean

Wipe clean any small patches of mould as soon as you spot them using an anti-fungal spray and allow it to dry. Paper towels are best to use so you can throw them away after use and prevent spreading more mould around.

You can help it dry out faster by opening the windows and heating the room.

Stubborn patches

You might need to clean it with some mould treatment, which you can find in most supermarkets.

Try wiping the area down with disposable cloths to avoid spreading the spores around. If this doesn't work, you might have to remove the paintwork or sand down the area back to the plaster to make sure you get rid of it all. If you're not sure how to do this, please call us and we can help.

Once it's clean, allow it to dry to stop the patch from forming again.

After treatment

Once it's clean, you can apply a coat of sealer to the affected area before redecorating it. To prevent it coming back, use some anti-fungal or mould-resistant paint. You can also buy anti-fungal wallpaper paste if re-applying wallpaper.

You may need to clean the area regularly until the cause of the mould has been dealt with and re-decorate once you're confident it's gone. This could be when a repair has been completed or after you've taken some steps to reduce condensation in your home.



How can Stonewater help me?

We know damp and mould can be a worrying problem and we are here to help you deal with it if you find it in your home.

If you report a repair or issue with damp and mould, we will ask you to send photos of the problem to help us diagnose the cause and find a solution for you. We may also conduct a virtual inspection to help find out how it's happening.

We may need to visit more than once as the affected area will need time to dry out and treatments can often take time to work. If the issue is caused by condensation, we will arrange for a contractor to service your extractor fans, heating system and check your vents to ensure they are all working properly.

For support with damp and mould problems, get in touch:

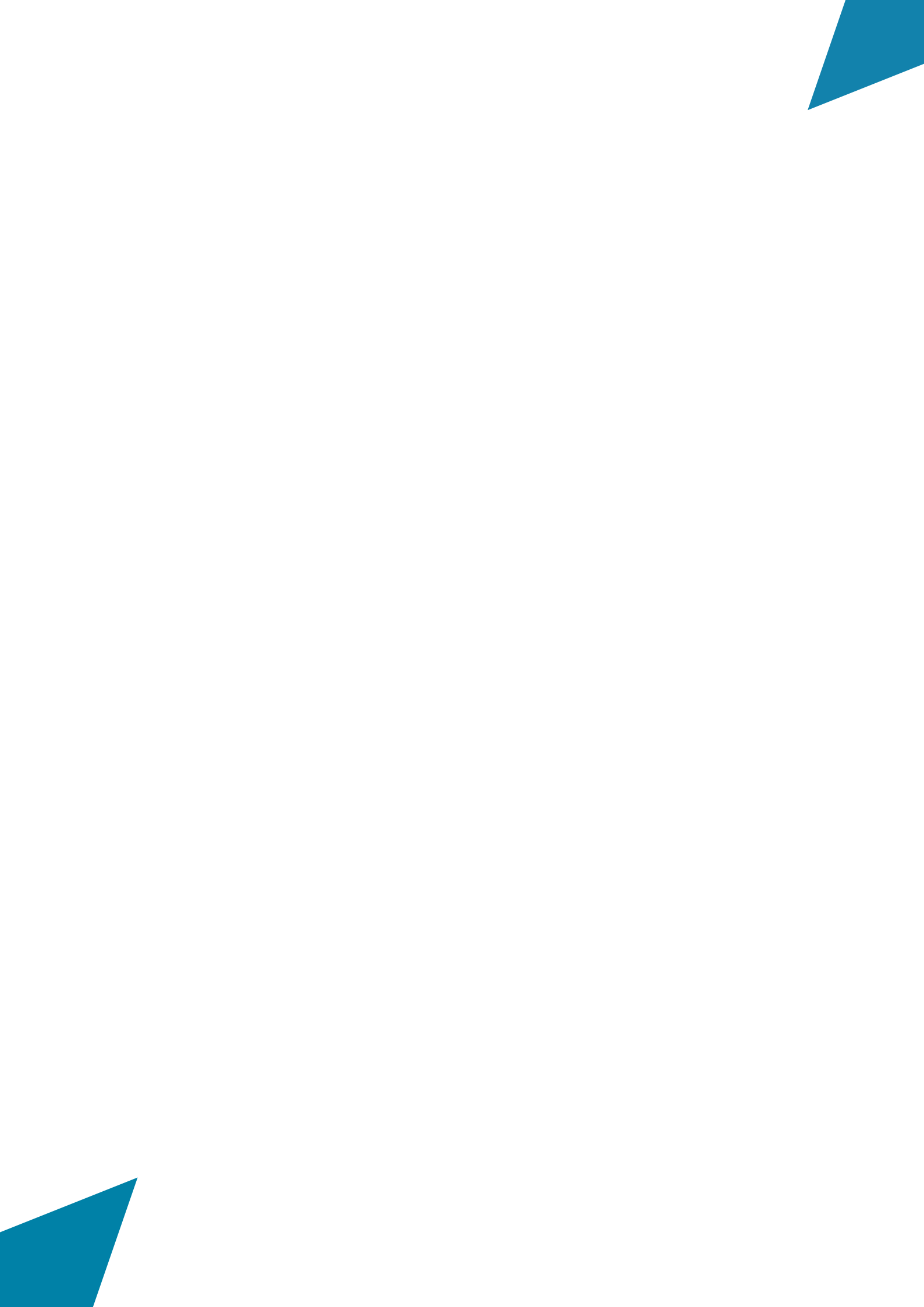
Visit myhome.stonewater.org

MyHome

By email:
customers@stonewater.org

By phone:
01202 319 119 (Monday to Friday 8am - 8pm
Saturday 9am - 1pm)





Find us at www.stonewater.org

or follow us on

 Facebook

 Twitter

 Instagram

 LinkedIn

Stonewater Limited, Charitable Registered Societies No. 20558R.

Registered office: Suite C, Lancaster House, Grange Business Park,
Enderby Road, Whetstone, Leicester, LE8 6EP.

