



Managing damp, mould and condensation in your home

| Where mould and damp comes from

The air all around us – both indoors and outside – contains moisture. The amount varies with changes in the environment. Compared to some parts of the world, the UK has a relatively mild and damp climate which means that moisture levels in the air can be naturally high for much of the year.

The air in your home also gets moisture from the things you do inside. Just breathing adds water vapour to the air. Cooking, bathing, laundry and other activities also create extra moisture.

Faults in your home, such as leaks or failed damp proofing, can also lead to increased risk of mould, damp or condensation.

| What happens in your home

If moist air comes into contact with a cold surface, such as a window or cold wall, it will form condensation (droplets of liquid water).

We all get condensation on our windows from time to time and it isn't usually a problem if it's cleaned up quickly. But if condensation builds up, it can start to cause damage.

While you may easily notice condensation on a window, it can be harder to spot on a wall. You may not notice until the wallpaper starts to peel, or black mould starts to grow. This is most likely to happen in places that are colder than the rest of the house, such as exposed corners or where there is a gap in the insulation, and where the air can't circulate freely, such as behind furniture.



What to do if you find black mould



If you find black mould growing, it's good to clean it off straight away to reduce any health risk. Use a specialist mould and mildew treatment product rather than bleach. Most supermarkets and DIY shops sell suitable products.

Prevention is better than cure



Reduce: changing your behaviour can cut the amount of moisture in your home caused by housework and other daily living tasks.



Ventilate: letting moist air escape from your home means it can't condense on your walls and windows.



Circulate: helping to keep air moving around your home also reduces the risk of condensation forming.

Top tips



Keep lids on pans when cooking and close the kitchen door to stop steam and moisture from going into other rooms.



Dry clothes outside if you can. If you use a tumble dryer, make sure it's vented to the outside. Try to avoid drying laundry on radiators as the water from the clothes is likely to end up on your windows and walls.



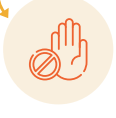
Regularly wipe any surfaces where you notice condensation (water droplets).



Always use the extractor fan when cooking, showering, or bathing. Leave window vents open and keep windows slightly open for at least 30 minutes a day.



Make sure air can circulate by leaving gaps between furniture and walls.









Don't fit any new draught-proofing in a room that already has a condensation problem.

How we can help

We don't want any of our customers to have to live with damp or mould and we don't want our homes to be damaged through damp or mould either.

If you are reducing, ventilating and circulating to cut the risks from moist air in your home and are still having problems, we will help.

As your landlord we will look for and deal with any underlying damp problems that may be caused by water getting into your home because of faults such as:

-  missing roof tiles or slates or issues with the guttering
-  rotten window frames
-  cracked or leaking pipes or overflows
-  mortar missing from external walls
-  rising damp because of failed or damaged damp-proofing
-  inadequate ventilation.

If we find faults like these we will fix them. If you have any of these issues in your home, please contact the customer services team so that we can send a surveyor to identify the cause. Once we have carried out any repairs, we will contact you within three months to check the situation has improved and keep checking until we know the problem has been resolved.



You can get in touch with our customer services team in several ways:



Call
0300 456 2531



Log a repair using MyAccount:
www.futureshg.co.uk/myaccount/



Use our contact form:
www.futureshg.co.uk/get_in_touch/

