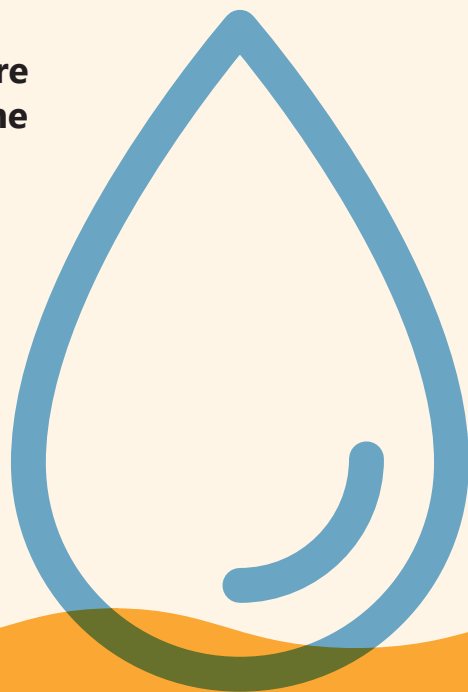


Managing condensation, damp and mould

**As your landlord, we're here
to help you keep your home
healthy and safe.**

Inside, find out about:

- **How they are caused**
- **Preventing them**
- **Handling small issues**
- **Reporting them to us**



For more information visit
southwayhousing.co.uk/damp-mould
or scan the **QR code**

During cold months, our homes are at risk of condensation, damp and mould.

Understanding why this is can help us to avoid them and to handle small issues to stop them from getting worse. **This is important** because, if untreated, mould can cause serious health problems.

About condensation

Condensation happens when moisture in the air meets a cold surface, like our windows, tiles, and outside walls.

Lots of things we do every day add moisture to the air, for example:



Activity		Pints of water released into the air per day
Bathing or showering		
Drying clothes indoors		
Cooking		
Breathing		
Leaks		If you have a leak, contact us straight away.

About mould

A build-up of condensation can lead to mould because mould grows where there is excess moisture.

Mould forms in the coldest parts of the home, like windows, corners and edges of rooms, especially on outside walls, and in cupboards and wardrobes.

It can even form on clothes, shoes and bags, if they are put away when damp or tightly so that air cannot circulate.



Preventing condensation and mould

There are 3 main things that we can do to lower the risk of condensation and mould in our homes:

1 Reduce moisture



2 Help ventilation (air flow)



3 Improve heating



We have full time PCOs* specifically to assist you in your home that can conduct inspections and arrange treatments to assist you in identifying and understanding the cause of the mould in your home.

**Property Care Officers*

1 Reduce moisture

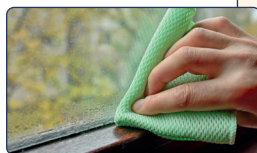
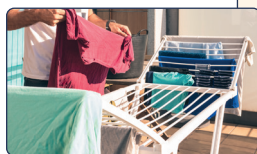
Why?

Mould is caused by and grows on excess moisture, so the more we do to avoid adding moisture to the air, the better.



Tips...

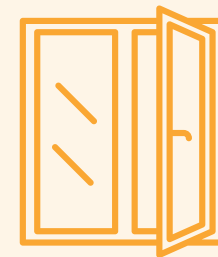
- Cover pans while cooking
- Turn down heat once things are boiling, and don't leave kettles boiling
- When you dry clothes:
 - Don't dry them on radiators – an airer or clothes horse is best
 - Dry in one room, close the door and open the window slightly. If too cold, choose a room with a fan, like a bathroom, and close the door
 - Whenever you can, dry clothes outside
- When running a bath, run cold water in first to reduce steam
- Wipe condensation from your windows and sills in the morning
- If you use a tumble dryer, run the outlet pipe through an outside wall, not a window. Condenser tumble dryers are best.



2 Help ventilation (air flow)

Why?

Condensation builds up when moisture in the air can't escape, so we need to help air to flow right through our home.



Tips...

- Leave a small gap between furniture and walls and radiators
- Keep windows open a little each day where possible
- Opening two windows at the same time on different sides of your home, for about 30 minutes, is even better
- When you bath/shower:
 - Keep extractor fans running and windows shut or
 - Open bathroom windows
- When you cook:
 - Use your cooker hood or fan or
 - Open a window and close the door leading to the house
- Don't turn off extractor fans or close trickle vents in your windows. Especially during the winter as these provide essential ventilation to reduce humidity and allows your heat to be better circulated.



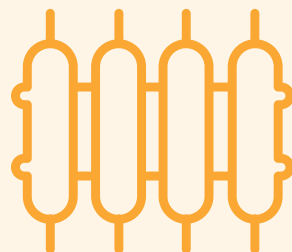
??
**Did you know
extractor fans
can cost less
than 3p a
week to run**

If your extractor fan is making too much noise or not working properly please let us know. The running costs for extractor fans are very low, for more information please visit our website www.southwayhousing.co.uk/damp-mould.

3 Improve heating

Why?

Heating the home in certain ways can avoid warm air meeting very cold surfaces.



Tips...

- Use your thermostat to help keep temperature steady – 18-21°C is ideal
- If you have thermostatic radiators (see photo) put them on a low setting in rooms you don't use often
- If you are struggling with energy matters our Advice Team can offer support and advice.



The **Advice Team** at Southway are here to offer you free and impartial advice and help you find the financial and practical support that's available to you.

To find out more, visit our website or get in touch with our Advice Team by email – adviceteamreferrals@southwayhousing.co.uk



So what is damp?

Condensation is a type of damp.

There are other types - see the photos on the right for examples.

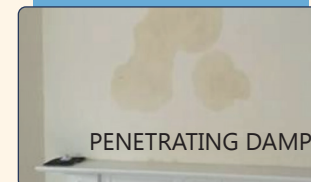
Please report these to us. We will work with you to find and treat the cause. Look out for and report any issues like:

- Leaks in the roof, gutter, rainwater pipes or internal pipes
- Missing roof tiles or damaged flat roof coverings
- Rotten windowsills
- Blocked guttering or blocked or missing air bricks
- Crumbling or cracking brickwork or chimneystacks



RISING DAMP

You will see rising damp at a low level on the ground floor walls or on solid floors. Look out for tidemarks.



PENETRATING DAMP

You will see penetrating damp around window or door frames or gutters.

Handling small issues yourself

Get in touch with us straight away if you have black mould or are concerned about the levels of mould at home.

But if you can, handling small cases of mould yourself can be straightforward, and help stop things getting worse.

BEFORE: Put on protective gloves

DURING:

Wipe the surface with a **fungicidal wash, mould remover, or domestic cleaning product**. Follow instructions carefully. **White Vinegar** and water can also work well.

✓ **Don't** brush or vacuum mould - this can spread spores.

✗ **Don't** use bleach, which can make things worse, or washing up liquid, which is too weak.

AFTER: Clean and wipe other surfaces in the room, and dry all surfaces.

These items can be bought at high street shops and supermarkets

If the problem is too big to do this, or you can't, get in touch using the details on the next page - **we're here to help.**



Reporting condensation, damp and mould

If you have a problem with these in your home, please contact us straight away:

For more information visit
southwayhousing.co.uk/damp-mould
or scan the QR code



Website

www.southwayhousing.co.uk/contact-us



Phone

0161 448 4200



DM

Send a direct message to any of our social media profiles (Facebook, Instagram, Twitter)

If you would like this information in another format or language, please contact us.

إذا كنت ترغب بالحصول على هذه المعلومة مترجمة الى لغة أخرى أو مقدمة بأسلوب اخر ، فيرجى منك الاتصال بنا.
ويمكنك الحصول على هذا النص مترجماً الى لغة أخرى أو يمكنك الاطلاع عليه بالخط الكبير أو من الممكن أن تتم قراءة النص
اليك بصوت عالي وذلك عند زيارتك الموقع الإلكتروني التالي www.southwayhousing.co.uk/damp-mould

اگر آپ یہ معلومات کسی دوسری زبان یا صورت میں چاہتے ہیں تو برائے کرم ہم سے رابطہ کریں۔
آپ اس متن کا ترجمہ بھی کروا سکتے ہیں، اسے بڑے الفاظ میں حاصل کر سکتے ہیں، یا اسے آن لائن درج ذیل سے
بصورت آواز سن بھی سکتے ہیں: www.southwayhousing.co.uk/damp-mould

Jeśli chcesz uzyskać niniejsze informacje w innym języku lub stylu, skontaktuj się z nami.

Możesz także przetłumaczyć ten tekst, wyświetlić go dużą czcionką lub poprosić o przeczytanie go na głos w Internecie pod adresem
www.southwayhousing.co.uk/damp-mould.

اگر شما این معلومات را در کدام زبان یا شکل دیگری نیاز دارید پس لطفاً یا ما در تماس شوید. شما هم میتوانید که از طریق
انترنت این معلومات را کلمات را ترجمه نمایید ، در حروف بزرگ ببینید یا اینکه کسی این را به شما بخواند ، به این سایت
انترنتی بروید . www.southwayhousing.co.uk/damp-mould

ئەگەر تۆم ئەم زانیاریانە بە زمان یان شیوازیکی تر پەڕیوخەنیمان پێوە بکە.

هەروەها دەتوانیت ئەم دەقە وەرگیرێت، بە فۆنتێکی گەورە سەیری بکەیت، یان بە دەنگی بەرز بپێخوێنێتەوە، بە شێوەی ئۆنلاین
لە www.southwayhousing.co.uk/damp-mould.

Haddii aad rabto macluumaadkan luqad kale ama qaab kale, fadlan nala soo xiriir.

Waxaad sidoo kale turjumi kartaa qoraalkan, ku arki kartaa far waaweyn, ama aad kor ugu akhrin kartaa, onlaynka

You can also translate this information, view it larger, and have it read aloud to you, online at southwayhousing.co.uk/damp-mould.