

How to prevent condensation, damp and mould



Damp and mould can affect any home and for our customers, condensation is the main cause of issues that occur.

What is damp, mould and condensation?

Condensation is when moisture or water in the air collects on a cooler surface. Most people have a little bit of condensation, like the droplets you see on your windows after a shower.

While it's usually nothing to worry about, condensation can lead to damp and mould if left for too long.

Mould looks like little black dots in the corners of the windows or anywhere water collects. Mould can be bad for your health, so it's important you take action if you spot signs of mould in your home.

Damp looks like a wet patch on a wall or ceiling and appears when condensation is left for a long time. Left untreated, damp can cause structural problems over a long period of time.

What can you do to prevent condensation?

If your windows are getting steamy or your window ledges are wet then there's too much moisture in the air. Here are some tips to help you prevent condensation and mould in your home:

- ▶ When cooking, close your kitchen door and cover pots and pans with a lid so any steam is contained. Where possible have the window open or extractor fan on so steam can escape.
- ▶ When showering, close your bathroom door to contain any steam and have the window open or extractor fan on so steam can escape.
- ▶ Drain the water from your sink or bath as soon as it's no longer needed. This denies the water time to evaporate which, in turn, moistens the air.
- ▶ Dry your washing outside where possible, or in the bathroom with the door closed plus window open or extractor fan on so moisture can escape.

- Open the door of any rooms in your home which aren't being heated – warm rooms are less likely to be affected by condensation.
- Open your windows plus any wall and window vents so any moisture can escape.
- If possible, keep your heating on a 'low' setting all day, whenever the weather's cold – warm rooms are less likely to have condensation.
- Remove clutter from rooms and cupboards so air can flow through your home.
- Regularly wipe down windows, windowsills and walls to prevent condensation build-up.
- If using a tumble-dryer, make sure the room it's in is well ventilated to enable any moisture to escape. This can be achieved by ensuring windows are open or by using a dehumidifier.

How can you treat mould?

Mould can be removed by scrubbing with a mould-specific cleaning product from your local store or supermarket. Please don't use a vacuum cleaner, bleach or washing up liquid on mould – none of these measures will be effective. When removing mould you should wear protective gloves and a face mask.

Once the mould's removed, it is a good idea to redecorate using a good quality anti-mould paint.

If you're still experiencing issues with damp or mould after trying these tips, please don't hesitate to contact us using the details below.

Have you taken steps to reduce condensation, but are still having problems?

- Sometimes, damp and mould is due to an issue with your property. If you have tried our tips but it's not making a difference, please let us know. It could be that we need to carry out some maintenance.
- We'll always ask what you've done to try and manage the issue yourself. This helps us to understand and better diagnose what is going on.
- Working out what's causing damp or mould in your home isn't always easy. Damp or mould can be due to a combination of factors and therefore we may need to send an surveyor or specialist contractor to your home to inspect the issue.
- The measures we can take to help you tackle the problem include washing down walls, repairing a leak, installing ventilation and providing dehumidifiers and/or temporary heaters. This may take several visits and inspections for us to diagnose and treat the issue.
- If the issue appears to be with the structure of the building, a specialist surveyor will inspect your home to inform any adaptations we might need to make. Sometimes damp can only be eliminated with ongoing treatment.

For any enquiries, please contact us via the following:

T: 0800 916 1527 **E: supported.living@sanctuary.co.uk**

Text facility for those with hearing impairments: **07800 006781**

You can also use our online enquiry form at:

www.sanctuary-supported-living.co.uk

