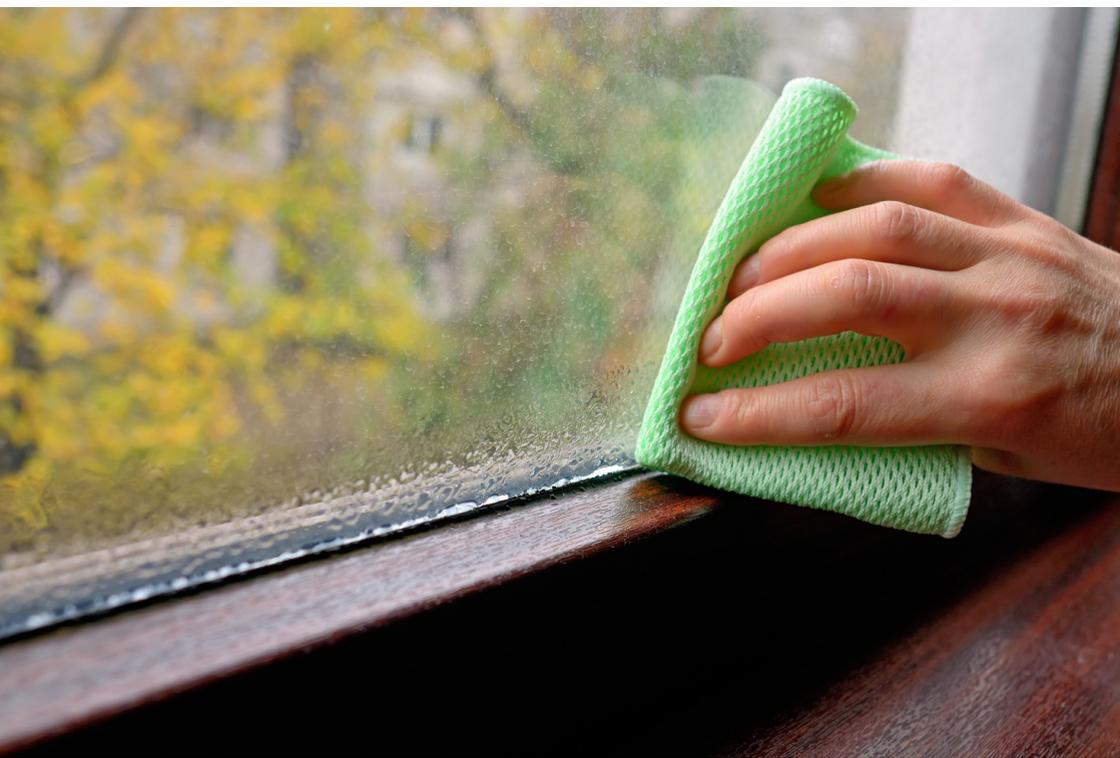


**Havebury**

Housing Partnership

# Your guide to condensation and mould in the home



This leaflet explains what steps you can take to try and reduce condensation and mould in your home.

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# What is condensation?

Condensation occurs when warm air collides with cold surfaces, or when there's too much humidity in the home. Unfortunately, this can then cause patches of black mould.



## How to avoid condensation in your home

- Keep furniture directly off walls. Even keeping a small space between your household furniture and walls gives mould less of an opportunity to grow
- Put lids on your cooking pans. This will reduce the amount of moisture in the air
- Avoid drying clothes indoors
- Keep the bathroom/kitchen ventilated. If there is no extractor fan, open windows. However, keep the door shut to prevent the moisture from entering another room
- Wash those dishes! Having food left out around the home or on unwashed dishes can lead to spores releasing into the air
- Declutter! Mould likes stagnancy, a lack of airflow and moisture. The more things you have laying around, the more habitats there are for mould to thrive.
- Spillages and pools of water post-bath or shower should be mopped up immediately

- Open windows to maintain a healthy airflow
- Straighten out a wet shower curtain. Ensure anything damp is hanging up and unfolded
- Report leaks immediately. If mould suddenly starts growing in a part of a room it hasn't before, it'd be best to investigate and make sure you haven't got a slow leak somewhere



## What is mould?

Mould is a small fungus that can grow on anything where moisture is present. Mould needs water to grow and thrives in very humid conditions, particularly in homes with high levels of condensation.



# How to tackle mould growth

Mould is a symptom of condensation. The only permanent way to cure mould is to reduce or eliminate condensation buildup within your home.

If you already have mould within your home this will need to be treated with a fungicidal wash that carries a Health and Safety Executive (HSE) 'approval number'.

The best way is to wipe down or spray walls and window frames and ensure that you follow the instructions for safe use.

Once the mould is treated, it is important to follow the guidance for reducing or eliminating condensation within your home and regularly wipe condensated surfaces to prevent mould growth.



# What to do if you have ongoing issues?

Contact us and let us know you have an ongoing condensation and mould issue. You can call us on **0300 3300 900**.

When you **first report an issue** of condensation or mould we will send a technician to your property to inspect the area and look for signs of building defects or leaks.

They will complete a mould wash on the area and offer advice for reducing condensation within your home.

Should the issue not be resolved, or reoccur **within 12 months** please contact us again and we will arrange for a specialist damp and mould contractor to visit your home to complete a survey.

If **structural defects** are identified, we will rectify them.

If **no structural defects** are found, we advise you follow the guidance on the previous page to reduce the amount of condensation and mould in your home.



## Depending on the findings we can:

- consider installing a positive ventilation system



## What we can't do:

- move you to another property
- pay for damages to personal items

## PLEASE NOTE

Our insurance policy does not cover mould damage to tenants' belongings when it is caused by condensation as a result of living conditions. If the damage is as a result of a structural defect or our failure to repair and maintain the property, then this may be covered by our insurance.