

HELP AND ADVICE

DAMP, MOULD & CONDENSATION

CONDENSATION OR DAMP?

It's important to know the difference between damp and condensation in your home.

So what is dampness – where does it come from?



It can come from leaking pipes, drainage or overflows



Penetrating dampness happens around windows and through walls because of raised ground levels



It could be caused by rainwater coming in through broken roof coverings, blocked and leaking guttering or pipes



Rising damp can happen if your home has no effective damp proof course

What is condensation?

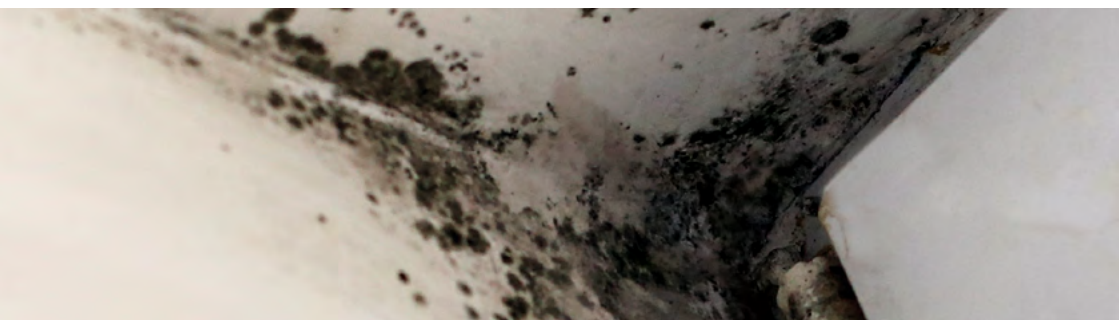
Condensation is found when moisture is released into the air through everyday activities – things like washing, cooking, drying clothes or bathing.

When the moisture in the air caused by these activities comes into contact with a cold surface like a wall or a window it turns into droplets of water.

This can cause a problem if it's ignored because it can cause mould to grow on walls, curtains or around window frames.

This mould can be treated by wiping down windows and walls with an antimould spray from your local supermarket.

We have a useful series of guides for your home on our website including tips on dealing with condensation. Just visit our website or YouTube channel – you can find them on the back of this leaflet.





HOW CAN I AVOID CONDENSATION IN MY HOME?



Vent your tumble dryer to the outside so the warm air isn't being released into your home



Keep lids on your pans while you cook so that the steam can't escape



Don't dry clothes on a radiator when you can dry your washing outside



Try and dry your clothes on a clothes airer



Use an extractor fan in your kitchen while cooking and in the bathroom while washing



If you run a bath, put the cold in first which will help reduce the amount of steam given off



Air out your home for at least 20 minutes each day to let fresh air circulate by keeping trickle vents on your windows open to allow air to circulate



Air out cupboards and wardrobes regularly and always leave a gap behind furniture and a wall



You can buy a de-humidifier which will take a lot of the moisture out of the air



Regularly wipe down condensation on windowsills

VENTILATION AND HEATING

The best way to avoid condensation is to keep rooms at the right temperature by having your heating on low and keeping rooms well ventilated throughout the day - even if there's no-one home.

Setting your radiators on a low setting in unused rooms means that you're less likely to suffer from condensation.

Quick bursts of heat raises the temperature quickly against cold surfaces, causing water droplets to form.

Insulating your home and stopping any draughts around doors and windows will also help keep your home warm as well as reducing your energy bills

REPAIRS GUIDES

There are lots of handy repairs guides on our [YouTube channel](#)

REPORTING PROBLEMS

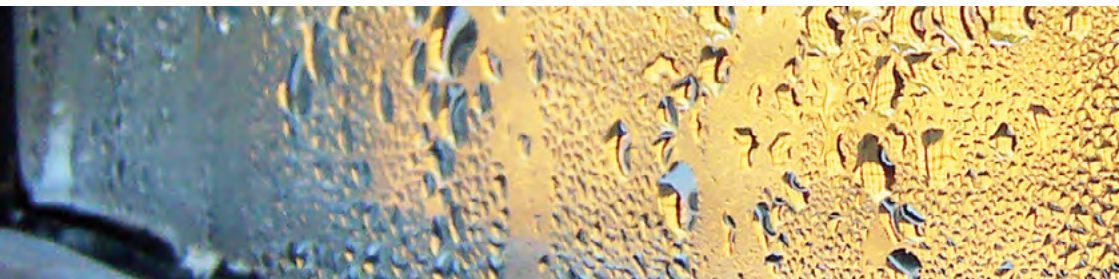
If you're experiencing problems with damp, mould and condensation please call our Contact Centre on 0808 230 6500 for immediate action.

Alternatively, you can also contact us by:

- Filling out an [enquiry form](#) on our website
- messaging us on [social media](#)
- sending us a message through your [MyPCH account](#).

Damp and mould inspections will be prioritised in accordance with the regulations of Awaab's Law and the risk that is posed to the residents and household members.

Our [Repairs Webpage](#) details the hazard categories and the fixed timeframes for all cases of damp and mould, alongside our Repairs Service Standards.





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