

Condensation, damp and mould advice

We're here to help



We're working hard to make H&F the best place in which to live, work and socialise.

This includes providing homes for residents of which they and we can be proud.

We've worked together with local residents to produce this leaflet to help residents better understand what dedicated damp and mould support is available from H&F Council, as well as everyday steps you can take to help reduce condensation and mould in your home.



**Approved
by residents**

With special thanks to residents who are part of the Fire, Building Safety & Repairs Working Group for their help to develop this information booklet. You can find out more about ways to get involved by visiting www.lbhf.gov.uk/housing/resident-engagement-and-accountability.

Find out more on our dedicated webpage – www.lbhf.gov.uk/damp-and-mould



What causes damp?

Penetrating damp

Damp caused by water getting into the building from outside due to defects in the walls, roofs, windows and floors.

Condensation damp

Condensation is the process where water vapour held in the air as a gas appears as water droplets on a cold surface. The most common place for this water to form is on windows, especially single glazed ones, but the water can form on any cold surface.

Leaks

Leaking water from waste and heating pipes, burst pipes and water storage units.

Rising damp

Rising damp is moisture from the ground that rises up through parts of the buildings in contact with the ground. Often it is due to defective damp proof courses and membranes.

What is mould?

Mould is a type of fungus which grows in moist environments. Mould can cause adverse health effects as well as damage to buildings. Mould will often present as small black spots covering an area. If left untreated, mould can quickly spread.



What will happen when you contact us about damp and mould?

- We will arrange for a surveyor to attend your home. The surveyor will assess the current situation and look at what is needed to resolve any current mould and what can be done to reduce the possibility of it happening again.
- Depending on your personal circumstances, the surveyor may discuss with you that it would be better for you to temporarily move from your home to protect your health while works are carried out.
- The surveyor will raise any repairs orders for mould treatment as it is important for the mould to be treated as soon as possible.
- Our nominated contractor will attend your property and carry out the mould treatment.
- Once the treatment has been completed, further repairs will be raised where appropriate to reduce the possibility of mould occurring again.
- Once works are completed, we will contact you again about six weeks after the repairs took place to carry out another inspection to see if the actions carried out have been successful.
- The surveyor will give you advice while at your home and may also provide you with information and/or equipment to help you manage condensation in your home.

What I can do to manage condensation?

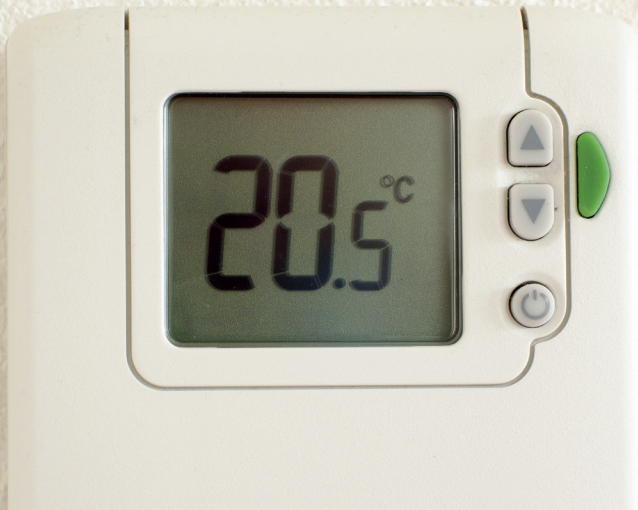


In your kitchen

- Please always use lids on saucepans and cooking pots, and do not leave items boiling for longer than needed.
- If there is an electric extractor fan, please use this when cooking or drying clothes and particularly whenever the windows show any sign of misting. Please leave the fan on until the misting has cleared.
- If you don't have an electrical extractor fan, please open kitchen windows, but keep doors closed as much as possible.
- If you use a tumble dryer which is not already a condensing type, please ensure the exhaust pipe is placed so that any steam is outside your home.

In your bathroom

- Please run cold water into the bath until the bottom is covered before adding the hot water.
- Please keep the bathroom door closed during and after bathing.
- Please open the window straight after bathing in order to get rid of moisture.
- If there is an electrical extractor fan, please use this when bathing or showering.
- Wipe excess moisture off walls and windows.



General tips and advice

- Please dry clothes in ventilated area, not for example, in an unventilated airing cupboard.
- Keep airbricks or window vents clear and unblocked, especially in any room with gas appliances.
- Heating your home will reduce moisture in the air. It can take a building a long time to warm up, so it is better to have a small amount of heat for a long period of time rather than a lot of heat for a short period. Wardrobes and other large items of furniture should not be placed directly against external walls as pockets of trapped air can lead to surface

condensation and mould growth on the walls and furniture.

Need support with your energy bills?

Please email our cost-of-living team at costoflivingteam@lbhf.gov.uk or call **0800 917 6994** to find out what support is available to help you pay for or reduce your energy bills.

Never miss a thing!

Stay in touch with what's happening in H&F. Subscribing to our weekly e-Newsletter and monthly What's On guide.

SCAN FOR WHAT'S ON



SCAN FOR H&F NEWS



BUSINESS
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Run a business in H&F? Sign up for details about local business support, networking, trading guidance, grants, and more.

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Want monthly email updates about the steps we're taking to build the greenest borough? Sign up to Climate Connects.

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If you would like any of this information in large print, braille or a different language, please call 0800 023 4499 or email damp.repairs@lbhf.gov.uk

ARABIC

العربية: نصيحة بخصوص التكثف والرطوبة والعفن

إذا كنت ترغب في الحصول على أي من هذه المعلومات بخط كبير أو بطريقة برايل أو بلغة مختلفة، فيرجى الاتصال بالرقم 0800 023 4499 أو إرسال بريد إلكتروني إلى [.damp.repairs@lbhf.gov.uk](mailto:damp.repairs@lbhf.gov.uk)

FRENCH

Français : Conseils sur la condensation, l'humidité et la moisissure

Si vous souhaitez ces informations en gros caractères, en braille ou dans une autre langue, veuillez appeler le 0 800 023 44 99 ou envoyer un e-mail à damp.repairs@lbhf.gov.uk.

POLISH

Polski: Porady dotyczące kondensacji, wilgoci i pleśni

Aby uzyskać te informacje w wersji drukowanej, w alfabecie Braille'a lub w innym języku, należy zadzwonić pod numer 0800 023 4499 lub wysłać wiadomość e-mail na adres damp.repairs@lbhf.gov.uk

SOMALI

Somali: Talada uumiga, qoayaanka iyo caaryada

Haddii aad rabto mid ka mid ah macluumaadkan oo far waaweyn ah, farta indhoolaha ama luqad kale, fadlan wac 0800 023 4499 ama iimayl u dir: damp.repairs@lbhf.gov.uk


SPANISH


Español: Asesoramiento sobre condensación, humedades y moho


Si desea recibir esta información en letra grande, braille o en otro idioma, llame al 0800 023 4499 o envíe un correo electrónico a damp.repairs@lbhf.gov.uk.

For more information

Scan the QR code for more information or visit:

 www.lbhf.gov.uk/damp-and-mould

 damp.repairs@lbhf.gov.uk

 0800 023 4499

