

Damp is when there is unwanted moisture present in the structure of your home. In ceilings or walls this shows as a damp patch and will often leave a tide mark.

Damp is usually caused by water getting into your home or by a leak. For example you can get damp because of leaking pipes, rain seeping through the roof or because of a blocked gutter.

If you have water dripping off your light bulbs or light fitting, then there is a leak in the room above. This is can be dangerous because water has got into the electrics, so call the Repair Service immediately.

You can also get rising damp where there is a faulty damp proof course, or in old houses because there is no damp proof course. Rising damp leaves a wavy line along the bottom of walls, often rising in the corners; it may damage decoration, and wallpaper may peel. If damp is not treated this may develop into mould.

If you think you have damp or rising damp, contact the office immediately and we will arrange for an inspection. We may appoint a specialist consultant to carry out the inspection.

What is condensation?

There is always some moisture in the air, even if you cannot see it. The warmer the air, the more moisture it will contain. If this air comes into contact with a colder surface such as a wall or window, some of it forms tiny droplets. This is called condensation.

You will notice condensation when you breathe out on a cold day or when the mirror mists over when you have a bath.

How can I tell if I have condensation?

One of the best indicators of condensation is that water will be streaming down windows. If there is any mould (usually black but it can be any colour) on the walls or windows, then this is almost always condensation. You are most likely to get condensation in the kitchen and bathroom, but also in bedrooms and, to a lesser extent, in other rooms.

Condensation often appears in the corners of rooms, along edges, around windows, behind furniture or in cupboards, and often a long way from where the moisture is produced.

What can I do if I have mould?

Mould has a variety of causes. We recognise this is a troubling issue which can have a negative effect on your health and quality of life. Severe mould can cause damage to your clothes and soft furnishings, we always treat this seriously.

If you have mould in your home, in the first instance please contact us so we can discuss this with you as we may then arrange an inspection. Below is some advice to deal with mould.

If there is minor mould growth, wipe down walls and window frames with a fungicidal wash. You can get the wash from any good DIY store and always follow the instructions on the packet.

If there is a serious mould problem, you should contact us so that we can assess the mould, and work with you to resolve the problem.

How can I avoid condensation?

Here are some tips to reduce the chance of condensation:-

Cooking – reduce the amount of moisture in the air by covering your saucepans, use your extractor fan and do not leave your kettle boiling or overfill it for your needs . It can help to open a window when you are cooking.

Baths and showers – open a window or put an extractor fan on while you are in the bath or shower. Keep the window open after you finish but keep the door shut so as not to spread the moisture throughout the house. . Do not disconnect the extractor fan.

Drying clothes – if you can, hang your washing outside to dry. If you have a tumble drier, make sure it is vented outside. If you have to dry clothes inside, try to dry them in the bathroom with the window open or extractor fan on.

Increasing the ventilation to your home can reduce condensation.

Windows – keep a small window open, especially when you are cooking, drying clothes or washing, as this lets out the moisture. Please do remember the security risk of leaving windows open when no one is home. If your windows have trickle vents then use them to let a small amount of air through.

Doors – close the kitchen and bathroom doors when you are using them, and keep bedroom doors closed when no one is in them. This stops the moisture travelling around your home and finding somewhere cold.

Furniture – leave a space between your furniture and the wall so that the air can circulate. Where possible put your furniture on internal walls rather than against outside walls.

Cupboards – If you have condensation in your cupboards, leave the doors ajar and do not fill them too full.

Heating is also important

Heating – in cold weather the best way to avoid condensation is to keep a low background heat on all day, even when no one is at home. This is especially true in flats as the bedrooms are on the same level as the kitchen and bathroom.

Paraffin and bottle gas heaters – do not use this type of heater as they produce a lot of moisture in the air. For every pint of gas used, a pint of water is put into the air.

Insulation - WTHP is committed to providing homes that are energy efficient. As a result we have carried out a lot of insulation works. This helps to avoid condensation.

Draught proofing – it is important that you do not block air bricks or permanent vents, do not switch off extractor fans, do not completely block chimneys, and do not draught proof rooms where there is condensation or mould.

Should I report it to Willow Tree Housing Partnership Ltd?

Yes, you should report condensation or damp to us. We will carry out an inspection and may get a report from a damp expert. Where there is damp or significant condensation we may carry out additional work to try to improve the situation, for example by using insulating paint or replacing extractor fans.

Head Office registered at:

Eastbridge House, Pill Road, Rooksbridge,
Somerset BS26 2TN

Devon Office:

Floor 4, Studio 5-11 Millbay Road, Plymouth,
Devon, PL1 3LF

Tel: **01934 750780**

customerservices@willowtreehousing.org.uk

www.willowtreehousing.org.uk