



Healthy
Homes
Cymru

Information on condensation
and mould

What are the different types of damp and mould?

Moisture in our homes can lead to condensation, damp and mould, especially in the colder months.

There are three main causes of condensation in your home:

- ① Too much moisture in the air indoors
- ② Not enough ventilation for air to move around
- ③ Your home or room being too cold

When the air in our homes is too moist, we are more likely to see condensation, damp, and mould on our surfaces.

Mould can be found on ceilings, walls, and furniture and doesn't always look the same.

Reducing the moisture in our homes is the best way to tackle these problems.



What are our customer's responsibilities with damp and mould, and what are the landlord's responsibilities?

As a customer, it's your responsibility to make changes around your home that will reduce the moisture in the air.

There are lots of things we can all do to prevent condensation, damp, and mould in your home, so we've put together some top tips to help.

It's your landlord's responsibility to ensure your home is a comfortable and healthy place to live. If you've tried all our top tips and you're still having problems with damp and mould, please get in touch with us. A member of our maintenance team will work with you to identify what's causing the problem and help fix it.





Top tips to prevent condensation, damp and mould

Did you know that the average family produces 20 pints (9.5 litres) of moisture every day?

There are lots of quick and simple ways you can reduce moisture in the air to help prevent damp and mould in your home.

In your kitchen

Cooking can add lots of moisture to the air, so put a lid on your saucepan to keep the steam in. Open a window to let moisture out, and if you have an extractor fan, turn it on.

Keep the door to the kitchen closed to stop moist air moving to the rest of your house.



In your bathroom

When you're filling the bath or taking a shower, close the door and open a window.

Turn on an extractor fan if you have one. Please advise one of our team if you do not have an extractor fan in your bathroom or kitchen.

Did you know that adding cold water to your bath before the hot water means you'll create less steam? Making simple changes can help reduce the amount of condensation in your home.

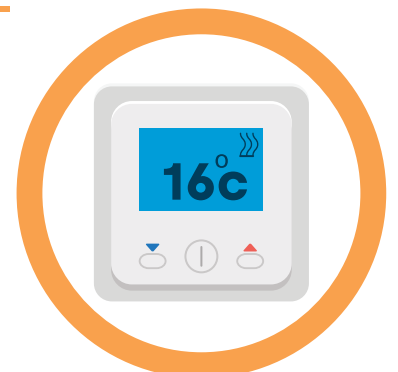


Throughout your home:

Warming your home

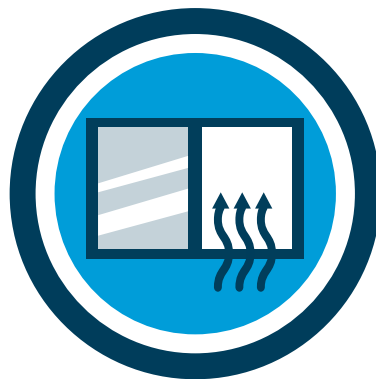
Keeping your home warm is one of the most important ways to reduce the moisture in the air. Warm air holds more moisture, which means less condensation will form on surfaces.

If you can, set your thermostat to a steady temperature of 16°C.



Ventilating your home

Keeping your home well-ventilated by opening windows regularly will let moist air out and dryer air in. If your windows have trickle air vents, keep them open.



Drying laundry

Drying laundry releases a lot of moisture into the air, so dry your washing outside whenever you can.

When it's not possible to dry your washing outside, it's better not to put your laundry over a radiator to dry.

Instead, place your drying rack in the middle of a cooler room where you can shut the door and open a window. If possible, dry your laundry in a room with an extractor fan, such as your bathroom, and switch it on.



Placing furniture

Make sure there's a gap between your furniture and your external walls, and avoid putting your mattress directly on the floor. This will stop pockets of moist air from becoming trapped.

When air can move around, it helps stop mould growing in your home.



Outside your home

There are even things you can do outside your home to stop condensation and mould inside.

Store bins or bikes away from your walls, otherwise they can prevent adequate ventilation and even stop the sun warming your home.



If your home has air bricks, flues or air vents, make sure these are kept clear so moist air can easily leave your home.

Other reasons why Damp is created:

- Water rising from the ground known as rising damp. This can only happen in ground floor rooms.
- Water coming in from outside of the homes – penetrating damp.
- Plumbing which needs repairing broken seals around bath, shower, boiler etc



Condensation



Rising Damp



Penetrating damp



Damp caused by leak

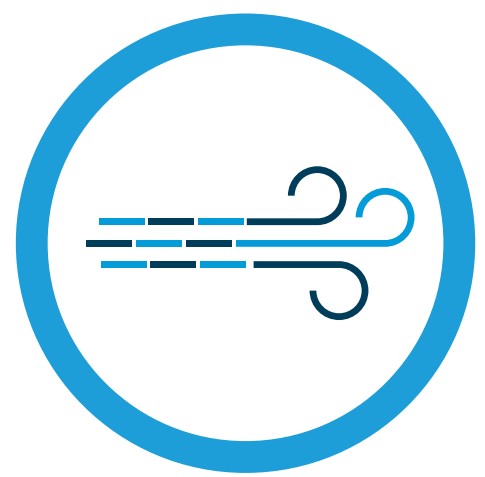
What to do about mould in your home

If you already have mould in your home, it's important to treat it.

- ✓ Use a product designed to clean mould to wipe it away. These are widely available from supermarkets or online.
- ✓ Don't brush or Hoover the mould as this can spread the spores into the air in your home, which can be unhealthy.
- ✓ Once you've removed the mould, keep the room well-ventilated so the area can dry fully and the mould won't come back.

If you've tried all our top tips and you're still having problems with damp and mould, please get in touch with us.

A member of our maintenance team will work with you to work out what's causing the problem and help fix it.



Reporting mould in your home

If you've tried our top tips to reduce the moisture in your home but you're still having problems with damp and mould, please get in touch with us.

You can contact us via email, phone, or social media, and a member of our customer services team will speak with you to better understand the issues.

They'll ask you a few questions to find out which room in your home has damp or mould, and which part of the room is affected – perhaps it's the wall or the ceiling, for example. They'll ask whether mould is growing, and if the area appears to be wet or dry.

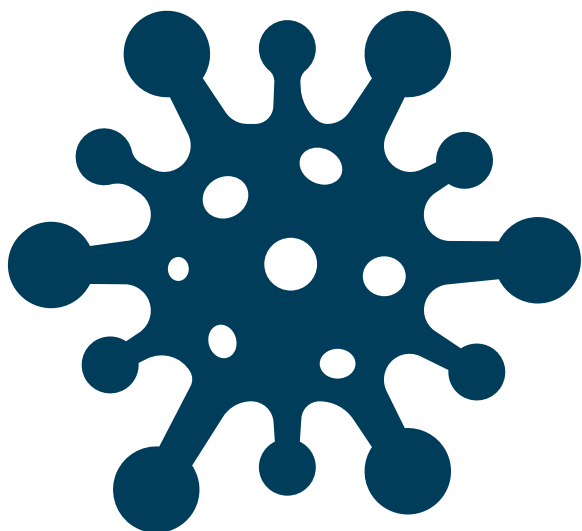
They may also ask you to send us some photos, if you can.

Finally, they'll ask you about any steps you've taken to remove the mould and reduce the moisture in your home.

Once they've got all this information, they'll let you know what steps we'll take next.

If the damp and mould in your home are not improved by following our top tips, we'll arrange for one of our experienced team to visit your home.

They'll work alongside you to make sure your home is a comfortable and healthy place for you to live.



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Financial Support

Keeping a home warm is an important way to prevent condensation and mould. But for many people, high energy costs are making it harder to heat their home.

If you are worried about your financial situation, we're here to help. Our website has lots of useful information on the financial support that may be available to you. And our experienced team of Neighbourhood Income Officers can provide advice and support for your circumstances.

We want you to talk to us about the pressures on your finances so we can give you extra support and help prevent fuel poverty.



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