

Damp, mould, and condensation



This leaflet provides you with information on damp, mould and condensation. Find out what causes it to happen, ways to prevent it and how you can report any issues in your home.

What happens when you report damp, mould or an increase in condensation to us?

When you contact us to report damp, mould or an increase in condensation in your home, we will ask you some questions about your concern.

The information you tell us will help us to understand how severe the issue is and what needs to be done to treat it.

Reports of damp, mould and condensation are recorded in four categories.

Category four: condensation

Condensation, with no mould or damp. You may have too much condensation in one or more rooms in your home.



Category three: minor

You may have a small amount of damp and/ or mould in a small area, in a number of rooms. For example, this could be around several windows or corners of the room.



Category two: moderate

You may have a moderate amount of condensation, damp and/or mould in one or more rooms in your home that are used for either living, sleeping or cooking.



Category one: severe

You have severe and widespread damp and mould in a number of rooms in your home that are used for either living, sleeping or cooking.

Emergency: following the assessment at your first appointment, we aim to complete any work within 90 days.



Making your appointment

We will book an appointment to come to your home, at a time that is suitable for you.

Following your initial phone call we will categorise the urgency of your appointment.

Severe	we will attend within 24 hours
Moderate	we will attend within three working days
Minor	we will attend within seven working days

*Information correct December 2023

On the day of your appointment, we will carry out some checks to see what work needs to be done.

We will book a further appointment for any work to treat the damp, mould and condensation. We aim to complete all recommended work within 90 days.

Depending on the level of damp and mould in your home, you may be offered an appointment for a decorator to attend in the meantime to remove the risk and to stop the problem from becoming worse.

It is really important that you are at home for all of your appointments so we can complete the work and meet the agreed timescales.

We will contact you following completion of the work to make sure there are no further issues.

Damp in your home

Damp is the build-up of too much moisture inside of a property.

Damp in your home is likely to happen when there is a lot of condensation built up, or when water comes into your home from the outside.

Cause of damp

Damp is normally caused when moisture in the air hits a cold surface, like a window or a wall. The moist air turns back into water, creating dampness.

Damp can be caused by a few things, including:

- moisture from condensation
- water coming into your home
- issues with your water or plumbing system
- not having enough heat in your home
- a building fault, such as damp proofing that has stopped working.

Condensation

Condensation is the most common cause of damp.

It happens when moist air inside of a home touches a colder surface. When this happens, it causes the surface to be wet.

Condensation is more likely to happen in areas of your home that are colder, or where fresh air cannot get to. This includes:

- windows, windowsills, kitchen, bathroom
- cold corners of rooms
- rooms that have no way of letting fresh air inside e.g. no windows that can open
- built-in or fitted cupboards or wardrobes
- behind furniture that is directly against a wall.

All homes have an element of condensation, but this should be quick and easy to soak up and clean with a cloth. This is one of the best ways to avoid the risk of mould growth. If it is taking multiple attempts to remove the condensation or it is pooling on the windowsill, this could be a sign there is an issue, so, please get in touch.



Reducing condensation

There are ways to stop condensation from building up in your home.

This includes:

Letting fresh air into your home

Letting air inside your home from the outside will let condensation out.

Leaving a window open or turning on an extractor fan is the best way to do this – when you are in the bath or shower, or when you are cooking. Do not turn off any extractor fans in the bathroom or kitchen. Extractor fans are cheap to run. They also use less energy than a standard light bulb and can remove moist air quickly.

You should not block any vents you might have in walls or on windows.

If you have windows with a vent, keeping the vent open can prevent condensation.

If you turn off, restrict or disable the ventilation in your home, this will impact the quality of the air and increase the risk of mould developing. Mould can be present before it is visible and can impact your health.

If you suspect the ventilation in your bathroom or kitchen is not working, please contact us. Some homes have ceiling ventilation at the top of the stairs, again, if you suspect this isn't working please contact us.

Drying clothes in your home

Drying your clothes indoors will create moist air. If you are drying them on a radiator or in the tumble dryer, keep a window open close by or turn on an extractor fan.

If you do need to dry your clothes inside, try and dry them in one room. Open the window to keep the room ventilated.

Keep your home warm

Keeping your home warm will help to stop condensation from happening.

We realise the cost of living is affecting everyone. You may not want to heat your home as much as you previously did because of the cost of energy.

There are ways you can keep heat in your home for longer, including:

- keeping doors closed
- tucking any curtains behind radiators
- during the day, opening your blinds and curtains to let heat from the sun inside
- at night, closing your blinds to prevent cold air from getting inside.



Arranging furniture

If you have the option, you should not put furniture up against a radiator. This can trap air and lead to condensation.

Mould in your home

Damp can cause mould. This is a stale smell, with wet patches on your walls or ceilings.

Any sign of condensation, dampness or mould growth is a sign that the air in your home is too wet.

You can regularly wipe moisture away from your windows and windowsills to help reduce mould.

Mould will need to be removed safely from your home by a qualified trades person.

You can clean an area with mould growth with a fungicidal wash that has a Health and Safety Executive approval number. This is easily available from most supermarkets and DIY stores.

Never use bleach to clean surfaces that have mould on them. This can be dangerous and cause mould to grow even more.



If you have damp, mould or too much condensation in your home

If you have a problem with damp, mould or too much condensation in your home, you should let us know and we will look into it for you.



Contact us

You can report damp or mould by completing the form on our website

www.thirteengroup.co.uk/page/report-damp-and-mould

You can also

- **use your My Thirteen account**
- email customerservices@thirteengroup.co.uk
- call **0300 111 1000**
- **visit one of our stores**

Please get in touch with us if you would like this information translated to another language.