

DAMP, MOULD & CONDENSATION

TAKE CONTROL IN YOUR HOME

Damp and mould are a top priority for the Council, and so is the health and safety of our residents. Damp and mould are also easier to tackle when they are caught early.

What causes damp?

Damp is caused by water finding its way into a property. There are three different types of damp that affect homes. They are:

- **Rising damp** – when moisture is absorbed from the ground into the wall to the height of about one metre. This is the rarest form of damp.
- **Penetrating damp** – when water penetrates the fabric of a building from outside to inside, like a leak from a gutter or an internal leak such as from a flat
- **Condensation damp** – when a property can't deal with normal levels of water vapour because of a lack of insulation, ventilation, or heating, or a combination of all these issues.

What causes mould?

Mould is a type of fungi. Moisture in the home often caused by damp, leaks or condensation that can cause mould to grow. Mould can grow quickly on damp surfaces. It can look like black stains, or specks of black, orange, green or brown.

What is condensation?

Condensation occurs when moist air meets a colder surface, like a wall or window. This then forms water droplets.

How to help prevent damp and mould in your home?

Damp and mould can be caused by lots of different things. Condensation damp is the most common type of damp. Unlike other types of damp that are the result of issues with the building itself, condensation damp is caused by day-to-day living. However, condensation is not the only cause of damp and mould as there can be other possible sources.

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FOLLOW THESE HANDY STEPS TO REDUCE THE CONDENSATION IN YOUR HOME:

Reduce moisture



Close kitchen and bathroom doors when the rooms are in use. This will help prevent moisture from spreading to other parts of your home.



When bathing, avoid splashing water on walls which are not tiled.



Always wipe down surfaces affected by condensation to prevent mould growth, particularly on tiled surfaces around baths, shower cubicles and windows using a squeegee.



Where possible dry clothes outside. Try and avoid putting clothes on radiators. Instead, dry clothes on a clothes horse in a well-ventilated room.



If you use a tumble dryer, it should have a proper vent to the outside – otherwise it is just pumping damp air into your home.



Keep pan lids on saucepans when cooking and do not over-boil.



Remove mould growth with fungicidal wash.

Improve ventilation and draught proofing



- Use your extractor fans when bathing or cooking. To help the moist air escape quicker, open a window for 30mins.



- Air your home regularly by keeping a small window ajar, wherever it's safe to do so, or put it on the window lock where possible.



- Allow air to circulate around your things, as when there is little air movement it can lead to condensation then mould.



- Do not push furniture up against walls and avoid placing in front of radiators. It is better to place furniture against internal walls rather than colder external walls.



- Avoid overfilling wardrobes as this can cause damp and mould to grow.

If applicable, insulating the loft and external walls will help keep your home warm. Draught proofing windows and external doors will also benefit from lower fuel bills as the heat will stay in your home for longer. When the whole home is warm condensation is less likely to occur.

Remember when draught proofing:



Keep air vents clear.



Do not block permanent ventilators.



Do not block chimneys.



Do not draught proof rooms where there is a fuel burning heater (e.g., gas fire) or cooker.

Heat your home efficiently



- We understand you may be struggling with the rising energy costs but, if possible, please do try to keep your home warm enough to reduce the risk of condensation.



- Use your thermostat to keep your heating at a steady temperature – between 18-21°C for healthy adults when you are moving about.



- When heating a specific room or area, close the door to keep the heat in.

Our responsibility to council tenants

Your health and safety is our top priority and we would like to reassure you that we are committed to fixing damp and mould where you live. We recommend you read the guidance provided to reduce moisture in your home and if you believe there is no improvement, please do contact us as soon as possible.

A surveyor can visit you to assess the problem and ensure measures are put into place to prevent this from reoccurring. Our contractors, Morgan Sindall Property Services, will carry out any necessary works such as replacing an extractor fan, repair a pipe leak to washing down mould and re-painting any affected areas. Each case is unique, so we will ensure we discuss the issues with you and what will be carried out, so this tailored for your home and to your satisfaction.

For council leaseholders - your responsibilities

As a leaseholder, you're responsible for maintaining the inside of your home, this includes preventative methods for damp, mould and condensation.

It is also your responsibility to ensure any issues in your home do not impact on fellow neighbours and you should keep your home in good state of repair. Please scan the QR code to read more about your responsibilities.

FIND OUT MORE

To scan the QR code



- Open the camera app on your smart phone
- Hover over the image and get the QR code in focus
- Then click on the link

Our responsibilities to leaseholders

We are responsible for maintaining the structure of your home, and all shared areas. For damp and mould this relates to the building's structure such as the roof and guttering. Please scan the QR code on your phone to read more about our responsibilities.

Avoid disputes with a comprehensive property survey

Before buying a property, we would advise having a licensed professional conduct a detailed property survey. This could help prevent disputes in the future.

What happens when you report damp and mould?

Our specialist damp and mould team will work with you to identify the causes of damp and mould within your home. We will arrange for a surveyor to visit your home and to inspect the problem, and we will then evaluate and explain the next steps. If necessary, a follow up visit may be required.

How will we help treat damp and mould?

Resolving damp and mould can be complex, and sometimes multiple fixes are needed. Generally, we wash and clean any affected surfaces with a fungicidal wash, but to solve the root of the problem further investigations may be required as there can be many possible causes of damp and mould. Each case will be different, so we will ensure what we do is individual to you and your home.

If you need further support, please do get in touch:

Private rented accommodation

If you live in privately rented accommodation please talk to your landlord. If there is no response get in contact by sending an email to propertylicensing@walthamforest.gov.uk or by calling **020 8496 4949** to request a free home visit.

Housing Associations

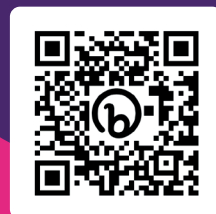
If you live in a Housing Association home, in the first instance, you should contact the Housing Association to report any damp and mould issues.

Council tenants and leaseholder

Please scan the how to report damp and mould QR code on the right.

HOW TO REPORT DAMP AND MOULD

Complete our online form by scanning the QR code



Or call our customer resolution centre on

0208 496 4197

and follow the menu options to speak to Morgan Sindall Property Services. They will then pass this information on to the Damp and Mould team.



STRUGGLING TO HEAT YOUR HOME?

Please scan the QR code for more details on how to reduce your energy bills. It also provides contact details of local organisations that can support you.



COST-OF-LIVING SUPPORT

We know that many of you are struggling to make ends meet, and that extra support is needed during this difficult time. Whatever your specific challenges or needs, we're here to help.

Scan the QR code to see how we can help



LEARN HOW TO MAKE YOUR HOME MORE ENERGY EFFICIENT

Our Housing contractor, Morgan Sindall Property Service, holds monthly advice sessions on energy awareness and energy saving tips. Scan the QR code and join a session today



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