

Helping to keep your home free from damp and mould

There are different causes of damp and mould, and the majority is caused by too much moisture in the air meeting colder surfaces. Encircle are committed to removing damp and mould from their homes and welcome the support of our tenants in making sure this happens.

Condensation

Condensation is the most common cause of dampness in the home.

There is always some moisture in the air, even if you cannot see it. Condensation is caused when the air inside your home becomes too cold or too much moisture has been created. Some examples include windows, corner of a room, and glazed tiles, or where there is little air circulation such as behind cupboards.

High levels of moisture created, such as through cooking or bathing will go to any colder parts within your home so condensation may appear in different rooms. Condensation typically appears to be water droplets on a surface which quickly turns mouldy or black on the surface.

If condensation appears

Wipe dry the inside of windows, doors, or the area if they become wet with condensation to prevent mould forming. Its best where possible to open windows on dry days to allow extra moisture to evaporate outside and reduce condensation from forming.

Helping to reduce condensation

There are many ways to reduce the likelihood of condensation appearing in your home

Cooking

When cooking food in saucepans always cover them with a lid. Keep the kitchen door closed to stop the extra moisture circulating around your home. Use an extractor fan or open a window so the steam can go out of the kitchen.

Drying clothes

Where you can, dry your clothes outside. In colder or wetter weather try not to dry clothes directly on radiators as this can cause excess moisture. Drying clothes on a standing ailer in one damp free room and opening the window will reduce the moisture in your home.

Bathing

After you have had a bath or shower you need to open the bathroom window for a while until the steam has cleared, or alternatively use the extractor fan if you have one – please do not turn the isolation switch off on the extractor fan unit.

Air flow

Air needs to flow, even in cold weather. It is best to keep the window vents open slightly than not at all. Don't put too many things in wardrobes and cupboards as it stops the air circulating.

Cold areas

Try not to place beds and wardrobes against outside walls as mould is more likely to grow behind furniture. Allow an air gap for the air to flow around the furniture.

Using a dehumidifier

An electronic dehumidifier extracts the excess moisture you cannot see into a container as water, which can then be emptied. Dehumidifiers can be purchased online or at a high street retailer. Remember to empty the excess water it produces safely.

Keeping your home warm

Ensuring your home is warm is important to reducing dampness within your home. Ensuring rooms are between 18oC and 21oC will help with this.

In winter its best to keep a constant low heat on all day in every room rather than for shorter periods of the day.

Dealing with mould

Use a mould cleaner to kill and remove the mould on your window frames, walls, and other areas. Do not brush away mould, as it will move the spores around. Gentle wipe the surface and dispose of cloths safely.

After treating, speak to us about using anti-mould paint on the area. Do not put ordinary paint or wallpaper on top of the mould paint.

Once the mould has gone, use the advice for reducing damp and mould and this should stop it from reappearing.

You can contact our Repairs Team or speak with your local surveyor on their next visit to your home for advice about dealing with mould. Remember to take pictures to show us the extent of the mould within your home so that we can support you to deal with removing this from your home.

Other causes of damp

There are other causes of damp that can include: (Can we show pictures of typical signs?)

- Leaking pipes, waste, or overflows
- Moisture coming through damaged brickwork
- Rain coming through a damaged roof or guttering

Where dampness is affecting your home, this leaflet should identify the likely cause. If it is due to inadequate heating systems, ventilation, or insulation leading to condensation and black mould growth or if it is due to rising damp, penetrating dampness, or defective plumbing then these will usually be the responsibility of Encircle Housing.

The first approach is to contact Encircle Housing and explain the issues. Please confirm the issues in an email or letter or speak to your surveyor direct and allow at least 14 days for Encircle Housing to reply/take action.

Taking photographs of the issues can help us to resolve the issue.

Important

Report any signs of damp and mould at the earliest opportunity or anything that may cause damp.

If you have any questions or would like some help and advice, please get in touch:

Call our Repairs Team on
0300 094 0142
Email repairs@encircleha.co.uk