

Preventing condensation and damp in your home



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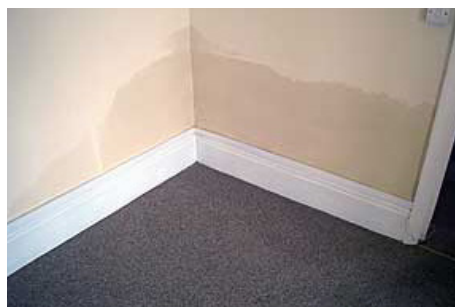
We want to make sure that your home is dry, warm and free from damp and condensation.

This guide will explain the difference between condensation and damp and give you some tips for preventing and treating the problem.

First it is important to know whether you have condensation, rising damp or water penetration.

For more guidance on damp and condensation, view our helpful videos in your online account at www.wdh.co.uk/tenant

Condensation is...	Rising damp is...	Water penetration is...
<p>the moisture that is created when warm damp air meets a cold surface (like a cold glass on a warm day) or when cold air meets a warm damp surface (like you might find on or around your windows on a cold day).</p> <p>Condensation is the most common cause of household damp problems.</p>	<p>moisture found in walls and buildings, rising up from the ground.</p> <p>If you have damp you will be able to see staining, blistering and peeling on paint work. Salt will also build up on the surface of your wall leaving a tide mark up to a metre high.</p> <p>Rising damp can be caused by a number of things, including failure of an existing damp proof course or changes to ground conditions.</p>	<p>moisture caused by a leaking pipe, roof or wall and can look a lot like rising damp or condensation.</p>



What to do if you think you have rising damp, water penetration or a leak.

Contact OneCALL on **0345 8 507 507**. The advisor will arrange for someone to visit your home.

Please try to give your OneCALL advisor as much information as possible.

More about condensation

There are lots of things that cause moisture in your home. The average household generates around 12 litres / 21 pints of moisture every day.

Washing clothes	
Having a bath or shower	
Two people active for one day	
Cooking and boiling a kettle	
Drying clothes	
Total amount of moisture produced in just one day	12 litres / 21 pints

Keeping your house dry

Leaving condensation to settle on walls and other surfaces can lead to black mould appearing. This black mould is often confused for damp but is easy to prevent and treat.

Here are a few simple tips to prevent and treat condensation in your home.

- Use an extractor fan or open a window when cooking and don't forget to use pan lids.
- Keep internal doors closed when cooking or taking a bath or shower. This will stop moisture settling elsewhere in your home.
- Open a window after taking a bath or shower and leave it open for at least half an hour to let the moisture out.
- Don't leave baths full of hot water for longer than needed.
- Try to keep the rooms in your home warm and well ventilated, especially in the winter.
- Move furniture and curtains away from walls and make sure that air vents are open to allow air to circulate.
- Try to dry clothes outside or on airers, avoiding radiators whenever possible.
- Wipe down surfaces whenever you see moisture to avoid mould growth.
- Open windows daily to allow air in and out.

It is important to keep rooms well ventilated and allow air to circulate. This allows the moisture to escape and not settle on surfaces.

We are committed to providing equal access to information. If you would like this information in another format, please phone us on 0345 8 507 507.