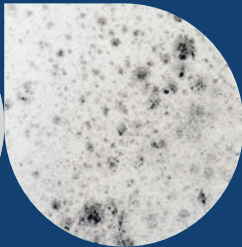


Keep your home free from

Damp, mould and condensation



Damp, mould and condensation

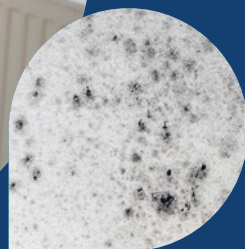
We take all reports of damp and mould seriously.

Housing Maintenance have a dedicated team set up to work with our customers to deal with damp, mould and condensation problems within their homes.

Left untreated, damp and mould can cause problems with the structure of your home and have a negative effect on health.



We want you
to feel safe and
comfortable in
your home



This leaflet will give you guidance on how to identify the different types of damp, mould and condensation, and if you feel you have a problem how to report it to us.

How to identify and report damp, mould and condensation in your home

Rising damp

This is caused by water rising from the ground.

- This could be because the damp proof course has failed.
- Rising damp only affects ground floor rooms.
- Black mould will rarely be seen where there is rising damp.

How do I identify this?

- 1 Is there an obvious tide mark at the base of walls?
- 2 Is there obvious salt crusts and deteriorating plaster?
- 3 Is the area wet to the touch?
- 4 Is the wallpaper/paint peeling or flaking?



Does it look like one of the pictures on this page?

What should I do if I think I have rising damp in my property?

Contact **Housing Maintenance** and we will arrange for a member of the **Damp and Mould Team** to attend your property.

Penetrating damp

Penetrating damp is often found on external walls and ceilings due to a defect outside your home such as a missing or slipped roof tile, missing pointing or cracked render.

- Penetrating damp is more noticeable following a period of rainfall, or following a shower or bath.
- Leaks from bathrooms and kitchens are common, they can affect both internal and external walls/ceilings.
- The usual source of the problem is water and waste pipes, seals around baths and sinks and leaking gutters.
- Affected areas look and feel damp whatever the weather conditions outside.



How do I identify this?

- 1 Is there an obvious damp patch often brownish yellow in appearance?
- 2 Are there stains, or crumbling plaster at various heights, generally found on ceilings, often worse after rain?
- 3 Is the stain above the bathroom?
- 4 Is the stain on the chimney wall?
- 5 Is the stain next to heating or water pipes?



Does it look like one of the pictures on this page?

What should I do if I think I have penetrating damp in my property?

Contact **Housing Maintenance** and we will arrange for a member of the **Damp and Mould Team** to attend your property.

Condensation damp

Condensation is caused by water vapour coming into contact with a cold surface. It mainly occurs during colder months.

- In time the affected area will attract black mould to grow on the surface.
- It is often found in the corners of rooms, around windows, north facing walls, and areas with little air circulation such as behind wardrobes and beds.
- Poor ventilation increases the likelihood of condensation in your home.



How do I identify this?

- 1 Is there mould growth (often speckled black in appearance) on external walls?
- 2 Are there water droplets on windows and walls?
- 3 Is there excessive condensation on the double glazed window units?
- 4 Is there mould growth behind furniture on external walls?
- 5 Is it worse in the kitchen or bathroom?



Does it look like one of the pictures on this page?

What should I do if I think I have condensation damp in my property?



Wipe excess moisture from windows, sills and door frames.



Open windows and trickle vents to improve air circulation

Contact **Housing Maintenance** and we will arrange for a member of the **Damp and Mould Team** to attend your property.

4 Steps to reducing damp, mould growth and condensation

1 Produce less water vapour

Ordinary daily activities such as cooking and washing and even breathing produces water vapour.



Dry clothes outdoors if possible. Avoid drying clothes indoors or if you have to, dry them on a clothes airer in the bathroom with the door closed and either an extractor fan on or a window slightly open.



Vent dryers to the outside, never into your home. Where possible use a condensing tumble dryer.



Use your extractor fans when bathing or cooking.



Cover pans when cooking.



2 Remove excess moisture

Always wipe the windows and window sills of your home every morning and as it occurs.



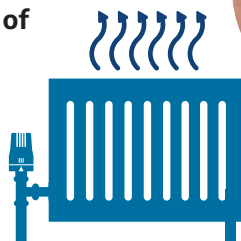
This is especially important in the bedroom, bathroom and kitchen - just opening a window will not be enough.



3 Heating

In cold weather, the best way to keep rooms warm and avoid condensation is to keep low background heat on all day rather than short bursts of high heat when you are in the house.

Keep your thermostat at 18 degrees.



4 Ventilation

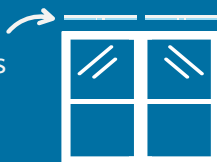
It is important to remove condensation and excess moisture by ventilating rooms. You can ventilate a room without causing it to become cold.



Open your windows for 20 minutes in the morning.



Open your trickle vents on your windows.



Throw back your duvet to let humid air out and dry air in.



Do not cover extractor fans, or air brick.



Try to avoid overfilling cupboards and wardrobes as this prevents circulation of air.



Leave space between the back of furniture and cold walls.



Report to us

- Any leaks
- Any extractor fans that are not working.
- Any blocked gutters.
- Any external water drainage issues.

Report it
to us as soon
as possible.

What to do if you see damp or mould in your home

You can report repairs through several channels:

Online via the Repairs Online Service:

www.cannockchasedc.gov.uk/housingrepairs

Email: dampmouldanddisrepair@cannockchasedc.gov.uk

Phone: **01543 462621** (urgent/emergency repairs)

By personal visit:

Cannock Chase Council

Civic Centre, Beecroft Road, Cannock, Staffordshire WS11 1BG

Letter - send to:

Housing Maintenance at the **Civic Centre**

Scan the **QR code** for
further information:

