

## Causes of condensation, damp and mould

If you notice wet walls in your home and any of the problems below, please let us know straight away.

These are problems that we are responsible for, and we may need to carry out repairs to resolve the issue.

### Penetrating damp

Guttering leaking or overflowing



Deefective bricks and any gaps in the joints between the bricks



Water seeping into the property from leaking pipes or blocked rainwater pipes

Slipped or missing roof tiles



Overflow running



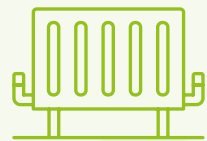
### Rising damp



Incorrect ground levels which may be bridging the damp proof course - typically this would reach no further than a metre up the wall but it can cause plaster and render to flake.

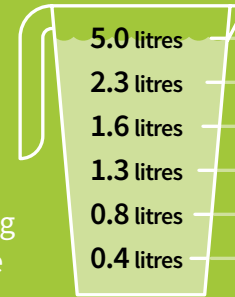
### Penetrating damp and condensation

Leaking heating systems



### Understanding moisture levels in the home

These activities produce the following amounts of moisture



- 5.0 litres - Drying clothes
- 2.3 litres - Cooking
- 1.6 litres - 2 people active (16 hours)
- 1.3 litres - 4-5 people active (7-8 hours)
- 0.8 litres - Washing up
- 0.4 litres - Washing and bathing

### Contacting us

Do not hesitate to contact us if you notice damp and mould in your home. Your safety is our priority.



[my.phoenixch.org.uk](http://my.phoenixch.org.uk)



[info@phoenixch.org.uk](mailto:info@phoenixch.org.uk)



0800 0285 700

### Useful Contacts

#### Energy Saving Trust:

Free impartial advice to help people save energy and money.

☎ 0800 444 202

🌐 [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

#### Age UK:

Provide a range of services to support older people's independence and wellbeing.

☎ 0800 678 1602

🌐 [www.ageuk.org.uk](http://www.ageuk.org.uk)

#### Winter Fuel Payment:

Qualifying residents could get between £250 and £600 to help pay heating bills.

☎ 0800 731 0160

🌐 [gov.uk/winter-fuel-payment](http://gov.uk/winter-fuel-payment)

#### Money helper:

Free unbiased advice that helps you manage money better.

🌐 [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)

#### Phoenix Energy Advice Café:

Visit The Energy Advice Café at The Green Man for free energy advice every Tuesday and Wednesday from 10am-1pm.

## Damp, condensation and mould

### Information for residents



### Phoenix Community Housing

The Green Man, 355 Bromley Road, London SE6 2RP

🐦📷 @phoenixtogether



## Please contact us straight away if you have damp or mould growth. We're here to help.

Damp and mould can have serious health implications if left untreated and it's important to contact us if you're experiencing problems so that we can work with you to agree the best approach for your home.

It is our responsibility to ensure that your home is safe and well maintained to a decent standard. When you report cases of damp and mould to us, we will discuss the problem with you and either carry out a repair to resolve the issue or we will arrange for a surveyor to visit your home and investigate the problem further.

When you contact us, please explain the problem in as much detail as possible and tell us if you have noticed any of the possible causes listed in this guide. This will help us to identify the cause and decide what action is required to resolve it.

It's important to let us know if you or any member of your household has a medical condition. We can offer help and support to meet your needs while the problem is resolved.

### Contact us



my.phoenixch.org.uk



info@phoenixch.org.uk



0800 0285 700

## Other causes of condensation, damp and mould

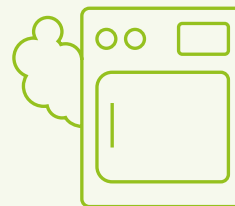
Condensation is the most common cause of damp and mould, and usually occurs when warm humid air meets a cold surface.



### Moisture

Most homes get condensation at some point, often when lots of moisture and steam are produced. Excessive moisture can lead to mould growth on clothes, furniture and walls and it's important to let us know as soon as problems occur.

**Tumble dryers** can produce excessive moisture if they are not installed correctly. If you use a tumble dryer, make sure it's vented outside. If you have a condensing tumble dryer, it needs to be installed in a vented area and shut off from the rest of your home. If you're experiencing issues, we can check your tumble dryer to ensure it is installed correctly.



**Dehumidifiers** can help to remove moisture from the air. We can supply these as a temporary measure to manage condensation while we identify the cause.



**Drying clothes** outdoors or using a tumble dryer is not always possible. If you need to dry clothes inside, try to do so in a bathroom with the extractor fan on and windows open.



### DID YOU KNOW?

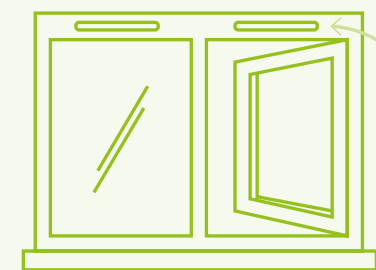
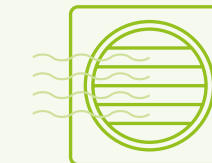
**The estimated running cost per year is £3.68 for a bathroom extractor fan and £9.61 for a kitchen fan.**



### Ventilation

Ventilation can help to reduce condensation and we can work with you to **help increase the air flow in your home.**

**Extractor fans** help to remove moisture from the air and most have a function that will turn on or boost the fan automatically in high levels of humidity. If the cause of mould in your home is condensation, we can check your extractor fan to ensure it is working properly.



**Opening your windows** releases humid air outside and prevents humidity from collecting on the glass.

**Window trickle vents** can also help to increase ventilation. If possible, open trickle vents and ventilate rooms you have used overnight the following morning for 1 to 2 hours.



### Warmth

**Keeping your home warm can help to reduce the risk of condensation, damp and mould.**

It can be difficult to heat your home and sometimes we may need to improve the insulation and draught proofing in your home to help it stay warm.

When heating your home, it can be helpful to use a thermostat to set the temperature and make a 1°C change at a time if adjustments are needed.

In cold weather, it can be helpful to keep the heating on. Use the timer to turn your heating on automatically for ideally 2-3 hours at 21°C in the morning and 3-4 hours at 18°C in the evening.

For information on where to access energy advice and grants to heat your home, turn to the back page of this flyer.