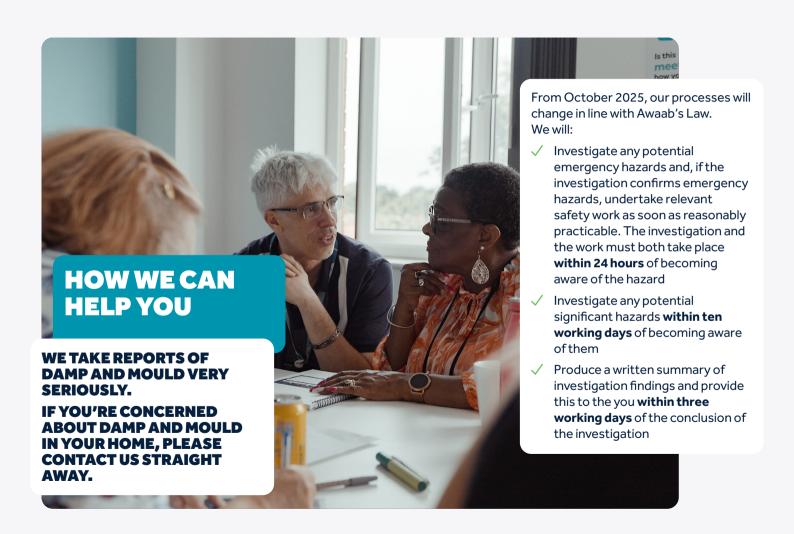


DAMP, MOULD AND CONDENSATION

A guide for residents





UNDERSTANDING DAMP PROBLEMS IN YOUR HOME



Damp issues are common in many homes. We want to resolve any problem you have quickly and effectively by sending the right member of our team to your home.

Identifying the specific type of damp makes it easier for us to help you.

The following pages will help you identify different types of damp.







RISING DAMP

Rising damp occurs when moisture travels upward from the ground through walls. It typically reaches about one metre in height (never higher than 1.5 metres). This usually happens when the damp proof course is failing.

What you should look for:

Damaged plaster, peeling paint or wallpaper, and tide marks along the bottom of walls.

PENETRATING DAMP

This happens when water finds its way through the external structure into your home, often through damaged brickwork or render.

What you should look for:

Bubbling paint or plaster that appears to be "blowing out" on internal walls. This is less common in homes built after 1945.



CONDENSATION DAMP

Condensation happens when moisture from everyday activities becomes trapped inside your home due to insufficient ventilation.

What you should look for:

Black spot mould growth, particularly around cooler surfaces of your home such as external walls, around windows and in corners.



LEAKING PIPES

Your home contains an extensive network of pipes for water supply, waste and heating systems. Leaks can occur in any of these.

What you should look for:

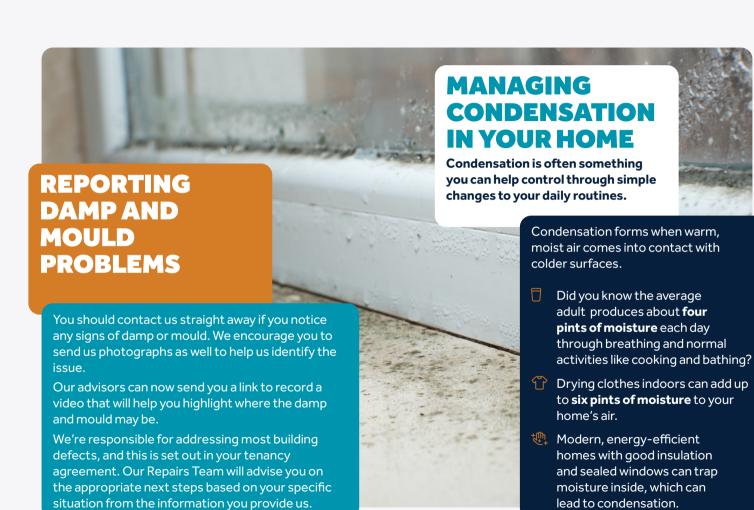
Watermarks or staining in specific areas, often in consistent patterns.



or rainfall due to damaged tiles or blocked gutters.

Watermarks or staining on ceilings, often creating distinctive 'tide marks'.





WE'VE SOME SIMPLE STEPS TO HELP YOU REDUCE CONDENSATION





REDUCE MOISTURE PRODUCTION

- Use lids on pans while cooking
- Avoid drying laundry on radiators or indoor airers when possible
- Ensure tumble dryers are properly vented outside.



- When cooking or bathing, use extractor fans, open windows, and keep doors closed
- Keep the extractor running for a short while after you finish
- Wipe away condensation when it appears.



3 VENTILATE YOUR HOME EFFECTIVELY

- Keep trickle vents in windows open (these small slots help provide constant air flow)
- Don't block air bricks or wall ventilation points
- Position furniture away from external walls, leaving a gap for air circulation
- Avoid overfilling wardrobes and cupboards.







TREATING MOULD

If you notice mould growth:

- Treat it immediately with a fungicidal wash from any DIY store (please follow manufacturer's instructions)
- 2. Monitor the area for at least a week and reapply if needed
- 3. If redecorating, use fungicidal paint or wallpaper paste containing fungicide
- 4. Dry clean affected clothing or carpets.

You should contact our repairs advisors or customer service team if mould persists despite these measures.

NEED MORE HELP?

We urge any resident who have concerns about damp and mould to **contact us immediately**.

Our team are ready to support you, but it's vital you tell us about any issues so we can help.

- www.southernhousing.org.uk/damp-and-mould
- → hello@southernhousing.org.uk
- 0300 303 1066

If you're unhappy with our response, you can seek further independent advice from:

Property Care Association: www.property-care.org

Citizens Advice:

www.citizensadvice.org.uk/housing/repairs

