

Advice on dealing with damp and mould

No one wants to live in a damp home. Damp can cause mould on walls and furniture and cause damage to your belongings, it's also unhealthy to live with.

Dealing with dampness and mould in your home

Dampness and mould can affect your health, especially if you have young children, older people or vulnerable members of your household with chronic illness.

As your Landlord, we will always respond to any reports of dampness and mould in your home and take action which may involve repairs, treatments or advice.

Dampness and mould growth can be a sign or problems within your home, caused by excess condensation forming or water penetration.

This can include:

- leaks in the roof
- cracks or holes in walls
- rotting window or door frames
- lack of ventilation or poor ventilation in your home
- water coming into your home from the ground
- water coming in from gutters or vegetation growth

Our commitment to you

If you notice signs of dampness or mould, get in touch with our Technical Services by calling **0141 771 4941** or by email at info@provanhallha.org.uk.

We will arrange an inspection to find out the cause and deal with damp and mould in a reasonable amount of time. We aim to visit you, at home, within 3 working days. If you feel there are vulnerable people at home and need us to attend sooner, just let us know.

We will ensure:

- Every room has an adequate heating source.
- There is suitable ventilation in bathrooms and kitchens through mechanical extraction fans.
- Insulation is properly functioning to reduce heat loss through the building.

What is condensation?

Condensation forms when warm moist air begins to cool releasing the moisture. The moisture then settles on cold surfaces making them damp. This can happen quickly when warm moisture in the air connects with cold air on surfaces. For example when you see condensation form on a cold mirror or window when you have a shower making it feel wet to touch, this is condensation.

Condensation will travel in the air through your home and is drawn to cooler areas such as:

- Windows
- Cold walls
- Behind furniture where there is poor circulation of air
- Even on clothes

Some damp is caused by condensation. This can lead to a growth in mould that appears as a cloud of little black dots. Check for signs of damp and mould. **These can be:**

- a damp and musty smell
- mould or mildew on walls, floors or ceilings
- walls, floors or ceilings that feel cold or damp
- dark or discoloured patches on walls or plaster
- lifting or peeling wallpaper
- excessive condensation on windows





How to reduce condensation

To reduce condensation you need to create less moisture and help circulate air.

Things that can cause warm moisture in the air:

Causes of excess condensation	How to minimise and deal with it
Cooking, kettles	Keep lids on pans, only boil the water you need.
Showering & bathing	Close doors and open windows. Use extractor fans. If the fan or timer is not working, report it for repair.
Washing and drying clothes	Use outside drying areas when you can. If drying inside, close doors to the room, partly open windows and use a clothes horse. Do not cover radiators.
More cold surfaces due to colder weather	Try to heat your home each day to 18°C. If you are vulnerable or have chronic health conditions seek advice on the right temperature for you.
Closed windows more often due to colder, wet weather	Keep window trickle vents open and wipe down windows and window cills regularly. Open windows on a daily basis to allow moist air to escape. Open blinds and curtains at times to circulate the air around them. Do not cover radiators.
Avoid damage to furniture	Do not have furniture right up against the wall, always allow air to circulate by leaving a gap.

Potential remedies

Where there is a building defect, we will put this right. This may involve replacing defective windows, extractor fans, improving ventilation, treating damaged surfaces to prevent mould re-growth. Where we are unable to do this in a reasonable timeframe, we will look to provide you with alternative accommodation until the works are complete. We will consider this on a case by case basis and in consultation with the tenant.

We may ask you to help by following the guidance contained in this newsletter to reduce condensation in your home. Where there are concerns, we may install monitoring devices to gather data on humidity, temperature and air quality over a period to help us make better decisions in assisting you to deal with dampness issues.

Home insurance

You should consider (if you don't have a policy already) taking out Home Contents Insurance to protect your possessions in the event of damage from dampness mould or escape of water. For more information, please speak to your Housing Officer on **0141 771 4941** or by email at info@provanhallha.org.uk

Help with the costs of heating your home

We understand the impact on our tenants of recent rises in energy costs to heat your home. We will do all we can to help you by making your home as energy efficient through better insulation and replacement of windows, doors and roofs as they become due with more energy efficient types. If you are struggling with energy costs, please get in touch and we can direct you to more help and check if you are receiving all the assistance you can from government and your energy provider.

Provanhall Housing Association Limited

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