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EILDON GROUP

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Condensation

Mould and Damp in your home

If you are experiencing damp, mould or condensation in your home, it is important you let us know as soon as possible.

To report a damp, mould or condensation issue in your home you can do it quickly and easily with the My Eildon – customer portal. https://bit.ly/MyEildon. It's available 24/7 so you don't need to wait until our office is open. You can also attach photographs as well, then you can keep track of progress.

You can also call our office, during opening hours, on 03000 300 217.

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Damp can be an issue for many households as a result of our wetter, colder climate. It can be a serious problem as it can cause damage to a building's infrastructure as well as possible threat to health, especially for those with underlying health concerns, if left untreated.

Causes of Mould

A consequence of high condensation can be mould growth, and this tends to form in areas where the surfaces are cold or where there is little air flow. An example would be around windows, toilet cisterns that are full of cold water, behind furniture that is close to the wall and around corners in ceilings where the insulation is poor.

Dangers of Mould

The presence of mould in a property can cause problems, especially for people with underlying health conditions or have other vulnerabilities. This is why it is important for us as your landlord to work with you to address these issues should they exist in your home.

Why Condensation Occurs

Condensation occurs when warm moist air meets a cold surface. The risk of condensation therefore depends upon how moist the air is and how cold the surfaces are. Both of these depend to some extent on how a building is used.

When?

Condensation occurs most commonly in winter, because the building is colder and because windows are opened less and moist air cannot escape.

Where?

Condensation which you can see, occurs often, for short periods, in bathrooms and kitchens because of the steamy atmosphere, and quite frequently for long periods in unheated bedrooms; also sometimes in cupboards or corners of rooms where ventilation and movement of air is restricted. Besides condensation on visible surfaces, damage can occur to materials out of sight, for example from condensation in roofs.

What is important

Three things are particularly important:

- Prevent very moist air spreading to other rooms from kitchens and bathrooms
- Provide some ventilation to all rooms so that moist air can escape
- Manage your heating (see the section below to find out more about what this means)

The first sign of condensation can be moisture drops on walls, mirrors or windows. This may not be a problem right away but the effects of condensation can get worse and lead to damp and mould. Mould growth is a warning of moisture and heating, insulation or moisture may need to be improved.

Keep an eye out for the following signs:

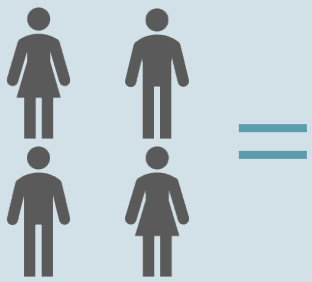
- A musty, damp smell
- Patches of discoloured paint or wallpaper
- Lots of water droplets on windows or walls
- Dark/black patches of mould on the walls, floors, ceilings, or around windows
- Rotting or damaged skirting boards



What should I look out for?

- Walls that are always cold to touch
- Lifting or peeling wallpaper that won't stick back down
- Increased humidity in the air

Below is an idea of the average moisture generated in a standard property.



4 people in a property



Creating **24 pints** of moisture per day



That amounts to **168 pints** of moisture per week

Preventing Condensation in your Home

- Good ventilation of kitchens when washing or drying clothes or cooking is essential. If there is an electric extractor fan, use it when cooking, or washing clothes, and particularly whenever windows show any sign of misting. Leave the fan on until the misting has cleared
- If there is not an extractor fan, open kitchen windows but keep the door closed as much as possible
- After bathing/showering, keep the bathroom window open, and shut the door for long enough to dry off the room
- In other rooms provide some ventilation. In old houses a lot of ventilation occurs through fireplace flues and draughty windows. In modern flats and houses sufficient ventilation does not occur unless a window or ventilator is open for a reasonable time each day and for nearly all the time a room is in use. Too much ventilation in cold weather is uncomfortable and wastes heat. All that is needed is a very slightly opened window. Where there is a choice, open the upper part of the window, about a 10mm opening will usually be sufficient
- Do not use unventilated airing cupboards for clothes drying
- Avoid drying washing indoors

What to do if mould is present

It is vital that you contact us, as soon as possible and take photos of the affected areas if you can.

We will look into these issues and take appropriate and necessary action. The most productive way forward is for us to work in partnership to resolve these matters. Sometimes, basic adjustments can resolve the issue. On other occasions the solutions may be more complex.

Where we are unable to assess the cause of the mould growth, or there is disagreement on the issues being experienced, we may commission independent expert advice on these matters. When we do this, we will share the outcome of the report with you and we set out what we will do based on any recommendations that are made.

Following on from any action taken, we will make contact with you after a period of time has elapsed to see if the issue has been resolved or if any other action is required.

Manage Your Heating

- Try to make sure that all rooms are at least partially heated
- Condensation most often occurs in unheated bedrooms
- To prevent condensation the heat has to keep room surfaces reasonably warm. It takes a long time for a cold building to warm up, so it is better to have a small amount of heat for a long period than a lot of heat for a short time
- Houses and flats left unoccupied and unheated during the day get very cold. Whenever possible, it is best to keep heating on, even if at a low level.

How to Contact Us

We're always happy to help - give us a follow or get in touch for more information.

The Weaving Shed, Ettrick Mill, Dunsdale Road, Selkirk TD7 5EB

Customer Support: 03000 200 217

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EildonHousing

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