

Dealing with damp, mould or condensation?



Sometimes, damp and mould is caused by a more serious problem at home which can only be resolved by a professional. More often, it is caused by condensation which you can prevent with some simple changes.



If you are worried about condensation, damp or mould at home, please tell us as soon as possible so we can work together to fix it.



Reduce condensation build-up

Mould often occurs because of condensation. Condensation is excess moisture in the air, which condenses into water droplets.

To reduce it:

- **Keep your home well ventilated**



- **Keep your home reasonably warm**



- **Reduce the moisture you produce**



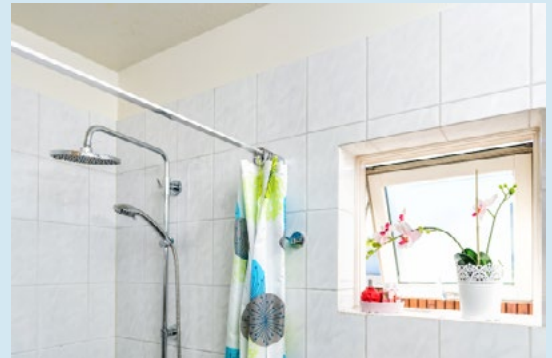
In the kitchen

- Keep the window open while you cook
- Keep the lids on cooking pans
- Use as little water as you can in your pans and kettle
- Ventilate the room for 20 minutes afterwards
- Use your extractor fan



In the bathroom

- When you shower or bathe, open a window and vent the room for at least 20 minutes afterwards
- Run a bath with an inch of cold water, then add the hot water to reduce steam
- Keep the door closed during and after use
- Use your extractor fan



Around the home

- Ventilate rooms by opening the windows slightly or using trickle vents
- Don't dry clothes on radiators. In bad weather, hang washing in the bathroom with the door closed and a window open or the extractor fan on instead
- Don't place furniture and textiles such as beds and sofas too close to the walls and don't overfill wardrobes and cupboards – it stops air circulating which can lead to mildew on fabrics
- Don't block air vents
- Don't heat one room to a high temperature and leave other rooms cold. Room temperatures of 18-22° is ideal for the fabric of most homes



To avoid mould forming, wipe down your surfaces when condensation appears. If mould does form, buy a fungicidal spray from a supermarket or DIY store to clean it.

Always follow the safety instructions. Visit the “Caring for your home” section of our website for more information.

Other causes

Not all damp and mould is caused by condensation. Sometimes the cause can be leaks from the roof, pipes or windows, blocked or leaking guttering, moisture penetrating the walls or rising damp.


Our team will ask you some questions to help us determine the cause:

- When did you first notice the damp or mould?
- Which rooms are affected?
- Do you have working extractor fans in the kitchen and bathroom?
- Have you reported a damp or mould issue in your home to us in the last 12 months?
- If there is mould, is it behind furniture or stored items against a wall?

Any photos you can send us will also be useful.





Get in touch

 0330 159 6080 and press 1

 Message on the TED app

 info@celtichorizons.co.uk

 www.celtichorizons.co.uk

 Celtic Horizons, Y Borth,

13 Beddau Way,

Caerphilly, CF83 2AX



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