

Dealing with damp, mould and condensation



If you need assistance understanding the information in this document, please contact us on 0300 365 1111.


01

Our customer commitment

- We will thoroughly assess and identify any damp, mould or condensation reported
- We will carry out any repairs, remedial works, and improvements to rectify the problem
- We will provide support on how together we can reduce the levels of condensation in your home through informative and supportive guidance



If you suspect damp, mould or condensation issues in your home, **please report this immediately.**

 0300 365 1111

 repairs@ovh.org.uk

02 Understanding damp, mould and condensation

In many homes some levels of condensation will occur, however this doesn't always mean there is something wrong with your property. There could be numerous reasons for reoccurring condensation, so it's important we understand the root-cause.

We've provided some useful guidance; however, it is essential that you inform us of your concerns – immediately.

For more information and guidance, visit the [Government's website](#).

What is condensation?

You will always find moisture in the air, even though it's not visible to the eye. If the air gets colder, it cannot hold all the moisture and tiny drops of water appear, you will find this is most common around the windows in your home, this is condensation. Condensation mainly occurs during the colder months, whether it is raining or dry.

Where can I expect to see condensation?

It can be mostly found on windows, mirrors and generally cold surfaces such as tiles. You can see condensation in the form of water droplets, this can then soak into walls causing damp and mould taking a shower.

Is condensation the only cause of damp?

No, condensation is not the only cause of damp. It can also come from:

- Leaking pipes, overflows and wastes
- Rain seeping through the roof where a tile or slate is missing, spilling from a blocked gutter, penetrating around window frames, or leaking through a cracked pipe
- Rising damp due to a defective damp course or because there is no damp-course
- Damp proof course being 'bridged' by soil piled against the outside wall

What are the different types of damp?

Damp is generally caused by a fault in the structure of the building. There are two basic types of damp:


- Penetrating damp happens when water enters your home through an external defect (for example, a crack in a wall or a loose roof tile)
- Rising damp is when there is a problem with the damp proof course or membrane and water rises from the ground into the walls or floor

03 What does damp and mould look like?

How damp and mould can appear:



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04 Reducing damp, mould and condensation at home

These simple steps will help in reducing condensation, however, will not always address the root-cause. It's vital that you report any concerns at the earliest opportunity.

One average two people in the UK produce 24 pints per day in their home.

Washing clothes: 1 pint
 Bathing and showering: 2 pints
 Being active: 3 pints
 Heating: 3 pints
 Cooking and kettle boiling: 6 pints
 Drying clothes: 9 pints
 = 24 pints



Some ordinary daily activities produce a lot of moisture very quickly.



Ventilate your home

You can ventilate your home by:

- Opening your kitchen and bathroom windows when cooking, showering or bathing to let steam escape
- Switching extractor fans on where available during and after to help dry the room out
- Checking for air vents around your home and keep these areas free from obstruction
- Keeping trickle ventilators on windows open where available
- Moving furniture away from walls, as this will allow air to flow to all parts of the room
- Regulating the temperature of your home by keeping your heating on warm all day during spells of cold weather.
- Opening all internal doors will also allow warm air to reach every room

If you are not using extractor fans or trickle ventilators, please contact us.

If you are concerned about the cost of using extractor fans or heating your home, please visit ovh.org.uk/support/cost-of-living

Reduce moisture

You can produce less moisture by:

- Keeping doors shut and covering pots and pans with lids whilst cooking.
- Ensuring tumble driers are vented outside where possible, or kept in a well ventilated room if they are self-condensing.
- Avoiding drying wet clothes and washing on a radiator. When possible put your washing outside or in a bathroom with the door closed and a window open or extractor fan running.
- Wiping windows, window sills and walls regularly to prevent the build up of condensation.



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Health concerns

Customers who are concerned about their health should seek advice from a healthcare professional. This includes:

- People with a pre-existing health condition (for example allergies, asthma, COPD, cystic fibrosis, other lung diseases and cardiovascular disease)
 - People of all ages who have a weakened immune system, such as people who have cancer or are undergoing chemotherapy, people who have had a transplant, or other people who are taking medications that suppress their immune system
 - People living with a mental health condition
 - Pregnant women, their unborn babies and women who have recently given birth
 - Children and young people
- Older people
 - People who are bedbound, housebound or have mobility problems making it more difficult for them to get out of a home with damp and mould and into fresh air



06 Contact us and keep informed

Damp, mould, or condensation issues in your home should be reported to us at the earliest opportunity:

 repairs@ovh.org.uk

 0300 365 1111

Together we can take proactive steps in tackling damp, mould and condensation.

You can also keep informed with general and seasonal advice and guidance via our website ovh.org.uk



07 Your voice matters

We are committed to providing our customers with plenty of opportunities to get involved and help to shape, influence and improve the services we deliver.



For more information, please visit ovh.org.uk/customer-voice or email customer.voice@ovh.org.uk

Get in touch

-  ovh.org.uk
-  0300 365 1111*
-  enquiries@ovh.org.uk
-  [@ovhousing](https://twitter.com/ovhousing)
-  facebook.com/ovhousing
-  [@onevisionhousing](https://www.instagram.com/onevisionhousing)
-  [One Vision Housing](https://www.linkedin.com/company/one-vision-housing)



The information inside this leaflet was correct at time of publication. For the most up-to-date information, please visit ovh.org.uk.



One Vision Housing is part of The Sovini Group

**8am - 6pm, Monday to Friday excluding bank holidays.
Emergency repairs, 24 hours, 7 days a week*

If you need assistance understanding the information in this document, please contact us on 0300 365 1111.

Chinese – 如果您需要幫助了解本文檔中的信息，請致電 0300 365 1111 與我們聯繫。

Lithuanian – Jei norite, kad Jums kas nors padėtų suprasti šiame dokumente pateiktą informaciją, prašome su mumis susisiekti tel 0300 365 1111.

Polish – Jeśli potrzebujesz pomocy, by zrozumieć informacje zawarte w tym dokumencie, skontaktuj się z nami pod numerem 0300 365 1111.

Portuguese – Caso necessite de assistência para compreender a informação constante neste documento, deverá contactar-nos através do 0300 365 1111.

Russian – Если вам требуется разъяснение информации, содержащейся в данном документе, пожалуйста, свяжитесь с нами по телефону 0300 365 1111.

Turkish – Bu belgede verilen bilgileri anlama konusunda desteğe ihtiyacınız olursa lütfen bize ulaşın 0300 365 1111.