

PINE COURT HOUSING  
ASSOCIATION



# DEALING WITH **DAMP, MOULD AND CONDENSATION**

If you need assistance understanding the information in this document, please contact us on **0151 709 6878**.

# 01

## OUR CUSTOMER COMMITMENT

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- 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.**



0151 709 6878



[contactus@pinecourt-housing.co.uk](mailto:contactus@pinecourt-housing.co.uk)

# 02 UNDERSTANDING DAMP, MOULD AND CONDENSATION

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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.**

## 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.

## 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:



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

 0151 709 6878

 [contactus@pinecourt-housing.co.uk](mailto:contactus@pinecourt-housing.co.uk)

# 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.

## PRODUCE LESS MOISTURE

One average, two people in the UK produce 24 pints of moisture 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.



## TO REDUCE MOISTURE:

- Cover pans when cooking and do not leave kettles boiling
- Dry washing outdoors on a line, or put it in the bathroom with the door closed and the window open or with the fan on
- Vent any tumble dryer on the outside, unless it is the self condensing type
- Clean surfaces, especially windows, windowsills and walls

## VENTILATE TO REMOVE MOISTURE

- Keep small windows ajar when someone is in the room
  - Use where provided and installed bathroom and kitchen fans
  - Close kitchen and bathroom doors when these rooms in use, even with extractor fans installed, this step can help prevent moisture reaching the other rooms
- Insulation and draught-proofing



# 05

## CONTACT US AND KEEP INFORMED

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CONDENSATION ISSUES  
IN YOUR HOME SHOULD  
REPORTED TO US AT THE  
EARLIEST OPPORTUNITY:



0151 709 6878



contactus@pinecourt-  
housing.co.uk

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  
[pinecourt-housing.org.uk](http://pinecourt-housing.org.uk)



# 06

## 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 [pinecourt-housing.org.uk/get-involved](https://pinecourt-housing.org.uk/get-involved) or email [contactus@pinecourt-housing.co.uk](mailto:contactus@pinecourt-housing.co.uk)

# GET IN TOUCH



[PINECOURT-HOUSING.ORG.UK](https://pinecourt-housing.org.uk)



[CONTACTUS@PINECOURT-HOUSING.CO.UK](mailto:CONTACTUS@PINECOURT-HOUSING.CO.UK)



0151 709 6878



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PINE COURT HOUSING ASSOCIATION



Pine Court Housing Association part of The Sovini Group





If you need assistance understanding the information in this document, please contact us on **0151 709 6878**.

**Chinese** – 如果您需要幫助了解本文檔中的信息，請致電 **0151 709 6878** 與我們聯繫。

**Lithuanian** – Jei norite, kad Jums kas nors padėtų suprasti šiame dokumente pateiktą informaciją, prašome su mumis susisiekti tel **0151 709 6878**.

**Polish** – Jeśli potrzebujesz pomocy, by zrozumieć informacje zawarte w tym dokumencie, skontaktuj się z nami pod numerem **0151 709 6878**.

**Portuguese** – Caso necessite de assistência para compreender a informação constante neste documento, deverá contactar-nos através do **0151 709 6878**.

**Russian** – Если вам требуется разъяснение информации, содержащейся в данном документе, пожалуйста, свяжитесь с нами по телефону **0151 709 6878**.

**Turkish** – Bu belgede verilen bilgileri anlama konusunda desteğe ihtiyacınız olursa lütfen bize ulaşın **0151 709 6878**.

**Ukrainian** – Якщо вам потрібна допомога в розумінні інформації у цьому документі, зв'яжіться з нами за номером **0151 709 6878**.