

# Damp and Condensation

**If there is damp in your home, your first reaction may be to think there is something wrong, but most damp comes from condensation, which is caused by the way we live. In a small number of cases, damp is caused by water coming through the structure of the house. The information in this leaflet explains the different types of damp, the causes and how to deal with it.**

## Water penetration and rising damp

If damp in your home looks like those illustrated in pictures one and two, it is likely to be water penetrating through the roof or wall. Penetrating water is the most common form of dampness in buildings and occurs as a result of water seeping through gaps in the building's structure.

Rising damp describes the action of ground moisture rising up a masonry wall. It often occurs where there is



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no damp-proof course (DPC) or where the DPC has been damaged. Moisture will rise up the wall and will often leave a horizontal 'tide mark'. Rising damp is often caused by water penetration, which is then absorbed by the plaster. Pictures three and four show what rising damp can look like.

If you think you have rising damp in your home, call our customer service centre on 0845 155 3000 who will make an appointment for a surveyor to inspect the problem.

## Condensation

If the damp in your home looks like those in pictures five and six, it is likely to be caused by condensation.

If moist air cannot escape outside, it moves around your home until it finds a cold spot where it becomes condensation. This may lead to mould growth.

**If you find mould in your home, you must take action straight away by cleaning it.**

Your tenancy agreement requires you to keep your home in a clean and tidy condition. This means you are responsible for cleaning any mould in your home.

The best way to clean mould is to use a mould killing product. You can buy these from supermarkets and hardware stores. In a supermarket you will find them in the aisle with other household cleaners. Make sure you follow the instructions on the product carefully. You might have to use it regularly to clear the mould completely.



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If you simply wipe mould away or only use an ordinary cleaner the mould is likely to keep coming back. Mould will also come back if you do not deal with the source of the condensation.

## Controlling condensation

Condensation will appear in your home if there is too much moist air caused by everyday activities such as cooking, washing and bathing. With rising energy costs we all want to keep our homes as warm as possible but it is important to ventilate your home to help control condensation. You can minimise the moisture in your home by following these simple steps:

- Try not to dry clothes inside. If you have to, open the window and shut the door of the room where the clothes are drying;
- If you use a tumble dryer make sure it has a vent leading to outside;
- Avoid using portable gas and paraffin heaters as these fuels give off moisture when they burn. If you have to use these open a window in the room the heater is in – a window should always be open for safety reasons;
- Keep kitchen and bathroom doors shut to stop moisture moving to other areas of your home;
- Cover cooking pans with lids – as well as saving on your gas or electricity bill it will reduce the amount of moisture;
- If you have a fish tank, make sure it has a lid, otherwise the contents will quickly evaporate causing excess moisture in the air;
- Use an extractor fan in the bathroom when you have a bath or shower and in the kitchen when cooking. Extractor fans are cheap to run and use less energy than a standard light bulb;

- Open the window slightly for half an hour after bathing to get rid of the moist air;
- If you have trickle vents above your windows, keep them open all the time;
- Do not block air vents;
- Do not put furniture or other items right up against your walls – this helps air circulate and stops mould growing.

### Heat up

As condensation occurs on cold spots, warming up these areas can help to control condensation. We have helped keep your home warm by fitting double-glazed windows and insulating lofts and walls.

Condensation and mould often form in a different place to where the moist air comes from. For example, moisture might come from your kitchen but mould is in your spare bedroom that is not used very often. This can be because this room is not usually heated. Try heating all rooms regularly. It is better to heat the whole home to a lower temperature than one room to a higher temperature.

### Three steps to control condensation:

- 1 Clean mould away with a mould cleaner as soon as it appears;
- 2 Think about where excess moisture might be coming from in your home;
- 3 Try to minimise it by ventilating the room(s) where excess moisture is created.

## Please contact us if you would like a copy of this document in large print, British Sign Language DVD, on CD or in another language.

### Przewodnik o kontroli wilgoci

Proszę się z nami skontaktować jeśli pragnęliby Państwo copię tego dokumentu dużym drukiem, na DVD w Brytyjskim Języku Migowym, w innym języku albo na płycie audio (CD). (Polish)

### 控制房屋居住密度

控制房屋居住密度指引。倘若您需要本檔以大字體、英式手語DVD、另外一種語言或音頻 (CD) 格式提供, 請聯絡我們。(Cantonese)

### Yoğunlaşma Kontrolü Kilavuzu

Lütfen bu belgenin büyük baskılı hali, İngilizce DVD veya farklı dillerde ya da ses (CD) ortamı gibi talepleriniz olması durumunda bizimle irtibata geçin. (Turkish)

### ঘনীভবন নিয়ন্ত্রণ সংক্রান্ত একটি নির্দেশনা

আপনি যদি এই নথিটির একটি কপি বড় প্রিন্টে, ব্রিটিশ সাইন ল্যাঙ্গুয়েজ ডিভিডিভিতে বা অডিও (সিডি) ফরম্যাটে পেতে চান, অনুগ্রহ করে, আমাদের সাথে যোগাযোগ করুন। (Bengali)

### If you have any queries please contact us:

**Tel:** 0845 155 3000

**Minicom:** 01245 613188

**Email:** enquiries@chp.org.uk

**Fax:** 01245 613001

**Visit:** Atholl House, 65a Duke Street,  
Chelmsford, CM1 1LW

**Write to:** Myriad House,  
23 Springfield Lyons Approach,  
Chelmsford, CM2 5LB

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A guide to identifying and controlling condensation and damp in your home