



# Condensation, Damp and Mould

How to prevent it and  
what to do if it occurs



**Find Out More**



[orwell-housing.co.uk/condensation](http://orwell-housing.co.uk/condensation)



0345 60 100 30

Condensation can happen in any home, especially during the colder months. A little is normal, but too much can lead to damp or mould, which can affect your health and the condition of your home.

This booklet shares simple, everyday tips to help reduce condensation, explains the different types of damp to look out for, and tells you how to contact us if there is a problem. We're here to help you keep your home safe, comfortable and healthy.

We're committed to acting swiftly and responsibly when damp, mould or other health hazards are reported. We will:

- Investigate emergency hazards within 24 hours and take immediate action to make homes safe.
- Respond to significant damp and mould concerns within 10 working days, providing clear updates and beginning repairs promptly.
- Offer alternative accommodation where necessary if a property cannot be made safe within the required timeframe.

## When you get in touch with us

- We will listen carefully and treat each case individually, offering support that's right for you.
- We understand the cost of living can make dealing with damp and mould harder, and we will offer support where we can.
- Our teams are trained to handle damp and mould, and serious issues will be dealt with by specialist professionals.
- Where needed, we can monitor humidity levels in your home and share practical advice to help manage it.

# Identifying the issue and what to do next

If you notice signs of mould in your home, it's important to let us know as soon as possible. Below is a simple guide to help you understand the different types of moisture problems, how to spot them, and what action to take.



## What is Condensation?

Condensation happens when warm air meets a cold surface, forming water droplets. You will often see this on windows, especially in kitchens and bathrooms.

### What to do...

You don't need to report condensation to us. On the following pages, you will find simple tips to help manage condensation in your home.



## What is damp?

Damp can develop if condensation is not managed over time. It usually appears on internal walls and may look and feel wet to the touch. Damp can lead to mildew or mould if left untreated.

### What to do...

If you're experiencing damp, it's important to find the cause. Rising or penetrating damp may indicate an underlying issue, so please report this to us and we'll arrange an inspection.



## What is Mildew?

Mildew is a type of fungus related to mould and is usually grey in colour. It commonly appears in damp areas such as bathrooms and kitchens.

### What to do...

Mildew can often be removed by cleaning the affected area. If it keeps returning or you can't find the cause, please report it to us.



## What is Mould?

Mould is a fungus that grows in areas with poor ventilation, often where condensation or damp has not been controlled.

### What to do...

Mould can affect your health and the condition of your home. If you spot mould, please report it to us as soon as possible. We will arrange for a trained specialist to inspect the issue and deal with it safely.

# Simple ways to reduce condensation, moisture and mould

Condensation is more common during colder weather and usually forms in areas with little air movement. Keeping your home well-ventilated can make a big difference.



**Keep gentle background heating on in cold weather** if you can. Avoid portable gas or paraffin heaters, as they create extra moisture.



**Let fresh air in on warmer days**, especially when showering, cooking, washing up, or drying clothes. Using an extractor fan or a humidistat-controlled electric fan can also help.



**Vent tumble dryers outside**, as they release a lot of moisture into the air.



**Avoid drying clothes indoors where possible.** If you need to dry them inside, place them over a bath or shower with a window open or extractor fan on.



**Use a hygrometer/thermometer** to keep an eye on humidity and temperature levels in your home.



**If you dry clothes indoors**, keep them in one room - close the door and open a window to let moisture escape.

Scan the QR code to watch our short video, and try these simple steps:



**Keep doors closed** to stop damp air spreading to other rooms, especially bedrooms which are colder and more likely to get condensation.



**Place furniture and wardrobes against internal walls**, rather than outside walls, to help prevent damp and mould behind them.



**Wipe down windows and sills each morning.** Wring out the cloth instead of drying it on a radiator. Condensation sponge strips can also help and are available from most DIY stores.



**Clean mould using a fungicidal wash** and always check the product has a Health & Safety Executive (HSE) approval number.



**Dry-clean mouldy clothes and shampoo carpets** to help stop mould spreading.



**Use lids on pans when cooking** to reduce steam and moisture in the air.

# Things we all do at home that creates moisture

You may be surprised to learn how much moisture we create through everyday tasks in our homes. Some examples are listed below:

**Two people sleeping at night - 1 pint**



**Having a bath or shower - 2 pints**



**Washing Dishes - 2 pints**



**Using a portable gas paraffin heater - 4 pints (every 8 hours)**



**Cooking and making tea/coffees - 6 pints**



**Drying clothes indoors after a standard wash - 9 pints**



# Identifying and reporting damp and mould

If you identify damp and mould in your home, please report it to us as soon as possible. How to contact us:



**Email us:**  
[reportdamp@orwell-housing.co.uk](mailto:reportdamp@orwell-housing.co.uk)



**Call us:**  
**0345 60 100 30**



**Online:**  
[www.orwell-housing.co.uk/condensation](http://www.orwell-housing.co.uk/condensation)

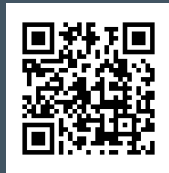
## If the issue isn't resolved

If you have reported the problem and feel it hasn't been resolved or you are unhappy with the outcome, you can escalate this through our complaints process.

You can find the full complaints process and policy detailed on our website.

**Visit:**  
[www.orwell-housing.co.uk/complaints](http://www.orwell-housing.co.uk/complaints)  
**or scan the QR code**





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