



Damp, Mould & Condensation

What you need to know

Is your home damp?

Read and keep our guide to recognising signs of damp and how to keep your home condensation free.

Rising Damp

Causes: Rising damp is caused by ground water moving up through a wall. This is usually prevented by a barrier called a damp-proof course (DPC). This can be seen as a horizontal plastic black strip at low level on the outside wall (typically visible on properties built from 1960 onwards). Older properties (without the black strip) have a DPC but are prone to a breakdown over time.

Rising damp only affects walls in basements or on the ground floor.

If you need to report a plumbing defect, please contact us on **0345 604 1472** or email info@lincolnshirehp.com.



What to look out for:

- A 'tide mark' along the affected wall from the floor up to a maximum height of around 1.5m
- Blistering of paintwork or peeling wallpaper from around skirting boards and up
- Damaged or crumbling skirting boards or floor boards
- White salt stains on the affected areas.



What to look out for:

- Localised damp patches on internal wall or ceiling
- Damp patch gets worse after wet weather
- A defect to the building on the outside in the location of the damp inside.

Penetrating Damp

Causes: Faults to the structure of the outside of the home such as missing brickwork or tiles, cracked rendering, blocked or broken guttering, gaps around windows or doors which will allow water to pass from the outside to the inside.



Plumbing Defect

Causes: leaks from water or waste pipes, particularly in kitchens and bathrooms. Defective plumbing can cause a constant leak (eg from water pipes, radiators or damaged WC pan) or stop/start leak (eg from waste pipes) where the water flow is not constant.

If you need to report Rising Damp to us, please contact our dedicated support line (details on the back page of this leaflet).

What to look out for:

- Dampness that is not affected by the weather
- Wet areas behind sinks, toilets or where other household goods are plumbed in
- Damp patches on ceilings – especially if there is a kitchen or bathroom above the affected area
- Damp areas that get worse when taps are run, the shower is on or the bath is emptying
- Seals around bath, showers and sinks.

Condensation Dampness

Causes: It's the most common type of damp in homes and it is mainly a winter problem, as at this time of year walls are much colder than the air inside. The three main causes of condensation are: too much moisture is produced in your home, there is not enough ventilation moving the air around and the affected room (or your home in general) is too cold. In the majority of cases condensation can be managed and eliminated as part of your regular household routine.



What to look out for:

- Water droplets on windows or walls
- Patches of black mould – usually in the corner of rooms, north facing walls and on or near windows or mirrors
- Condensation dampness may be worse during the colder months but is not directly affected by wet or dry weather
- Unpleasant 'damp' smell
- Look throughout your home for any signs of the first three types of damp as they could increase the levels of condensation.

Keeping Your Home Condensation Free

Most homes will experience some condensation and there are steps you can take to prevent black mould from condensation becoming a serious problem.

There are many things you can do in your home to take control and prevent a problem from getting worse and potentially becoming a health risk.

Drying clothes

Dry your clothes outside when and where you can. Avoid covering up radiators with clothes. This will increase moisture levels and reduce the air temperature as the radiators are warming the clothes, not the room.

Windows

Open windows frequently to allow air to circulate around home, particularly after a shower or bath or when cooking.

Wipe moisture from windows and sills when it appears. Moisture Traps are a cheap and effective way of reducing excess moisture and can be bought from most home bargain shops.

Draught proofing & insulation

Try to keep the warm air in by fitting draught excluders where needed on doors and windows.

Heating - Try to leave your home between 18-21°C

If your home is too cold, condensation is likely to occur and you may also be increasing your risk of health problems. Get in touch with us if you'd like help setting and using your central heating more efficiently.

Bathroom

Close the bathroom door when using the bath or shower, and open the window and ensure extractor fan is on.

Wipe down baths, showers and tiles after use. Use a Mould and Mildew remover spray (not bleach or soapy water) whenever black mould appears on walls, ceiling, tiles or grout.

Furniture

Leave a gap between your furniture and the wall and try to position large furniture on internal walls where you can.

Don't pile things up against walls or overflow cupboards - allow air to circulate.

Ventilation

Always use extractor fans in kitchens and bathrooms and keep vents open. Rising damp only affects walls in basements or on the ground floor

Kitchen

Keep the door closed, windows open and extractor fans on when cooking. Use lids on pans to reduce the amount of steam releasing into your home.



What to do next

If signs of dampness in your home look like this:



Get in touch with our **Customer Service team** as soon as possible; they will be able to discuss the problem in more detail with you and take appropriate action.

Email: customerservices@lincolnshirehp.com or

Call us on: 01472 404689

Black mould from condensation can usually be **managed** and **eliminated** by the following steps highlighted in this leaflet, and we ask you to try these in the first instance. However, if the problem is severe and persists after you have done this, or if you want further advice, please get in touch with our **Customer Service team**.

If you are struggling to heat your home, please visit lincolnshirehp.com for money support advice or email MoneySupportService@lincolnshirehp.com, who can assess your financial situation to see if you are able to access any further funding or benefits that can help towards energy costs.
