



REPORTING CONDENSATION, DAMP & MOULD REPAIRS

CHADD is responsible for most (but not all) repairs in its tenants' homes.

More information on repairs is available on <https://www.chadd.org.uk/repairs/> and in your sign-up paperwork.

You can speak to a member of the team at your service.

You can also email admin@chadd.org.uk or call **01384 456465**.

TENANT INFORMATION

Condensation, Damp & Mould



SUMMARY

CHADD believe that everyone deserves a safe home and a chance to thrive. As a responsible and ethical landlord, we take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas

We will carry out surveys and carry out repairs as needed that are caused by condensation, damp and mould. However, it is useful for our tenants to know how to prevent any issues and reduce them.

WHAT CAUSES CONDENSATION, DAMP & MOULD?

CONDENSATION occurs when warm air collides with cold surfaces, or when there's too much moisture in the home. When this moisture packed warm air comes into contact with a chilly surface (such as window or a wall), it cools down quickly and releases the water, which turns into liquid droplets on the cold surface and then mould (a fungus that grows on wet things).

PENETRATIVE DAMP is where there is water inside of the structure or building, this could be an internal leak or broken rainwater gutter for example, this then causes damp, rot and damage.

RISING DAMP is where water has risen from the ground and entered the property through a broken damp-proof course or has passed naturally the brickwork where there is not any damp-proof course in place.

HOW TO...

AVOID & REDUCE CONDENSATION & MOULD

Produce less moisture in the home



Consider the household tasks that add to moisture levels



If you have the facilities, dry clothes outside



Can't dry clothes outside! Use an airer in a closed room with window slightly open



Tumble dryers should be vented outside or use a condensing tumble dryer



Use lids on pans when cooking and use extractor fan if it is available



DEAL WITH EXCESS MOISTURE

Avoid having furniture up against walls, leave some space behind so that air can flow



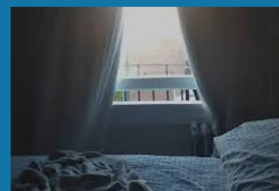
Wipe down windows, including window sills



Opening window slightly when producing more moisture such as the bathroom or kitchen



Opening the bedroom window for 5 minutes in the morning can help remove moisture created when asleep



We understand during certain times of the year ventilation isn't always possible by having windows open



If windows have trickle vents, keep them open as they help to air room



HEATING

In the winter, heating the home on a low heat consistently (i.e. 18 degrees) is better for reducing condensation than having small blasts of it on a high temperature. We understand that the cost of living is a challenge for people, please speak to us if you have any concerns about bills.



REMOVING MOULD

If you do notice some mould clean it thoroughly

