

# A guide to Damp and Condensation Mould in your home



## What is Condensation?

Condensation happens when moist air meets air or a surface that is at a lower temperature. This causes water droplets to form.

When this happens on your window, the glass mists up and drops of water run down the window. When it happens on a wall, the wall soaks up the moisture and becomes damp.

Mould spores need two things to grow, water and food. Food can be any organic matter such as dust and this is why mould is often found in moist areas and it is so important to reduce the levels of moisture in the home.

To tackle condensation mould, we need to work together. As your landlord, it's **Platform's responsibility** to make sure your home is free from defects.

If your home has damp and mould, we will fix it if it is caused by:



A problem with the structure of your home.



Inadequate ventilation e.g. broken or missing extractor fans, windows or trickle vents that can't be opened or blocked air bricks.



Leaky internal pipe.



Broken boilers and heating systems.



Cracked walls or rotten window frames.



Leaking roofs, missing roof tiles or faulty guttering.



An inadequate level of loft insulation.



We will also replace damaged plaster, skirting boards, and flooring.



And service your heating system on an annual basis to ensure that it works efficiently.



In the same way that it's Platform's responsibility to maintain the structure of your home, it is your responsibility to keep the amount of moisture in your home as low as possible. This can be tricky as there are a lot of things to think about such as the moisture you generate in cooking, washing, bathing and so on, and your heating, ventilation, and maintenance.

Here are a few ways to reduce moisture levels:



Open windows regularly to replace moist air with dry air.



Cover pans when you're cooking.



Dry clothes outdoors, in a properly vented dryer or, if not possible, in a heated and ventilated room, such as the bathroom.



Use extractor fans in the kitchen and bathroom and close the door when cooking or bathing.



Open windows when bathing and cooking during steam production.

#### What to do if you notice some mould:

- Wipe the area with a cloth and hot water first.
- Then use a mould remover and treatment (use a recognised brand and follow the manufacturer's instructions).
- Wash any clothes that have damp on them.
- Shampoo any carpets that have mould on them.
- Use anti-fungal paint on affected walls.
- Use moisture traps, they're cheap to buy and ideal for wardrobes and cupboards.

If there is little improvement or you have problems being able to do any of the steps mentioned in this guide, such as your extractor fan or heating isn't working or your windows don't open please report this to us as soon as possible. If there are other issues that may prevent you being able to help manage the risk of condensation in your home, then please contact us for advice and support. We can make adaptations or refer you onto agencies who can help.

## Contact us

The easiest way to contact us about a non-urgent repair or housing matter is via:

- [Your Platform - Customer Portal](#).
- You can click the blue icon in the bottom right of each page to talk to our Livechat advisors or Chatbot.
- By completing an online enquiry form.



Wipe away condensation from shower screens and bathroom walls.



Leave a 10cm gap between furniture and external walls (any gap is better than none!).



Wipe away condensation from windows each morning.



Remove as much moisture as possible from wet pets, bikes, or umbrellas before bringing them into the home.



Maintain a temperature of between 18-21 degrees within the home where possible.

Alternatively, you can contact us by phone on **0333 200 7304** (please note our call waiting times vary depending on when you call us).

During busier periods we offer a **call back service**, just leave your number and one of the contact centre team will call you back as soon as possible, usually within the hour. If you do request a call back, look for out for a call from the following number **0121 752 6194** to ensure you do not miss your call back.

## We can help you

If you are struggling to heat your home due to rising costs our Successful Tenancies Team are here for you. The team will work with you to help you sustain your tenancy by offering advice and support.

You can contact them at [successfultenancies@platformhg.com](mailto:successfultenancies@platformhg.com).

Cost-of-living advice

is also available on our website

[www.platformhg.com](http://www.platformhg.com)

The **Successful Tenancies Team**



For further information and resources on Damp and Condensation mould please visit the Platform website pages here <https://www.platformhg.com/damp-and-condensation-mould>.

