

There are three key things you can do to control the humidity in your home

Put less moisture in the air

- Keep lids on your pans when cooking.
- Close the door to the room when you're cooking or showering.
- Give your windows, sills and any other surfaces a wipe when they're wet, then wring the cloth out in the sink.
- If you notice any leaks or other problems with your home that could be allowing damp to get in, please report them to us.
- If you have to dry clothes indoors, do this on a clothes ailer rather than a radiator.



Get moisture out of your home

- Open the trickle vents in your windows if you have them.
- Use your extractor fans in the bathroom and kitchen or open the windows slightly.
- Move furniture away from outside walls so the air can flow.
- Open windows after a bath or shower, just opening them for 20 minutes can make a big difference.
- Open curtains in the daytime for better ventilation and to allow natural light and heat to enter.
- Opening all your windows for half an hour a day can clear the damp air out and allow fresh air to enter your home.

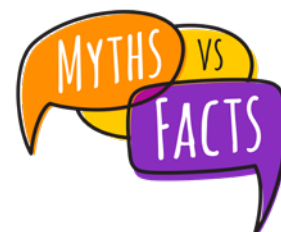


Myth - you have to open your windows wide

Fact - You only need them slightly ajar

Keep your home warm

- If your home is warm, then there'll be fewer cold places for wet air to settle and turn into water droplets.
- The Energy Saving Trust recommends heating your home to at least 18°C. A low heat running evenly through the day will help tackle mould, even if you don't heat every room daily.
- Close curtains at night to keep the heat in.
- If you're struggling to heat your home, or concerned your heating isn't working properly, please contact us on 01271 312500.



Myth - you need to keep your heating up high

Fact - You only need to heat to at least 18°C

A guide to reducing damp, mould and condensation in your home



What is condensation?

Condensation happens when moisture in warm air comes into contact with a cold surface and turns into water droplets. This happens more in rooms where there is a lot of moisture, such as in bathrooms and kitchens, or in rooms where there are a lot of people. Condensation also forms in cold rooms when there is little movement of air. Condensation can form behind furniture, in corners of rooms or in wardrobes.

What causes condensation?

Condensation can be caused by:

- Extremes of temperature (for example, a kitchen being very warm and a bedroom very cold).
- Too much moisture in the air, often created by steam from cooking and washing.
- Using portable paraffin and bottled-gas heaters. (Each litre of paraffin burned releases three pints of water vapour into the atmosphere.)
- There not being enough ventilation.
- Drying clothes inside the home, especially over radiators.
- Moisture produced by everyday activities.

What is mould?

Mould is a kind of fungus that grows in damp conditions. Once it's started appearing, mould will keep growing until the conditions are changed and the visible mould is removed.



How can I remove mould that has already started to grow?

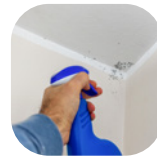
Mould will not disappear on its own, There are several products you can use to kill and remove mould.

Vinegar



White vinegar is a mild acid which is non-toxic and can kill 82% of mould species. Spray white, distilled vinegar onto a mouldy surface and leave it to sit for an hour. Wipe the area clean with water and allow the surface to dry. It can be used on any non-porous, sealed surfaces but surfaces sensitive to acid should be avoided.

Bleach Sprays



Bleach can kill virtually every species of indoor mould that it meets, but it's only effective if the mould is growing on non porous materials like tiles, bath tubs, glass and counter tops, it won't work on things like wood and carpet and can damage and stain them. Take care if using a bleach product and follow the instructions on the bottle. Hydrogen peroxide sprays are even better as they are less toxic, but are not so widely available.

Baking Soda



Baking soda is harmless to your family and pets but deadly to mould. It also absorbs moisture and gets rid of bad smells. Add a teaspoon of baking soda to a spray bottle of water or a damp cloth and scrub the affected area. It is an alkaline substance, making it perfect for cleaning all kinds of surfaces. However, it's best to avoid using it on aluminium and certain ceramics.

Always test cleaning products on a small non visible area first and if in doubt consult the manufacturer's guidelines



'Pets also add to condensation in your home'

- Any customers experiencing health symptoms that they are concerned could be damp, mould or condensation should seek medical help and advice.
- Customers should report any recurrence following works if there is not visible improvement.
- If you are experiencing condensation, it is likely to create these issues and we need you to let us know so that we can provide further advice and support.
- In order to help resolve these issues we will need to arrange with you to access your home.

Total amount of moisture produced in your home in one day = 24 pints

Two people active for one day = **3 pints**



Cooking and boiling a kettle = **6 pints**



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



Washing clothes = **1 pint**



Drying clothes = **9 pints**



Using a paraffin or bottled-gas heater = **3 pints**

