Connexus



Condensation, damp and mould

Connexus takes all reports of damp, mould and condensation in its homes very seriously and we encourage all customers to report a problem as soon as it appears.

You can report problems with damp, mould and condensation by using the **report a repair form** on this website, on social media @weareconnexus or over the phone by calling **03332 31 32 33**. If you report a problem using our online form or over social media, please include photos and video (if possible) to help our teams to try and diagnose the issue more quickly.

Purpose of this page

This page has been created to help customers prevent mould where possible and tackle it if it does appear. We've also put together a handy factsheet with top tips that can be downloaded **here**. It's been developed with customers, for customers, so we hope you find it useful.

Introduction to mould

Mould looks unsightly and can cause damage to your home and belongings. It may also have an impact on your health if it's left untreated. Mould is caused by the presence of too much moisture inside your home from either condensation or damp.

Moisture in your home

There's always moisture in the air, even if you can't see it. Some of this moisture is created by day-to-day activities such as cooking, washing, and even breathing.



Moisture can also be present in your home as a result of leaks, normally through your roof,

walls or floor. These aren't always easy to spot, especially if you live in an apartment or flat.

Spotting the presence of excess moisture in your home early is important. It's also good to understand the difference between moisture caused by condensation and moisture caused by damp. Both condensation and damp can cause mould.

What is condensation?

If humid air meets a cool surface, like a window or wall, condensation will form as tiny droplets of water. Condensation is more frequent in cold weather and can appear on or near windows, in corners and in wardrobes and cupboards.

What is damp?

Damp differs from condensation but how it affects your home can look similar. It is usually the result of a leak or a structural fault which allows water to penetrate from outside, usually through the ceiling, a wall, or sometimes up through the floor. Damp causes patches of moisture on walls and ceilings that will not go away and may become bigger when it's raining outside.

How does condensation lead to mould?

When condensation regularly forms on a surface, mould can grow. This most commonly occurs in bathrooms, kitchens, behind furniture and around window frames. This can not only be very bad for your home, but also your health, particularly if you have asthma or other health issues. these conditions are also ideal for dust mites, which thrive in moist environments.

What can cause condensation?

- Too much moisture in the air
- Not enough ventilation
- Cool temperatures
- Cold surfaces

How can you reduce moisture and condensation?

There are a number of ways in which you can try to prevent condensation from becoming a problem in your home. Mould caused by condensation can look unsightly and cause damage to your belongings and your property. Use

our guidance below to reduce the effects of mould and condensation.

Ventilation

	Ventilate your kitchen and bathroom for about 20 minutes after use, by opening a small window or using an extractor fan. Always keep the door to the room shut while you do this. When filling a bath, try running the cold water first then add the hot – it will reduce the amount of steam created by 90%.
	Ventilate your bedroom by leaving a window slightly open at night (if safe to do so) or open a window in the morning for 30 minutes when you wake up. Use the trickle ventilators if fitted. Keep permanent ventilators or airbricks clear and make sure you do not block them.
	Keep a small gap between large pieces of furniture and the walls, to help air circulate.
	If you use a tumble drier, make sure that you vent it outside your home.
	Try to cook with pan lids on and turn the heat down once the water has boiled. Make sure you keep a small window open to allow excess moisture to escape. If you have an extractor fan leave it running for around 20 minutes after you've finished cooking.

Heating your home efficiently

Avoiding high levels of moisture is about balance, so even when ventilating your home you should also make sure the temperature is consistent and warm – it should not drop below 15°C at any time. Ideally, the temperature would be between 16-18°C.

Most modern boilers cost less to run if the heating is kept on low for longer periods, rather than short bursts of heat. Keeping your home at a constant temperature might sound expensive but takes less energy than warming it once from a cold temperature. Compare it to boiling a kettle – to boil from cold takes a few minutes but it's quicker to boil again when still warm, so uses less energy.



Getting help with energy costs

If you're struggling to pay your energy bills or are concerned you may not be able to cover your housing costs, get in touch – Connexus can help. Our teams can:

Provide support on guidance on what benefits you may be eligible for

Agree payment plans and if necessary, try and get access to emergency funding, refer you for specialist energy advice from Marches Energy Agency and other organisations who can help.

To get help email us at hello@connexus-group.co.uk or call 03332 31 32 33. You can also find out more about the support we offer on link below.

Find out more here

Identifying and removing mould

If you find water on the inside of your windows or on other cold surfaces, it is likely to be condensation. You may also find black mould on walls or ceilings, or blue/green mould on leather or wood. If you have mould, it is usually found in cold corners or cupboards.

Removing mould from a wall

Mould can be removed using a special cleaning spray.

Mould, although unpleasant, can be treated very easily. You should remove mould as soon as it appears, to prevent it from spreading.

- Wiping down affected areas with a fungicidal wash or spray that carries a Health and Safety Executive (HSE) approval number. Always follow the instructions very carefully. DO NOT use bleach
- After treatment, using fungicidal resistant paint to help prevent mould growth recurring
- Dry-cleaning mildewed clothes, and shampooing carpets
- Do not try to remove mould using a brush or vacuum cleaner

Damage from damp

Mould is most commonly caused by condensation, but other causes of moisture could be:

- Leaks (for example windows, roofs or guttering)

- Penetrating moisture through walls

If you're still concerned that any unusual marks on your walls might be caused by something other than condensation, you should **report it to us**. As previously mentioned, adding photos and/or videos will help our team to understand your issue and send the relevant team member.



Contact us

If you're concerned about damp and mould in your home

Report a repair here

Damp & mould factsheet

Download it here

03332 31 32 33 | connexus-group.co.uk | hello@connexus-group.co.uk | @weareconnexus