

Damp

If you have a damp problem in the property it will normally be wet to the touch and will slightly darken the colour of the wall as it becomes saturated. Damp occurs due to:

- Rising damp - where there is no damp-proof course or where the damp-proof course has been damaged. Where present, moisture can rise up the wall to a height of up to a metre and it will often leave a characteristic horizontal 'tide mark'. This process will normally occur and gradually increase over a period of a few weeks or months.
- Penetrating damp - caused by moisture penetrating through the roof, walls, or floor. Causes of penetrating damp are usually very evident and it is normally caused by issues such as damaged guttering or a damaged roof.
- A leaking pipe - if you suspect you may have a leaking pipe then this should be reported to the Repairs Team on 01508 532000 as soon as possible. Leaks will normally lead to a much more rapid expansion in the size of the damp patch.

Tips to prevent leaks during winter months:

- Locate the main stopcock before winter comes. It is usually found under the sink or in a downstairs toilet or cupboard. If the stopcock does not work, contact the Repairs Team.
- If you are going away, drain down your water systems if you know how to.
- Check that overflows are not running. They could freeze causing the water tank to overflow into your home.
- If cold water pipes freeze, turn off the main stopcock. Never use a naked flame to thaw pipes – apply gentle heat, e.g. use a hairdryer.
- If hot water or heating pipes freeze, call the Repairs Team. Make sure that you turn off any heating appliances.
- If a pipe bursts, turn off the main stopcock and turn on the taps to drain the system quickly. Switch off all heating appliances including immersion heaters and, if you have solid fuel heating, let the fire die down. If you require assistance, please call the Repairs Team.

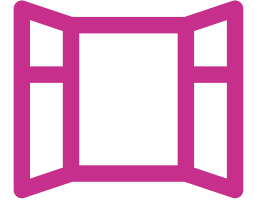
Condensation

Condensation forms when water vapour in the air meets a colder surface and water is released. It is more noticeable on surfaces such as windows and areas with restricted ventilation.

How much water vapour can be produced through every day activities in your home?

- Washing and drying clothes = 5.5L (10 pints) of water
- Cooking and boiling a kettle = 3L (6 pints) of water
- Having a bath or shower = 1L (2 pints) of water
- Two people active for 1 day – 1.5L (3 pints) of water





You can reduce condensation by taking the following steps:

- Wipe down surfaces where moisture settles.
- Cover boiling pans when cooking.
- Ventilate the kitchen and bathroom when in use by opening a window or using your extractor fan.
- Open your windows for a short while each day or keep the window trickle vents open.
- Avoid drying clothes indoors where possible. If you have to dry clothes indoors put them in the bathroom with the door closed and the window open or fan on.
- If you use a tumble dryer make sure you vent it to the outside.
- Allow air to circulate around furniture. Over furnished rooms can be prone to condensation if not properly heated and ventilated.
- Do not block air vents – this is also important where there are open flued gas and heating appliances present, as they need a constant supply of oxygen to work effectively and allow gases, such as carbon monoxide, to escape.
- Heat your property as consistently as you are able. Quick blasts of heat for short periods of time will normally not be as efficient as running at lower temperatures for longer periods.

It is unlikely a home can be condensation free, however, the above advice will help to control it.

Mould

Mould is a fungi that can grow on a range of materials that can absorb moisture such as furniture and carpets. Mould needs moisture to grow and thrives in areas with high levels of condensation.


If you are affected by mould, the following steps need to be taken:

- You need to contact us to report mould in your home.
- We will work together to resolve the issue and may request photographs of the affected areas.
- Any work that we are responsible for will be identified and rectified.

If you have any concerns about damp and mould or are currently experiencing issues, please contact us on 01508 532000 or email info@saffronhousing.co.uk.

Contact us:

 01508 532000

 info@saffronhousing.co.uk

We will offer INTRAN translation services for those who do not have English as a first language. We have access to Language Line, a telephone interpreting service incorporating over 100 languages.