

# Condensation, damp and mould



## Condensation

Condensation commonly appears on windows in living rooms, bathrooms, kitchens and bedrooms, especially during cold weather. These droplets of moisture are formed when the warm air inside our homes hits a cold surface, such as a wall or window, where it will appear as condensation.

Some damp is caused by condensation which can lead to problems in your home such as black mould.



It's a good idea to wipe away this moisture each day with a soft cloth or paper towel. Doing this will prevent mould from developing.

You might also see small patches of mould growing around the edges of your windows and doors. To remove this, we recommend wiping it with a paper towel and some multi-purpose surface spray. Dispose of the paper towel after wiping mould to avoid spreading mould spores.



## Preventing condensation, damp and mould...

### in the bathroom

During and after your bath or shower, keep your bathroom door shut. Always ensure the extractor fan is kept on and keep any trickle vents open.

### in the kitchen

When washing clothes or cooking, keep the kitchen door shut. Use an extractor fan where fitted and keep the lids on pans when cooking.

### while drying clothes

When the weather allows, dry your clothes outside. If that isn't possible, try to refrain from drying clothes on radiators as this will create water vapour. Where possible, dry clothes in the bathroom or kitchen with the door closed and the extractor fan on.





## by heating your home

Try to keep your home at a consistent temperature (at least 20 degrees in cold weather). Avoid using paraffin heaters or flueless bottled gas heaters as these produce a lot of moisture. We understand it can get costly to heat your home through winter, so take care to close windows at night but ensure you leave trickle vents open at all times. If you are struggling to cope financially and need assistance, please visit our [help paying your bills page](#).



## by ensuring airflow

Ensure that you do not block or cover air bricks, flues or air vents. Not only does this increase the likelihood of condensation, this could also be dangerous. Always ensure that furniture is not blocking air vents, and leave a gap between your furniture and walls of at least 75mm.



## Reporting damp and mould problems




If mould is appearing on the walls or ceiling of your home, or if it affects several rooms, please report this to us. We will remove the mould and check for any underlying causes that may need further investigation.

Reporting small damp and mould problems early can stop them from developing into bigger problems.

### To report damp and mould:

- **Call us on 01225 715 715**
- **Request a repair online**

Please take clear photos of the problem and have these ready to share with us. Take a close-up, a wider shot showing the full wall, ceiling, or floor, and any other affected areas. Make sure the pictures are clear and well-lit. This will help us assess the situation so we can provide you with the right service.





## Did you know?

We have a specialist damp and mould team who are here to help if you experience problems with damp and mould in your home.

The team respond to moderate to severe cases of damp and mould, fix underlying causes of damp, prevent future problems and offer advice to customers on maintaining a damp and mould-free home.

Find out more on our [damp and mould webpage](#).



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