

# Mould, damp and condensation

New  
homes,  
**Safer**  
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Working together to keep your  
home healthy and safe



**Housing  
Management**



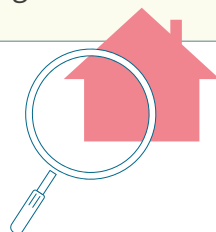
THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

## Spotting the signs

If you think you have a damp or mould issue in your home, please call our repairs team. We'll work with you to help banish damp and mould from your home.

Here are some of the signs to look out for:

Signs	
<b>Wet or stained walls and ceilings</b>	An early sign of a problem is walls or ceilings that feel damp to the touch. In some cases your plaster may show yellow or brown stains.
<b>Visible black mould</b>	Damp can cause black mould on walls, ceilings and around window frames and doors.
<b>Damage to decorations</b>	You may notice wallpaper peeling, paint becoming discoloured and plaster becoming crumbly.
<b>A musty smell</b>	If you find a damp, musty smell in a room, check the floors, walls, ceilings and corners around windows for signs of damp.
<b>Rotting woodwork</b>	Woodwork such as skirting boards, doors and window frames can be damaged by damp. Rotten wood needs to be investigated.



# What are damp, mould and condensation, and what causes them?



## Damp

This is when excess moisture finds its way into the walls or fittings in your home and the environment is not dry enough for the damp to dry out.



If left untreated it can cause structural issues.



## Mould


Black mould is a fungus that grows and spreads in damp conditions as long as it is untreated. Mould can cause health conditions or make existing conditions worse. It's important to take early action if you find it.



## Condensation

Condensation happens when moisture trapped in the air hits a cold surface and turns back into water droplets. This water can stay on surfaces or find its way into the walls or fittings and cause damp and mould. Dealing with condensation is the first step in preventing damp and mould.

If you think you've got damp or mould in your home please call us on:

 **0800 137 111**

Our surveyors will come out to look at the problem and

see what we can do to help solve it. They may also give advice on things you can do at home to help prevent condensation and stop the damp or mould from coming back.



# How you can help prevent condensation

The main ways to prevent condensation from developing in your home are through heating and ventilation. We've put together a few top tips that may help:



## Check

- Are your radiators working properly? If they're colder at the top than the bottom they may need to be bled to make sure you're getting the most from them.
- Are your extractor fans working properly? Fans in the kitchen and bathroom help move damp air out of the home. They should suck strongly enough to hold a sheet of toilet paper in place.



## Heat

- Heating your home constantly throughout the day to around 18°C is cheaper than just heating the home in small bursts. It will also help prevent mould from forming.



## Ventilate

- Open two windows on opposite sides of the home for around 10 minutes in the morning. This will create air flow and replace damp air with clean fresh air.
- Use the extractor fans in your kitchen and bathroom to help get rid of steam.

If you notice condensation has formed on any surfaces in your home, wipe it up so it doesn't have the chance to get into the walls. If you notice any black mould you can wipe it down with a mould and mildew cleaning product.

For further support, information, to report a repair, or to receive this information in a different language contact us on:



**0800 137 111 or 020 3617 7080**



**HM-CustomerServices@rbkc.gov.uk**