



# Condensation, damp and mould in your home

- How to deal with it.
- What to do if there is a problem.



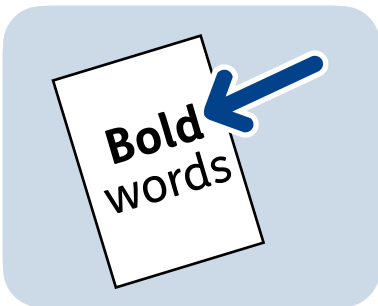
# Easy Read



This is an Easy Read version of some hard information. It may not include all of the information but will tell you about the important parts.



This Easy Read information uses easier words and pictures. You may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker.



These are words that some people will find hard. When you see a bold word, we will explain it in the next sentence.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer, tablet or smart phone.

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# About this booklet



This is information from Orbit Housing.



It is about how you can deal with **condensation**, **damp** and **mould** in your home.



**Condensation** is when damp air meets a cold surface and turns into water droplets.



**Damp** is when walls have too much water on them.



**Mould** is something that grows when a house is too damp.

# What makes condensation, damp and mould

## Condensation



Most homes will have a bit of condensation, which is normal.



But a lot of condensation can make your home damp and make mould grow.



Condensation comes from water being put into the air by doing things like:



- Cooking.

Condensation also comes from doing things like:



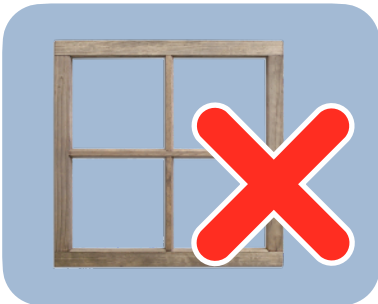
- Showering.



- Drying your washing inside.



The normal things you do in your home can put a lot of water into the air.



Condensation can be worse in rooms with no windows as the water in the air cannot go anywhere.



You can see condensation more in cold weather and in the winter.

# Damp



When there is too much condensation in your home, it can cause damp.



You can tell if there is damp in your home if you have:

- Peeling wallpaper.



- Flaking paint or plaster on your walls.



- A damp smell that does not go away.



- Wood in your home, like your floorboards, is rotting.



You can also tell if there is damp in your home if you have dark patches on your walls.

## Mould



Mould grows when there is too much damp in your home that is not sorted out.



It usually looks like lots of small black or green patches on your walls.



Mould can be dangerous for your health.



# How to deal with it

## Dealing with condensation



Lowering condensation in your home can stop issues with damp or mould from getting worse.



You should:

- Cover pots and pans with lids when you are cooking.



- Dry your washing outside.



- Open a window or put on an extractor fan if you have to dry your washing inside.

You should also:



- Not put clothes over dryers or radiators to dry.



- Make sure your tumble dryer has a vent to the outside if you have one.



- Wipe away any water droplets that appear on your windows overnight.



- Close doors in your kitchen or bathroom when you are making a lot of steam, like cooking or having a shower.



- Wipe off any water droplets on tiles in your kitchen or bathroom with a dry cloth.

## Letting air move around your home



Air moving around your home can stop condensation from building up.

You should try to:



- Leave space for air to move around furniture. Do not push it flat against walls.



- Use extractor fans or open windows when you are making a lot of steam, like when cooking or showering.



- Keep vents and extractor fans clear and open.

## Heating



Making sure your heating works well is a good way of lowering condensation.



You should try to:

- Not block heaters or radiators with furniture or curtains.



- Not use oil heaters or moveable gas heaters. You are not allowed to have these in your home.



- Use the temperature knobs on radiators to make the heating right for each room.



- Keep your heating on when it is cold.



We know you might be worried about the cost of heating, but not having your heating on can make condensation worse.

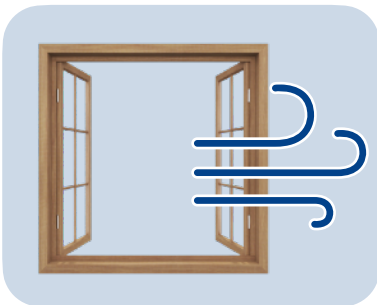


If you are worried about heating costs, you can talk to us. Go to our website:

[www.orbitcustomerhub.org.uk/cost-of-living](http://www.orbitcustomerhub.org.uk/cost-of-living)

## Dealing with damp

If you can see signs of damp in your home, you should try to:



- Leave windows open a bit in the daytime so air can move around your home.



- Wipe water droplets off your windows and tiles when you see them.



If you can see signs of damp in your home, you should also try to:

- Turn on extractor fans in your kitchen and bathroom.



- Get advice from a professional before using anti-damp paint as it might not sort out the problem.



If damp keeps appearing in the same place, there might be a water leak in your home.



You should contact us if you think there is a water leak.



Our contact details are on the last page of this booklet.

# Dealing with mould



Do not try to just paint over mould.



If the problem making the mould is not sorted out, it will just grow back.



You can get an anti-mould spray or liquid to wipe away mould from most Do It Yourself (DIY) stores.



You can get special anti-mould paint from most DIY stores.

# What to do if you have a problem



If you have a problem with damp or mould that does not go away you should tell us.



You can contact us using the details on the last page of this booklet or on our website:

[www.orbitcustomerhub.org.uk/  
contact-us/report-damp-mould/](http://www.orbitcustomerhub.org.uk/contact-us/report-damp-mould/)



You must tell us about any mould that is growing in your home.





It is very important to tell us about any mould in your home if you live with:



- Children.



- Older people.



- Someone with a disability.



- Someone with a health problem that is made worse by mould.

# What we can do to help



If you tell us about the damp or mould problem, we can come and check how bad it is.



We will contact you to let you know that we have got your report.



We will then make a plan to come and look at the problem no more than 28 days later.

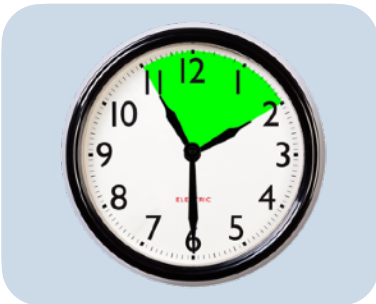
# Checking your home



You will need to be at home on the date we come to check your home.



You should ask us to show our ID before you let us in.



When we come to check the problem, it will usually take 2 to 3 hours.



We might need to go into every room in the house, and outside your home too.



We will take photos of the problem areas.

# After we have checked your home



We will tell you what we have found out and if there needs to be any repairs to your home.



If repairs are needed, we will do this as soon as possible.



If no repairs are needed, we might put heat or water sensors in your home to check the problem over a couple of weeks.



If the damp or mould is very very bad, we might ask you to move out of your home for a short time or forever.

# Find out more



You can look at our website here:

[www.orbitcustomerhub.org.uk](http://www.orbitcustomerhub.org.uk)



If you need more information please contact us by:

- Post:  
Orbit  
PO Box 6406  
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- Phone: 0800 678 1221
- Textphone: 18001 0800 678 1221



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