



Tips and guidance for preventing condensation and mould in the home

We want you to enjoy your home, and not have to worry about damp and mould.

It's important to let us know if you have damp and mould in your home so our team of specialists can visit you at your home and assess what action we can take to help with the situation. Sometimes we can take immediate action to ensure your home is as comfortable as possible for you to live in, however sometimes we need to understand the root causes and will work with you to do that. Once the underlying cause is identified, we'll arrange any work needed to minimise the chances of any damp and mould returning and we'll also continue to monitor the situation.

There are also some things that you can do to reduce condensation in your home – you can find some tips and guidance below.

Heating your home

Reducing humidity using your comfort thermometer

Air contains moisture – this is called humidity. A good range of indoor humidity for comfort and health is between 30-60% during winter. Mould's likely to occur if the humidity is 70% or more for long periods of time.

To help you to keep track of the humidity in your home, we can provide you with a comfort thermometer. Here's how to use it:

- Place your thermometer somewhere away from direct sunlight and draughts.
- The display shows the temperature and humidity of your home.
- It also features an arrow indicator and a colour-coded bar to display humidity comfort levels (dry, comfortable and wet).

If your meter is showing that the humidity in your home is 'wet', please let your Damp and Mould specialist know so they can assess and help resolve the issue. On the following pages, you can find some steps that you can take in the meantime to help reduce the humidity in your home.



Heating

Condensation is more likely to occur in a home that's under-heated. To prevent it, a reasonable level of heating needs to be in place. Between 18-21 degrees, with a humidity of 40-60%, is best to help avoid damp and mould occurring and where possible, no room should be unheated.

Heating controls & thermostats (gas & electric)

Heating controls and thermostats prevent your home getting warmer than it needs to be. They'll turn the heating on until the room reaches the temperature you've set and then off until the temperature drops. During the winter months, try to set the temperature between 18 - 21°C, even when you're out.

Timer (gas and electric)

Set your timer to come on 1 hour before anyone wakes up and continue until at least 1 hour after you leave your home. It should re-start at least 1 hour before people return and stay on until 1 hour after you go to bed. The heating should never be on for less than 3 hours at a time as short bursts of heat will only warm up the air, leaving surfaces cold. It's recommended that you keep it on at a low level all the time if possible, even if you're out – to allow the structure of the building to warm up as well as the air.



Worried about your bills?

If you're struggling with managing your utility bills or would like some further advice, please contact us by calling 0800 652 0898 or email customer@vividhomes.co.uk

We can offer a range of different help and support based on your circumstances.

Reduce moisture in the air

Bathing and showering

If there's an extractor fan fitted in the bathroom, ensure the door and window are closed while bathing or showering. If the window's open, it can disturb the airflow of the fan and may suck out air that just entered through the window. When filling up the bath, run the cold water first then add the hot water – this will reduce the steam, which leads to condensation, by as much as 90%.



Drying washing indoors

When clothes are dried inside a home, the humidity within it can increase by up to 30% and up to 40% if items are dried on radiators. So, where possible, dry washing outdoors. If you need to dry clothes indoors, use an airer, ideally placed in the bathroom with the door and window closed - the extractor fan (if there's one fitted) will reduce humidity spreading to other areas of your home. If you use a tumble dryer, place the ventilation pipe leads outside. If it's a condensing tumble dryer, you'll need to open a window to let the moisture out.

Cooking

Ventilation is needed in the kitchen when cooking and washing up. To help with this, open the windows and switch on a fan. If you don't have a fan – please contact us and we can arrange to come and visit. Keep a lid on saucepans to reduce heat (this can also save you money as you can cook on a lower heat setting).

Increase air flow

Natural ventilation

Use the trickle vents on your windows to allow natural air flow through property. Leaving windows open during colder months can decrease the temperature in and around the windows, causing a cold spot to form and risks mould forming.

Wardrobes, furniture and beds

The areas between furniture (beds, wardrobes, etc.) and external walls will encourage condensation to form because there's no circulation of warm air to warm the wall and furniture. Make sure you leave a gap of at least 7cm to 10cm. Try to avoid putting too many things in your cupboards, wardrobes and under the bed as this stops air circulating. Leave wardrobe doors ajar to ventilate clothing.

Deal with mould quickly if it starts to grow

Some tips which can help include:

- Wipe down windows and windowsills when they get wet, or if you see condensation
- Wipe down surfaces with a mould cleaner (always follow the manufacturer's instructions)
- When decorating, use an anti-mould paint in areas where you've had problems (area must be completely clear of mould first)
- Don't brush or Hoover the mould as this can spread the number of spores in the air

If you have any concerns, or if you think that your issue is getting worse, please get in touch with your Damp and Mould specialist and provide pictures if possible.

Curtains and blinds

Open curtains or blinds during the day as if left closed, they make the surface of the window cooler which can increase condensation. If it's winter and sunny, open the blinds or curtains in the morning to allow the sun to heat your home through the day—especially those that receive direct sunlight. In winter, about 76% of sunlight that falls on standard double-glazed windows enters to become heat.



Contact us

If you have any queries or concerns, please contact us by phoning 0800 652 0898 or email customer@vividhomes.co.uk