# What is damp or condensation?

Damp or condensation is unwanted moisture in you home that can cause damage to your health and to your home.

There are a few kinds:

- Penetrating damp – water getting into your home such as a roof leak, window leak or hole in a wall
- Rising damp – water coming up from the ground into your home – usually because there is a problem with the damp proof course but sometimes because there is water rising underground
- Condensation – this is when water appears on surfaces in your home because warm, moist air has come in contact with a cold surface. You will probably have seen this on bathroom mirrors or windows or near a kettle in your home

# Why Am I Getting Damp?

Common causes include:

- Condensation leading to mould growth – where moist air is being produced (baths, showers, kettles, dryers) and it meets cold surfaces or there isn't enough ventilation
- Heating or plumbing issues, including cold pipes
- Insufficient heating
- Building faults such as damaged gutters or roof leaks or a failing damp proof course

# Where Does Damp or Mould Occur?

Common areas include:

- Windows & windowsills
- Kitchens & bathrooms
- Cold corners, especially on outside walls
- Wardrobes or cupboards
- Behind furniture placed against outside walls.

# How Can I Prevent Damp or Mould?

## Do:

- Let fresh air in daily
- Keep trickle vents open
- Use ventilation fans and keep them clear
- Keep your home warm (use curtains, unblock radiators)
- Wipe moisture from windows regularly.

## Don't:

- Turn off extractor fans or ventilation systems
- Dry clothes indoors (if possible)
- Let damp or mould patches grow (clean early)
- Keep it secret – let us know if there is a problem!

# When Do I Call?

Call us whenever:

- Report when condensation doesn't clear up
- You have visible damp/mould patches
- You have a persistent musty smell
- If you or anyone in your home has health issues
- You are worried

- Contact us at 01730 263589
- Via the Repairs Request Form on our website www.phahomes.co.uk
- Or via the tenant portal