



# Condensation in your home

**Tower  
Hamlets  
Homes**

**For Tenants  
and Leaseholders**

 **Phone**  
020 7364 5015

 **Email**  
[contactus@thh.org.uk](mailto:contactus@thh.org.uk)

 **Website**  
[www.thh.org.uk](http://www.thh.org.uk)





# If you need help, here's how to get in touch

## Contact us



### Website

www.thh.org.uk

Find answers to your questions, learn about our services, find out what we can do for you and view all of our leaflets.



### Email

#### For general enquiries

contactus@thh.org.uk

#### For rents

rents@thh.org.uk



### Phone

020 7364 5015

### Text-phone

Call us with the help of BT Text Relay  
18001 020 7364 5015



### Write to us

PO Box 66355  
London E14 1GU

## Repairs Helpline

For when you need to report a repair or ask us about the progress of a repair that has been already reported. Someone is available 24 hours, every day.



### Phone

0800 376 1637  
(free from landlines)  
or 020 7364 5015



### Email

repairs@thh.org.uk  
(not for emergency repairs)

## Anti-social behaviour

For when you need help or advice on anti-social behaviour



### Phone

0800 917 5918  
(free from landlines)

## Your local Housing Office

### 1 Rushmead

Bethnal Green  
London, E2 6NE

#### Open

— 9am to 4.30pm Monday to Friday  
(except the last Wednesday of every month 10am to 4.30pm)  
— 9am to 12.30pm Saturday  
— Closed Bank Holidays

#### Access

Wheelchair access, hearing loop in reception area

### Idea Store Watney Market

Watney Market  
Commercial Road  
London, E1 2BR

#### Open

— 9am to 4.30pm Monday to Friday  
(except the last Wednesday of every month 10am to 4.30pm)  
— 9am to 12.30pm Saturday  
— Closed Bank Holidays

#### Access

Wheelchair access, hearing loop in reception area

### 542 Roman Road

London, E3 5ES

#### Open

— 9am to 7pm Monday  
— 9am to 5pm Tuesday to Friday  
(except the last Wednesday of every month 10am to 5pm)  
— 9am to 1pm Saturday  
— Closed Bank Holidays

#### Access

Wheelchair access, hearing loop in reception area

Every care has been taken to make sure that information contained in this leaflet is correct as at July 2013.

Tower Hamlets Homes manages homes and estates owned by Tower Hamlets Council.

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Jack Dash House  
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Marsh Wall  
London E14 9YQ

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In partnership with:



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## Keeping your home free from condensation and mould

### What is condensation?

Condensation happens in all homes when warm moist air meets a cold surface and tiny water droplets develop. The more moisture in the air, the more water is produced.

Everyday activities, such as cooking, washing clothes and bathing create moisture in the air. There is always some moisture in the air and warm air holds more moisture than cold air. You notice it when you see your breath on a cold day, or when the mirror mists over when you have a bath.

Condensation often happens because warm damp air from kitchens and bathrooms moves to cooler areas, such as bedrooms. It happens more in cold weather, even if it is raining or dry.



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**This leaflet explains what condensation is, how it can affect your health and the condition of your home, and what you can do to reduce it.**

## C

### How it affects you

If left unchecked and untreated, condensation can become a serious problem. Too much condensation will make your home damp. House dust mites and mould growth both occur more often in damp conditions, and these are associated with allergic reactions.

Damp conditions can also cause damage to your home, such as causing windows to rust or rot, and plaster to perish, and in serious cases can damage electrics. Your decorations can be spoilt by damp and mould growth.

The effects on health from condensation can be significant and lead to conditions such as Asthma, Bronchitis, Pneumonia and other related conditions.

## D

### Is it condensation or a leak?

Condensation is caused by moisture produced in the home. It is not caused by building or plumbing leaks or rising damp.

#### Typical signs of condensation are:

- Dampness occurring in winter rather than summer.
- Damp and black mould in the corners of rooms, behind furniture and in cupboards.
- Walls, ceilings and cold surfaces, such as cold water pipes, “sweat” with moisture.
- Water appears on the inside of windows.
- Outside walls are affected rather than walls between rooms.
- Clothes in cupboards and drawers have a musty smell and mildew on them.

#### Signs of dampness from leaks

- It can happen any time of year.
- You can see a definite damp area with water staining.
- Little or no black mould appears on the damp area.

If you suspect that dampness in your home is caused by a leak you should report it to us.

#### Repairs Helpline



##### Phone

0800 376 1637  
(free from landlines)  
or 020 7364 7070

#### Tower Hamlets Homes



##### Website

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

# E

## Preventing condensation: your responsibilities

### Looking after your home



Remove mould growth by using a mould and mildew cleaning product (available from most supermarkets and DIY stores). Make sure you use a product which has a Health and Safety Executive approval number, and that you follow the manufacturer's instructions.



Wipe down the inside of windows if they become wet with condensation.



Do not place beds and wardrobes against outside walls as mould is more likely to grow behind furniture.



Don't put too many things in wardrobes and cupboards as it stops the air circulating.



If you rent a home managed by Tower Hamlets Homes, report any repairs to us, including any problems with extractor fans and heating systems.



## Decorating



When you redecorate your bathroom or kitchen, use a paint designed to be used in these rooms.



If you are decorating a room where mould is a problem, it is best to remove any wallpaper and instead use a good quality fungicidal paint.



Treat and remove the mould before redecorating - there are various products on the market that will help, such as fungicidal products available in DIY stores.



Use a stain block or sealer to help stop mould coming back.



## Reducing steam and moisture



When cooking, cover pans with lids, and keep the kitchen door closed to stop wet air from circulating around your flat or house. Make sure a window is open or the extractor fan is on.



If you use a tumble dryer make sure it is vented so that the air escapes to the outside.



If you have to dry clothes indoors put them in a room and close the door, leaving the window wide open or fan on.



When bathing, run cold water into the bath first, and then run the hot water. This creates less steam.

## Heating your home



Heat all rooms even if they are not being used - radiators with Thermostatic Radiator Valves (TRV's) will give you greater control over the heat from each individual radiator.



If you have central heating, use the thermostat to set the temperature to a comfortable level (around 18°C to 21°C). Remember, turning the thermostat down by 1 or 2 degrees can save energy and save you money.



Heat your home for a longer time at a lower temperature. This will keep your home warmer and cost you less.



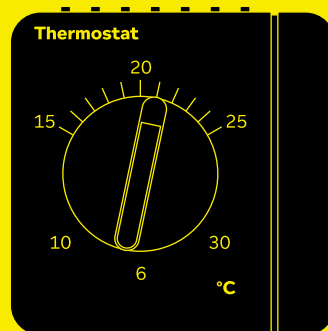
Do not place furniture in front of radiators, as this will stop them from heating the room.



Do not use the heating on a high setting for short periods of time. Heating your home for a longer time at a lower temperature will keep your home warmer and cost you less.



Do not use portable 'LPG' (Calor Gas) heaters. These produce a lot of moisture and are not allowed in our homes for health and safety reasons.



## Ventilating your home



It's important to allow plenty of fresh air into your home to stop the air indoors becoming stale and humid, which is not good for your health.



Always keep a small window or an air vent open when you are at home. It's best to keep air vents open all the time.



After you've had a bath or shower, open the bathroom window until the steam has cleared, or use the extractor fan if you have one.



When cooking, make sure the kitchen door is closed and either the extractor fan is on (if you have one), or a window is open.

### Extractor fans

Some of our homes are fitted with extractor fans. These can quickly remove damp air from kitchens and bathrooms, where most moisture is produced.



Extractor fans should be used whenever you are cooking or bathing. After you've finished in the bathroom or the kitchen, leave the fan on for about 20 minutes to make sure all the steam has cleared.



When using an extractor fan keep the windows in the room closed. If a window is open the fan will draw air in from outside, rather than drawing the damp air out from the room. Make sure your curtains or blinds don't cover the fan.



Some fans switch on and off automatically according to the amount of moisture in the air. Do not turn these off at the power switch as they are designed to work when they are needed. If you suspect that they are coming on more or less often than they should, please report this to us.



# F

## Repairs and improvement works for TENANTS: Our responsibilities

In most cases, if you follow the steps in this leaflet you will be able to keep condensation under control, and it will not be necessary for us to carry out repairs.

### We will consider carrying out works if:



There is widespread mould growth in a bedroom or living room.



You are a tenant, and have followed the advice in this leaflet and still have very bad condensation and mould growth.



If you have bad condensation and mould like this in a living room or bedroom contact us to arrange an inspection – we may need to carry out works, which could range from a professional mould clean, to insulating walls or fitting extractor fans.

### We will not carry out works:



On small areas of mould.



If you have small patches of mould growth like this you will need to remove it yourself using cleaning products and anti-mould paints.

# G


## Reporting condensation to us

If, after following the steps in this leaflet, you still have a problem with condensation, you should report this to our Repairs Helpline.

We'll then arrange for a Repairs Inspector to visit your home at a suitable time. Following an inspection, we'll advise you of the next course of action.

There are several options available to help reduce condensation in your home, ranging from continued monitoring to repairs within your home. The Repairs Inspector will discuss these options with you at the time.

### Repairs Helpline

 **Phone**  
0800 376 1637  
(free from landlines)  
or 020 7364 7070

### Tower Hamlets Homes

 **Website**  
[www.thh.org.uk](http://www.thh.org.uk)





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## Want to know more?

Here's how to find out more about the services we provide and what we can offer you.



### **Talk to us**

The Housing Service Centre is who you will talk to if you call us. Our Housing Advisors will be able to assist you with almost every enquiry, or point you in the right direction.



### **Pick up our range of leaflets and publications**

They give you more information on all of our services. You can find these in our reception areas, on our website or by contacting a housing adviser.



### **Read our service standards**

They set out what we do so you know what to expect. We have a service standard for each of the services we provide. These are available on our website and in our offices, or you can ask a member of staff for more information.



### **Visit our website**

You can find lots of information about what we do, how we are performing, and our latest news and information. All of our leaflets and publications are also available to read or print, as well as local information such as neighbourhood inspection timetables.



### **Check out your newsletters**

They contain news and information about our service and are delivered straight to your door.



### **Look at your local noticeboard**

It has details on how to contact us, the latest neighbourhood inspection results, and information on how we're doing.



### **Like us on Facebook**

Our Facebook page has lots of up-to-date information on what we're doing and what events are going. Find us at [facebook.com/towerhamletshomes](https://facebook.com/towerhamletshomes)



### **Follow us on twitter**

Our twitter link is [@THHomes](https://twitter.com/THHomes)



## Translations

This leaflet is for tenants and leaseholders and explains what condensation is and what you can do to reduce it in your home. If you need help to understand this leaflet or if you have any questions, please contact us by phone, email or visit one of our offices.

We can arrange alternative formats including large print, and provide written information in your own language. We can also offer a meeting with a member of staff and an interpreter.

### Translations



**Phone**  
020 7364 5015



**Email**  
contactus@thh.org.uk

### Bengali

এই লিফলেটটি টেন্যান্ট ও লীজহোল্ডারদের জন্য লেখা হয়েছে এবং কনডেনসেশান (condensation) কি এবং আপনার ঘরে যেন এটি হতে না পারে সেটি এখানে ব্যাখ্যা করা হয়েছে। যদি এটি বুঝতে আপনার সাহায্য দরকার পড়ে অথবা যদি কোন প্রশ্ন থাকে তাহলে আমাদের সাথে যোগাযোগ করুন অথবা আমাদের যেকোন একটি অফিসে চলে আসুন।

আপনার নিজের ভাষাতে তথ্য লিখে পাঠাতে এবং এছাড়াও আমাদের একজন সদস্য কর্মী ও দোভাষীর সাথে মিটিংয়ের প্রস্তাব দিতে পারি।

### Somali

Buugyarahan waa mid loogu talagalay guri-ijaartayaal iyo heshiis-guri haystayaal wuxuuna sharaxayaa waxa uu yahay qoayaanka gudaha guriga ku dhex samaysma iyo waxa la sameeyo si looga yareeyo gudaha gurigaada. Haddaad u baahan tahay caawino inaad fahanto buugyarahan ama haddaad qabtid wax su'aalo ah, fadlan nagula soo xiriir telefoon, email ama nagu soo booqo mid kamida xafiisyadeenna

Waxaan ku siin karnaa akhbaar qoraala oo ku qoran luqaddaada aad ku hadasho iyo sidoo kale inaad la kulanto mid kamida shaqaalaheena iyo turjumaan