

## What is the difference between condensation, damp and mould?

**Condensation** happens when moist air meets a colder surface like a wall or a window, where it forms water droplets. It can also be present in areas with poor ventilation, such as behind furniture, in the corners of rooms, or on an outer wall.

The main sources of household condensation are cooking, drying laundry and bathing, as well as the water that we give off through our breath and sweat.

**Damp** commonly results from condensation. Surfaces that remain damp can provide a suitable surface for mould to grow.

However, if the cause of the damp is **penetrating damp** or **rising damp**, these require building repairs to resolve the issue. In these causes, our Contracts Officer will assess your property and will instruct our contractors to carry out the necessary repairs.

**New build properties can sometimes feel damp**, however this is usually caused by the construction materials (in cement / plaster etc) slowly drying out.

**Mould** is a type of fungus that appears as clusters of black circles on damp surfaces.

Although there are specialist treatment sprays available to kill condensation mould, it will continue to reappear if the damp remains. Therefore, treating the source of the damp is the primary focus when tackling mould.



Condensation



Penetrating Damp



Mould

## How to reduce condensation in your home

A few small changes to your daily habits can really help to reduce condensation and prevent mould from forming.

### 1. Produce less moisture

- **When cooking, keep lids on pans and use an extractor,** if you have one.
- **Only boil the amount water you need.**
- **Dry clothes outdoors or use tumble dryer.** If you use your own tumble dryer, it should be vented outside.
- **Don't dry clothes on radiators.** If you do need to dry indoors, do so in the bathroom and open the window, if possible.
- **Use an extractor fan when showering / bathing.**
- **Use a flannel to dry off after bathing, then use a towel.** You can wring the water out of the flannel down the plug instead of air-drying a very wet towel in your home.
- **Remove window condensation** each day with a squeegee and cloth or a window vacuum. Make sure to wring cloths out down the sink rather than dry on a radiator. Condensation channels and sponge strips are also available from DIY stores.



### 2. Air flow

**Use extractor fans in bathrooms and kitchens** to remove steam. Most types cost very little electricity to run. If you don't have an extractor, then open a window to help draw out the moisture.

**Close kitchen / bathroom doors when cooking or bathing** – this helps contain the moisture within that room and be drawn out through the extractor / open window.

- **Open windows to circulate fresh air,** when possible. Even a short period with the window open can help freshen a room.
- **Leave a gap behind furniture and regularly open wardrobes / cupboards / doors to unused rooms to let the air circulate.**



## 3. Keep your home warm



- **Warm homes suffer less from condensation** – however, this doesn't mean that all rooms must be set to a high temperature. Setting radiator values to at least 1 should be enough to keep the chill off rooms.
- **Insulation and draught-proofing your home helps keep your home warm.** If you are concerned about this in your home, the please contact us so that your Contracts Officer can advise you.

## Removing mould

Mould requires treatment with specialist sprays. Contact us to make us aware of the issue and we can treat the mould in your property.



## Energy saving in your home | Energy advice services

### Home Energy Scotland

Almost everyone can receive assistance from **Home Energy Scotland**.

This is a free service funded by the Scottish Government who can provide:



- **Free, impartial advice** about the best energy-saving options for your home.
- **Support to reduce your energy bills** whilst staying warm at home, including switching energy tariffs.
- **A home energy check.** You can do this over the phone, use the online calculator or an advisor can visit you at home if you'd rather speak to someone in person.
- **Guidance on financial support**, including Warmer Homes Scotland referrals, benefits checks, incentives, discounted energy rates and help to deal with any outstanding fuel debt you may have.
- **Advice and referrals for grants**, or loans to help fund energy efficiency improvements to your home.
- **Referrals to the Warm Home Discount scheme.** This could get you a discount on your electricity bill.

To find out how Home Energy Scotland can help you, **call freephone 0808 808 2282** or email [adviceteam@sc.homeenergyscotland.org](mailto:adviceteam@sc.homeenergyscotland.org) and an advisor will call you back.

Alternatively, visit [www.homeenergyscotland.org](http://www.homeenergyscotland.org) or follow [@HomeEnergyScotlandSC](https://www.facebook.com/HomeEnergyScotlandSC) on Facebook.

### Citizen's Advice Scotland

**Citizen's Advice Scotland** also has a wealth of information on your energy supply at [www.cas.org.uk/spotlight/energy](http://www.cas.org.uk/spotlight/energy), if you'd rather carry out your own research.

**If you're in debt to your energy supplier**, you might be able to get a grant from a charitable trust to help pay your energy debts. Your application is more likely to be successful if you've received debt advice.



Contact your nearest Citizens Advice for help with your application at [www.cas.org.uk](http://www.cas.org.uk) or contact **0800 028 1456**.



## Maximising your income | Financial services

The first thing to do is **get a financial health check**. **Citizen's Advice Scotland** have a **Money Map service** that can help you find sources of online support to increase your income, reduce your bills and ease the costs of daily living. You can access this service online at [www.moneymap.scot](http://www.moneymap.scot).

You can also contact the **Citizen's Advice Scotland helpline on 0800 028 1456** or access [www.cas.org.uk](http://www.cas.org.uk) for more information and guidance.

You may consider carrying out a **benefit check** to ensure that you are receiving all the welfare benefits you may be entitled to. We recommend using the calculator at [www.entitledto.co.uk](http://www.entitledto.co.uk) or [www.turn2us.org.uk](http://www.turn2us.org.uk).

**If you do not have access to the internet please call Hailie Johnston, Welfare Rights Officer, on 0131 370 7457 for assistance.**



## Help managing your finances

**Money and debt management is a regulated service and must be carried out by qualified individuals.** If you would like advice about money and debt, you can get help from the following services:



|                            |  |                         |
|----------------------------|--|-------------------------|
| Advice Direct Scotland     | <a href="http://www.moneyadvice.scot">www.moneyadvice.scot</a>         | Freephone 0808 800 9060 |
| Christians Against Poverty | <a href="http://www.capuk.org">www.capuk.org</a>                       | Freephone 0800 328 006  |
| National Debtline          | <a href="http://www.nationaldebtline.org">www.nationaldebtline.org</a> | Freephone 0808 808 4000 |

To qualify for energy grants, it is expected that you have received some form of advice from a recognised agency.



## Managing your tenancy | How we can help

### Speak to us about any issues with your rent payments

If you find that you are having difficulty managing your monthly rent payment, please contact your Housing Officer on **0800 111 4646** in the first instance, before an arrear becomes unmanageable. You can also call our **Welfare Rights Officer, Hailie Johnston, on 0131 370 7457** or email [welfarerights@hanover.scot](mailto:welfarerights@hanover.scot) for assistance.

## Keep your property in good repair

To help maintain energy efficiency in your property, it's important that it is wind and watertight. Please contact **0800 111 4646** to report any defects to your property as a priority to help keep your energy costs down.