

# Tackling damp, mould and condensation

Damp and condensation can cause black mould to grow in your home. It's a common problem in British homes, but we can work together to manage it.

In this leaflet:

- we explain what causes mould
- we describe the actions we can take as your landlord, and
- we offer advice on reducing condensation in your home.

Be assured that we take all cases of damp and mould seriously. We know that living in a home with mould can be bad for your health. **We will work with you to resolve damp and mould issues.**

You are welcome to phone NLM for further advice. And if you think there is a problem with the property, please call to book an inspection by our surveyor.

## What causes mould

Mould grows in damp homes. So, it is important to start by working out what is causing any damp.

Your damp problem could be caused by:

- a fault with the building that needs to be repaired, or
- (more commonly) too much condensation.

You may need our help to resolve either of these problems.



## A problem with the building

A leaky roof, pipe or guttering, or a problem with the plumbing in your home or your neighbour's home can all cause water to soak into walls and ceilings.

In older buildings, some basement or ground floor flats may suffer from rising damp – where groundwater soaks up into the bricks or concrete.

A problem with the structure of the building you live in is your



landlord's responsibility. If you can see a problem like this, you should report it to us as soon as you can, so that we can investigate and take action.

## Problems caused by condensation

**The most common cause of damp is condensation. Condensation is the moisture that forms when warm, damp air touches a cold surface. Too much condensation can also cause mould.**

As a responsible landlord, our aim is to keep your homes well maintained, including providing you with fans in your kitchen and bathroom, and an efficient heating system. These will all help you to manage condensation in your home.

In the rest of this leaflet, we offer some simple ways for you and your family to reduce condensation while you are living in your home.

**If these tips aren't working for you for any reason, please call us. We will be happy to offer advice and/or to send out a surveyor to see the problem first hand.**



# How to reduce condensation

If your home suffers from mould caused by condensation, there are ways you can make a difference.

Your aim should be to:

- Make less moisture if you can
- Remove any condensation that forms
- Keep your rooms well aired
- Keep your home warm
- Treat any spots of black mould that appear with an anti-fungal spray.



## 1. Make less moisture

**Everyday activities put moisture into the air. There are steps you can take to limit this.**

- Avoid drying washing indoors and especially on radiators. If you have no option, dry your washing in the bathroom with the door shut and the fan running, or with a window open. **Call us if your fan is not working or if your window will not open.**
- Keep the filters of your tumble dryer clean and regularly empty any water collected. Your machine will get warm when it's in use, so leave a gap around it for air to circulate.



- Cover boiling pans and turn off kettles quickly. Keep kitchen doors shut while cooking.



- Keep bathroom doors shut when you are showering or taking a bath.
- Put the cold water in first, if you are running a bath.



## 2. Remove condensation

**When drops or pools of water form on windows and cold surfaces, be ready to remove them.**

- Wipe down windows and sills, or use a rechargeable window vacuum cleaner, to remove condensation and pools of water. Ideal times to do this are first thing in the morning and after cooking in the evening.



- Reduce the moisture left on tiling and shower screens, after showering, by giving them a quick wipe down.

- Running a dehumidifier will remove excess water and make your home feel warmer. A larger version is pictured, but you can also buy small ones to focus on a particularly damp spot. [Call us for advice on running a dehumidifier.](#)



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## 3. Keep rooms well aired

**You need fresh air to move freely around your home. Mould will tend to grow in places where damp air gets trapped.**

- Always use your bathroom and kitchen fans until the steam has gone. Opening a window will speed this up. Keep your fans clean – they won't work properly if they are clogged up with dust. [Call us if your fans are not working.](#)



- Keep curtains or blinds open for at least four to five hours every day, so that trickle vents can work properly and to stop mould growing around your windows.



- Keep windows around your home open for a while every day (five to 10 minutes is enough) and always keep trickle vents open. [Call us if your windows won't open, or if a trickle vent is blocked.](#)



- Pull any furniture away from the wall to leave a gap for air to circulate. Avoid putting furniture right next to external walls.



- Try not to overfill cupboards and wardrobes. Opening the doors for a while each day can help remove stale air.

## 4. Heat your home

**In the winter, try to keep every room in your home heated to at least 15 degrees during the daytime.**

If you are struggling to pay your energy bills, you can:

- contact your energy provider to agree a plan you can afford, and/or
- go to [www.turn2us.org.uk](http://www.turn2us.org.uk) to search for grants and to check you are getting all the benefits you can claim.

If you are in crisis, go to your Council's website, to check out the hardship support they offer. You may be able to get vouchers to help you buy food or essential



household items, or to pay energy bills.

**You are always welcome to call NLM for support.**

## 5. Treat spots of mould

**It's important to treat any mould that appears quickly, so that it doesn't spread.**

Wipe away spores using a mould cleaner, while wearing gloves and a mask, and keeping the area well aired as you do this. This is to avoid breathing in the spores. Throw away the cloth afterwards.



Once the mould is removed, painting walls and ceilings with anti-mould paint can stop mould returning for several years. **Call us if you need further advice on treating your home with mould cleaner or repainting.**

## Contact details

### North London Muslim Housing Association

15b-15c Urban Hive, Theydon Road  
Upper Clapton, London E5 9BQ

Website: [www.nlmha.com](http://www.nlmha.com)

Email our Customer Service Team at:  
[customer.services@nlmha.com](mailto:customer.services@nlmha.com)

Report your repair by email at:  
[maintenance@nlmha.com](mailto:maintenance@nlmha.com)

If you don't have access to email, you can phone in your query on **020 8815 4200**, choosing '1' for repairs or '2' for all other services.

**Office hours:** Our Customer Service Team answer calls on weekdays from 9:30am to 5:30pm, but we are closed for lunch from 1-2pm. We are also closed during public holidays.

### Out-of-hours emergencies

Gas leaks

National Grid 0800 111 999

Water leaks/burst pipes

Thames Water 0848 920 0800

Gas heating/hot water (24 hours)

Robert Heath Heating  
020 3667 4584

St Andrews heating (E.ON)

0345 302 4312

Other out-of-hours repairs

North London Muslim HA  
020 8815 4200

# NLM: We're here to help

**We hope you have found this leaflet useful.**

If you have problems with damp and condensation, please do report this to NLM. We need to know about it, so that we can take the right action.