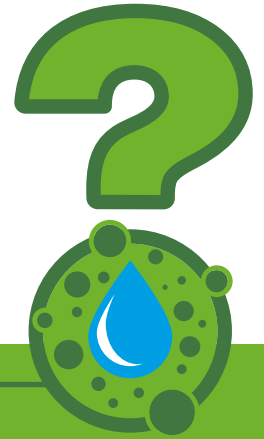




Cornwall Rural Housing
Association Limited

WHAT IS DAMP & MOULD?

Damp is a common problem which affects many households. There are several types of damp:



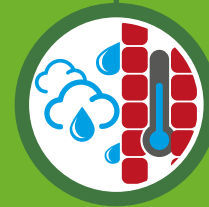
Rising Damp

Happens when moisture travels up from the ground through the masonry to the height of about one metre



Penetrating Damp

Happens when water penetrates into the fabric of a building from outside to inside, for example, because of a leaking downpipe



Condensation Damp

Generally happens when a property can't deal with normal levels of water vapour because of a lack of insulation, ventilation or heating, or a combination of all of these things.



If you notice signs of damp and mould at your property it is important that you notify Cornwall Rural Housing Association as soon as you can so that we can investigate it. We treat all reports of damp and mould as urgent.



We will ensure that your property is surveyed to see if there is an underlying issue which is causing the damp or mould, and we will identify and remedy the cause including help in drying the property out and repairing any damage.

Contact us:

There are several ways you can get in touch with us at CRHA:-



Inform your Tenancy Management Officer or Property Services Officer



Report via the [My CRHA portal](#)



Email info@crha.org.uk



Via the website www.crha.org.uk



Call us on **01208 892000**



Tips to avoid condensation, damp and mould

Your home should be a place where you feel safe, secure and comfortable without worrying about damp or mould. The most common cause of damp and mould is caused by condensation. Here are some tips to avoid condensation, damp and mould in your home.



Extractor Fans

Always turn on your extractor fans in the kitchen and bathroom. The fans create suction so will draw up air and moisture helping to clear the room of vapour and limiting condensation.



Bathing

If you use your bath for bathing, please consider part filling the bath with cold water before adding the hot. This will again limit the amount of steam in the bathroom.



Warm up the house without central heating

Making the most of any natural sunlight can help to warm houses and dry out any damp air. Opening curtains and blinds in the day prevents moisture from being trapped around the windows.



Drying Laundry Indoors

During the winter it is not always possible to dry clothes outside so if you have a tumble dryer in the property, please ensure it is either a condenser dryer which has a container or 'reservoir' inside the machine itself, collecting the water from the wet washing or you use a vented dryer, which pumps out moisture from the machine through a hose out of an open window or vent through an external wall.



If you do need to use a clothes airer ensure the drying rack is away from walls to prevent the moisture being trapped. Hang clothing items individually with as much space in between them as possible, so they will dry more quickly. Position the airer near an open window where and when possible, to enable airflow.



Cooking

Place lids on saucepans when boiling or steaming food this will contain unnecessary moisture escaping in the air.



Windows & Trickle Vents

Open windows every day for a short period. We appreciate that when the cost of heating is high you do not want to lose heat, however, you, your family and the property will benefit from fresh air being circulated.

Always keep the window trickle vents open. These are situated at the upper part of the window frame and their purpose is to provide permanent ventilation into the room, even with a closed window. These vents allow a small amount of ventilation through the window at all times.



Simple changes inside the home

Encouraging air flow and reducing opportunities for damp to spread can decrease the likelihood of black spot mould forming. Pulling furniture directly away from walls and opening doors including wardrobes and trying to keep furniture, clothes/shoes from touching outside walls can stop damp developing.