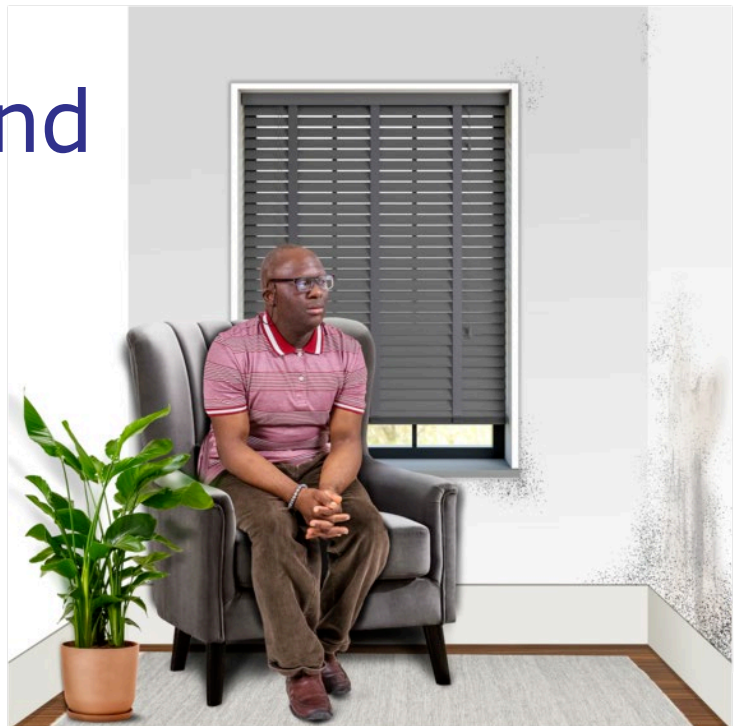


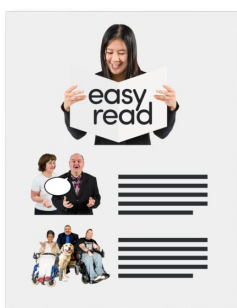
So you can be
you

Avoiding Mould and Condensation **Guide for Tenants**



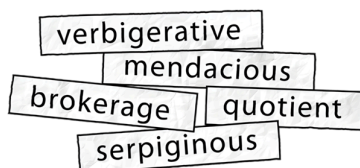


About this guide



This is about:

- What condensation and black mould are and how to stop it
- Top tips on stopping condensation in your home.



There are hard words in **bold** in this document.

They are explained here.



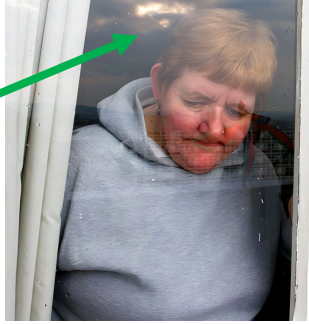
Moisture

This means water that is in the air, the something solid like food, or on a surface.



Black mould or black spot mould

This is a type of fungus that looks dark green or black



Windowpane

This means the glass or substance part of the window that you can look through.



Damp

This is a way of describing something that is slightly wet.



Well-ventilated

This means that there is a good flow of air.



Condenser tumble dryer

This is a type of tumble dryer that collects the moisture (water) from your clothes.



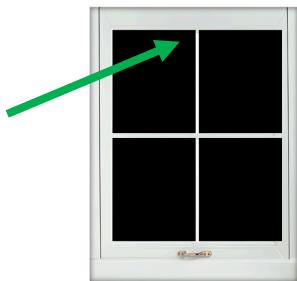
Social landlord

Social landlord look after social housing. This is housing that is usually cheaper to rent.



Timeframe

This is a particular period of time when something is planned to happen.



Trickle vents

These are small openings in the window that let a flow of fresh air into the room.



Investigated

This means to make a check to find out something.



Who to contact about this document:

Kath Lisle or the Tenant Engagement Group

Version 2 December 2025



About condensation

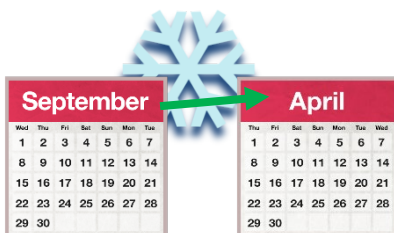


When warm air that has a lot of **moisture** in it hits a cold surface, it quickly cools down



When the air cools down, water droplets are released onto the cold surface.

This is called condensation.



Condensation tends to happen in the colder months, usually between September and March or April time.



How to spot condensation

You might see water stains or streaks of water running down. This happens a lot in bathrooms and kitchens.



You might see damp patches with no clear edge to them.



You might see **black spot mould** growing.

This is usually found behind wardrobes, on external walls where there isn't very much flow of air, and on colder surfaces.



Condensation can happen on any cold surface.

For example: A windowpane can be very cold, so you see water drops or water running down it.



Cold water pipes can get so wet with condensation sometimes people mistake it for a leak.



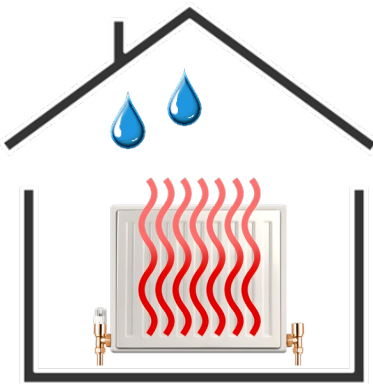
A cold wall can cool the air next to it and can become wet because of condensation.

It can often have black mould growth on it.



A wet wall is hardly ever because of water coming through the window or wall.

If it was, this would look like smaller damp patches with a tidemark (clear line around the wet patch).



Water in the air and where it comes from:

Imagine a room in your home....

If the air is warm, it can hold as much as 4 pints of water in it.

If the air is cold, it may only hold 1 or 2 pints of water in it.

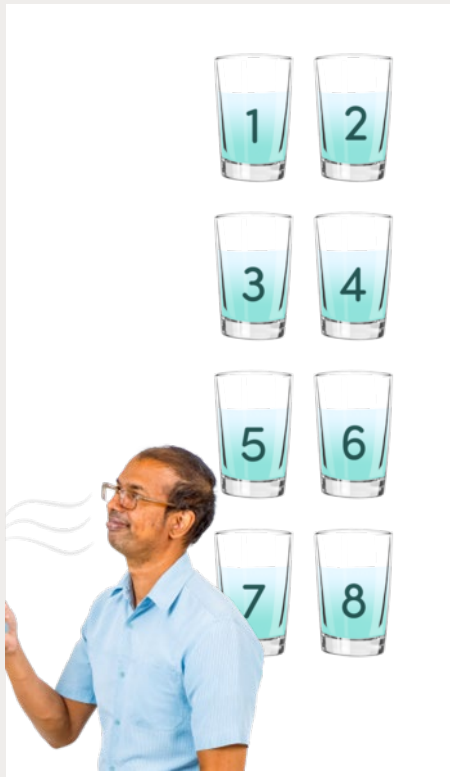
Imagine pouring 2-3 pints of water all over the wall.

This is what happens every time a room full of warm moist air cools down on cold walls.



Where does the water in the air come from?

- Every living thing puts moisture in the air e.g. when we breathe or sweat.
- Every day the average household puts 16 pints of moisture into the air in their home.
- An adult breathes out about a pint of water into the air during the night while they sleep.
- Drying clothes or your hair puts a lot of moisture into the air.



Everyday household activities can put this amount of water into the air:

Washing clothes = 1 pint of water

Bath and personal washing = 2 pints of water

4 people sleeping for 8 hours = 3 pints of water

2 people active for 16 hours = 4 pints

Cooking by gas for 3 hours = 6 pints

Drying clothes in an **unvented** tumble dryer = 10 pints of water.



How can we avoid condensation?



When you are cooking:

- Cover boiling pans with a lid.
- Keep the kitchen door closed and slightly open a kitchen window.
- Use an extractor fan or cooker hood if you have one.



When bathing:

- Keep the bathroom door closed.
- If your window has a trickle vent in it, keep it open, if not, open the window slightly.
- If you have an extractor fan in your bathroom, make sure it's on.
- If you like a bath, fill it with cold water first then add hot water.
- This reduces the amount of steam produced.



When washing or drying clothes:

When you can, dry your washing outside.

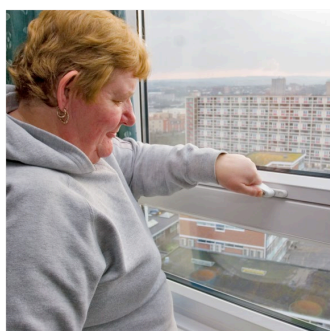
If you must dry washing inside, do it in a closed, warm, **well-ventilated** room.



Try to avoid putting clothes on radiators to dry. This quickly puts moisture straight into your room.



If you use a **condenser tumble dryer** rather than a vented one, empty the water straight after it's been used.



Good ventilation and keeping your home warm are needed to reduce condensation:

- If your windows have trickle vents fitted in the window frame, keep them open.
- Open windows slightly, upstairs, downstairs, and on opposite sides of your home, to get good air flow round your home.
- Open windows wider when cooking/washing/drying clothes etc.
- Do not cover up air bricks.
- Try to avoid putting furniture against external walls.
- If you can't avoid this, try to keep your furniture slightly off the wall. This is so that air can still flow around it.



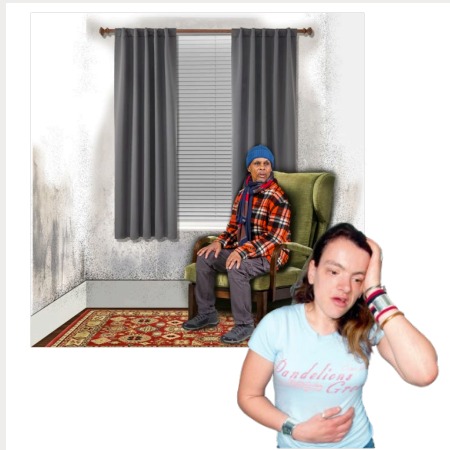
About Awaab's Law



Awaab's law is a law starting on 27th October 2025

The law means that **social landlords** must fix problems with damp, mould, and emergency hazards, that have been reported.

The law says that social landlords must fix the problem within a strict **timeframe**

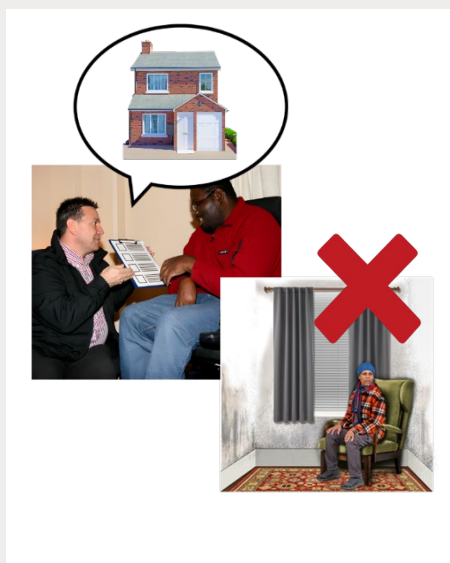


Why we have this law:

This law was introduced after the very sad death of two-year-old Awaab Ishak.

Awaad sadly died because there was a lot of mould in his home for a very long time.

The mould made him very poorly.



Why this law is important:

The law makes sure that your home is safe and healthy.

The law says that landlords must act quickly to fix dangerous conditions such as damp and mould.

'Dangerous conditions' are things in your home that could be bad for your health and could make you poorly.



What you must do as a tenant:

1. Report (tell us about) any signs of damp, mould, or condensation
2. Make sure when it's cold that you have your heating on to keep your home warm.

Using trickle vents when the heating is on:

If you have **trickle vents** in your windows, keep them open.

If you don't have **trickle vents** in your windows, you could open your window for a few minutes at a time during winter months. This will let some fresh air in but not let all the heat out.

3. Let staff and **contractors** go into your home so that they can do any checks and repairs.

If you give them access to your home quickly, they can be quicker at sorting out the issue.



Having damp and mould in your home can:

- Cause serious breathing problems
- Irritate your skin
- Affect your mental health as it might cause you stress or make you feel sad

These people can be affected more:

- Children
- Elderly people
- People with health conditions

This is because they are more vulnerable.



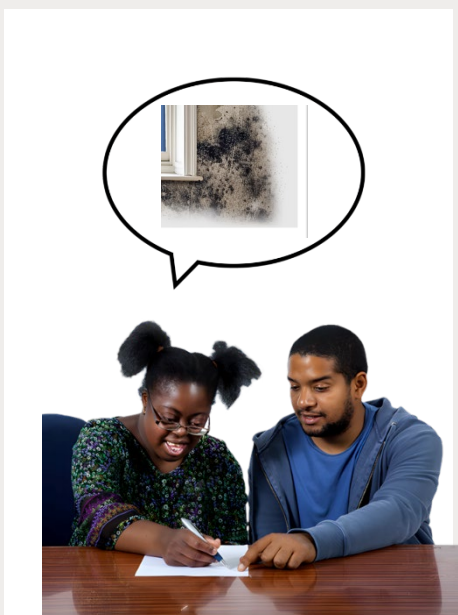
How to report a problem with damp or mould:

Contact the Housing Hub:

Contact the Housing Hub as soon as you spot an issue on 0300 303 9195

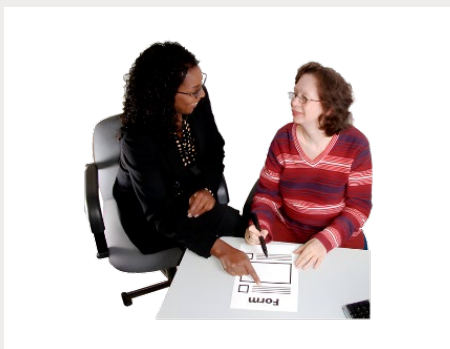
Tell us about the problem and take photos of it too.

If you need support to do this, ask a member of staff to help you do this.



Write down:

- When you reported the problem (the date)
- What you reported (what the problem is)
- Who you reported this to (their name) and what they said to you
- The job reference number if you get one from the Housing Hub
- When something has been completed (this means work done to fix the problem)

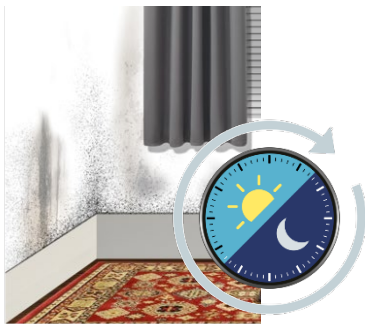


Ask someone to support you to write all of this down if you need support with this.



What happens next?

Damp and mould must be **investigated** and sorted out within a set **timeframe**.



Landlords must respond and fix 'emergency hazards' within 24 hours

An 'emergency hazard' is when you can see lots of black mould covering a large area of your wall or ceiling.



Things to remember:

Your safety matters.

Reporting (telling us about) problems quickly helps to protect your health and give your home safe for you to live in.



For more information on Awaabs law:

visit: www.gov.uk/awaabs-law

Better Lives for More People

Dimensions supports adults with learning disabilities, autistic people, individuals with complex health or forensic needs, and those with a history of behaviours of distress.

The people we support and their families are at the heart of everything we do. We want every person we support to have a great, ordinary, active life as part of their local community.

Find out more
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