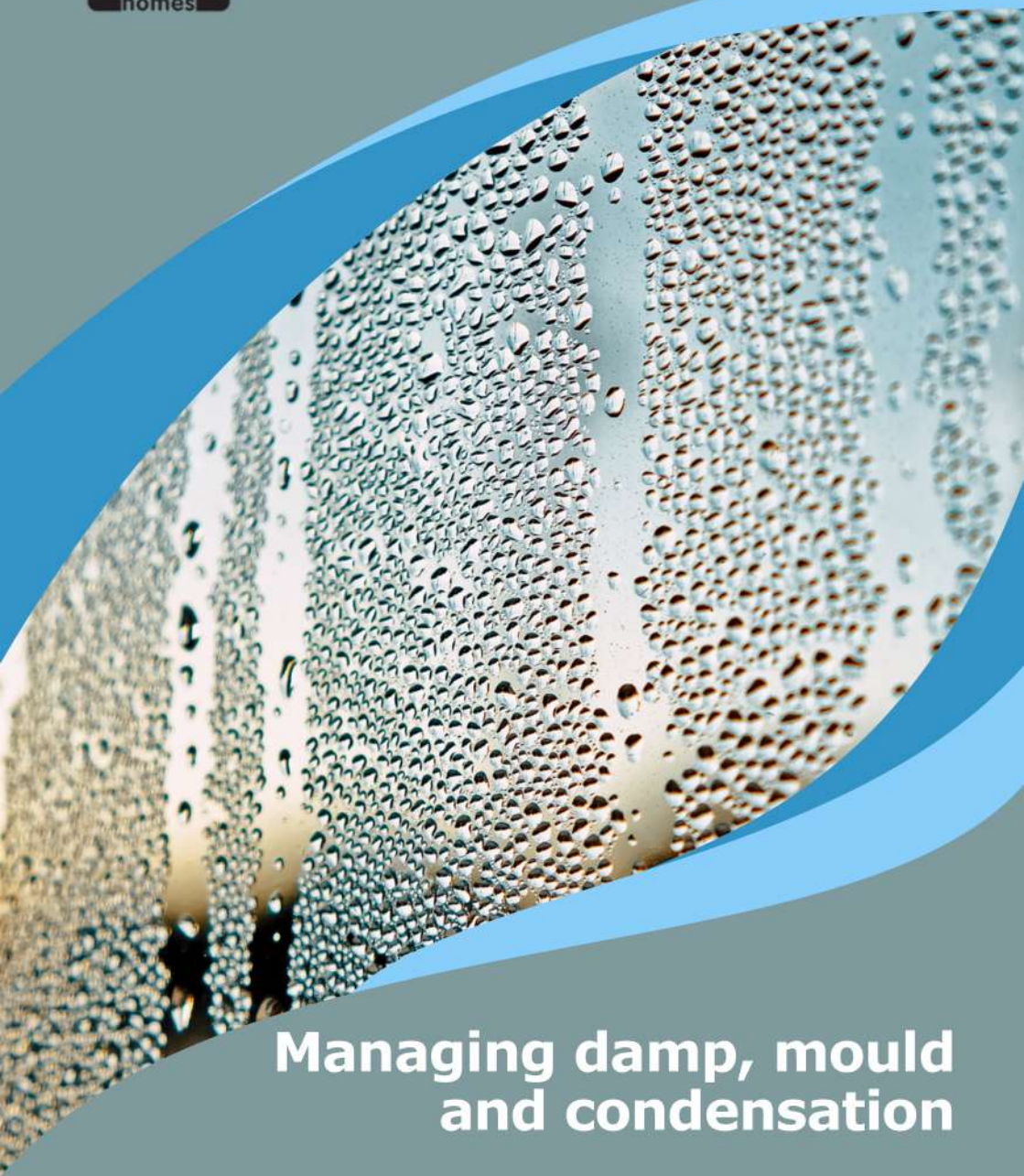




Bathroom



**Managing damp, mould
and condensation**

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Keeping your home healthy



Do your windows steam up when the heating is on? Do you notice wet spots on your walls when you're cooking?

Every home gets condensation at some time – usually when lots of moisture and steam are being produced such as at bath times, when cooking meals or washing clothes.

Damp and mould can affect any home and, in the majority of cases, condensation is the main cause of issues that occur.

The good news is there are steps you can take to stop this from happening.

This guide is to help you understand damp, mould and condensation in your home.

It is vital you report any signs of damp, mould, mildew and condensation to us as soon as possible in order for us to help you.



What is condensation?

Temperature + Humidity = Condensation

Condensation happens when moist air touches a cool surface and forms water droplets. It can also happen when large pieces of furniture, for example wardrobes and beds, are placed against an outside wall.

Condensation can cause mould on walls, furniture, clothes and curtains. The mould is not only unsightly, it can also harm your health.

Certain health conditions, such as respiratory conditions, immune system conditions, asthma and allergies, can become worse if exposed to mould over a long time.

It's important that you inform us of any health concerns promptly so that we can address mould issues quickly and prevent an impact on your health.

What is damp?

Damp refers to the presence of excess moisture in a room. This can show as:

- Condensation on your windows;
- Mould on walls, around windows or on fabrics/soft furnishings;
- Staining rising from the floor or coming from a ceiling/window;
- A damp, musty smell in your home.

If you have spots or discoloured walls, it might mean you have damp and/or mould.

What to do if you have damp or mould in your home



Dampness

If you have **damp** in your home, please try the tips in this guide first to see if this helps. If the problem persists in your home, please contact us via the ng homes app, the repairs form on our website or by calling us on **0141 560 6000**.

We will ask you questions about the dampness in your home to better understand what may be affecting it.

Dampness can occur when a property has been exposed to water. This can be caused by a leak from the roof, external walls or other sources of water penetration.

Once the problem has been identified, our Repairs Officer will arrange for a repair to be carried out.

A workman will then visit your home to carry out an inspection to ensure the issue has been resolved.





During the visit, they may take moisture readings using specialist equipment and will also take photographs for monitoring purposes.

They may offer guidance on how to manage any condensation issues and if any remedial work is required.

If the cause is not immediately clear, we may need to arrange for a specialist to carry out a damp survey.

We will keep you updated as work progresses and let you know expected timescales of any work required. We will arrange a final inspection visit once the work has been completed.

Mould

Should you spot **mould** in your home, contact us as soon as possible to report this.



We will discuss this with you and will arrange for repairs or fungicidal treatment as soon as possible. The information in this guide should help to reduce excess condensation in your home.

Please ensure you are home at the agreed time to allow us entry into your home. If you need to change your appointment time, we are happy to do so on **0141 560 6000.**

How everyday activities affect moisture in our homes



Our everyday activities can add extra moisture to the air inside our homes.



Cooking and
boiling the kettle
(3.4 litres)



Having a bath or
shower (1.1 litres)



2 people at
home for 1
day (1.7 litres)

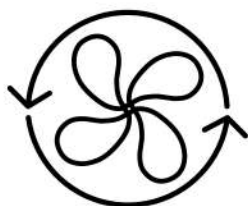


Drying clothes (5.1 litres)



Tips and Advice: Managing damp, mould and condensation in your bathroom

Use an extractor fan in the bathroom or ensure the window is open (if you have one) to allow the excess moisture and steam to escape.



Wipe down condensation or water droplets from walls, tiles, shower screens and windows and windowsills. Clean the bathroom regularly.



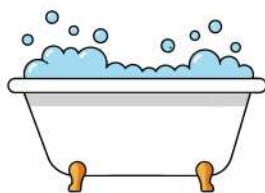
Report any leaks from sinks, toilets, baths or plumbing as soon as possible. This will help prevent hidden moisture problems.



Ensure that wet towels, bathmats and shower curtains are spread out to dry after use. Remember to clean/wash them regularly.



When running a bath (if you have one), put cold water in first then add hot water to reduce steam.



Keep the door closed to stop the moisture spreading around the rest of your home.



If you see condensation sitting on windows or windowsills, remove the condensation using a cloth and wring out the cloth to remove the moisture.



We are here to help

Please let us know if you have any questions - from how to use the heating controls in your home to heating and energy support and advice - on **0141 560 6000**.

Awaab's Law (Scotland)

The Process for Damp and Mould

Social landlords, such as ng homes, are now required to fix reported damp and mould issues and emergency repairs within specific timeframes.

REPORT TO US

When you report an issue to us, we will send someone to check out the issue.

INVESTIGATION

Any investigations which need to be undertaken will be completed within **10 working days**. We will also start any required repairs within **5 working days** of completing this investigation.



UPDATES FOR YOU

A summary of our findings will be shared with you in writing within **3 working days** of the investigation's completion. We will also provide guidance, advice and tips where appropriate to help manage/prevent the problem from reoccurring.

FOLLOW UP

We will continue to monitor the repairs for a period after they are completed to ensure that repairs have been successfully put in place.



**Suspect you may have
damp or mould?
Contact us as soon as
possible on 0141 560 6000.**



iOpt Sensors



Your new Environmental Sensors.
Providing Healthier Properties for ng homes Tenants

What the devices check

- Temperature
- Humidity
- Air Quality

ng homes iOpt.

The advertisement features a white, cube-shaped environmental sensor on the left. To its right, on a dark blue background, is the text 'Your new Environmental Sensors.' followed by 'Providing Healthier Properties for ng homes Tenants' in orange. Below this, the heading 'What the devices check' is followed by three orange icons: a thermometer for Temperature, a water drop for Humidity, and a fan for Air Quality. At the bottom right are the 'ng homes' logo and the 'iOpt.' logo.

Two small devices, about the size of a light switch, are being placed in livingrooms and main bedrooms.

These devices check temperature, humidity and air quality. This will help us to spot any signs of issues such as damp, mould, and poor ventilation before they become a problem.

The installation should take no more than 10 minutes and will be arranged with you in advance.

We know how important it is for you to live in a home which is warm, dry, safe, healthy and energy efficient.

These devices will help us to:

- Identify early signs of moisture or damp.
- Make sure your home is well-ventilated.
- Support tenants who may be facing challenges with heating or rising energy costs.
- Look after your home in a proactive way.

Please rest assured that:

- The devices do not record sound or images.
- They cannot see what you are doing inside your home.
- The device is purely to help ng homes ensure your home stays healthy.

The new iOpt app – HomeView

If you have recently had devices installed in your home, the new iOpt app, called HomeView, allows you to see the information being collected and receive helpful advice on how to make small, straightforward changes to help make your home as healthy as possible.

The app can be downloaded for free from either Google Play Store or the Apple App Store.

Learn more about the iOpt sensors online at <https://www.ioptassets.com/ngtenants>



Quick guide

Do:

- Keep a window open when drying clothes indoors.
- Keep the kitchen door closed and lids on pots/pans when cooking.
- Keep the bathroom door closed when bathing or having a shower.
- Use an extractor fan in the kitchen and bathroom, if you have one, or ensure the window is open to allow the excess moisture and steam to escape.
- Ensure trickle vents on windows are open.
- Wipe down condensation or water droplets from walls, tiles, shower screens and windows and windowsills.

Don't:

- Dry items such as clothing over warm radiators.
- Overfill cupboards and wardrobes.
- Keep furniture and beds hard against walls or fill the room with bulk as this doesn't allow air to circulate.
- Block ventilation fans or grills.
- Use flueless gas or paraffin heaters - these produce a lot of moisture and are a fire risk.



Questions? We're here to help

If you would like further information or this information in another format, please call us on **0141 560 6000** or email us at **info@nghomes.net**

Or visit your local office:

Ned Donaldson House

50 Reidhouse Street
Springburn
G21 4LS

You can also visit us online: **<https://nghomes.net/>**
or get in touch via the **ng homes app**.

Download the ng homes app FREE by scanning below:





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**ng homes is a trading name of North Glasgow
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Registered as a charity in Scotland No. SC030635
VAT Reg No. 816 9766 81
Financial Services Authority No. 1865RS
Scottish Housing Regulator No. HCB 187

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Version 4.1- Bathroom (October 2026)