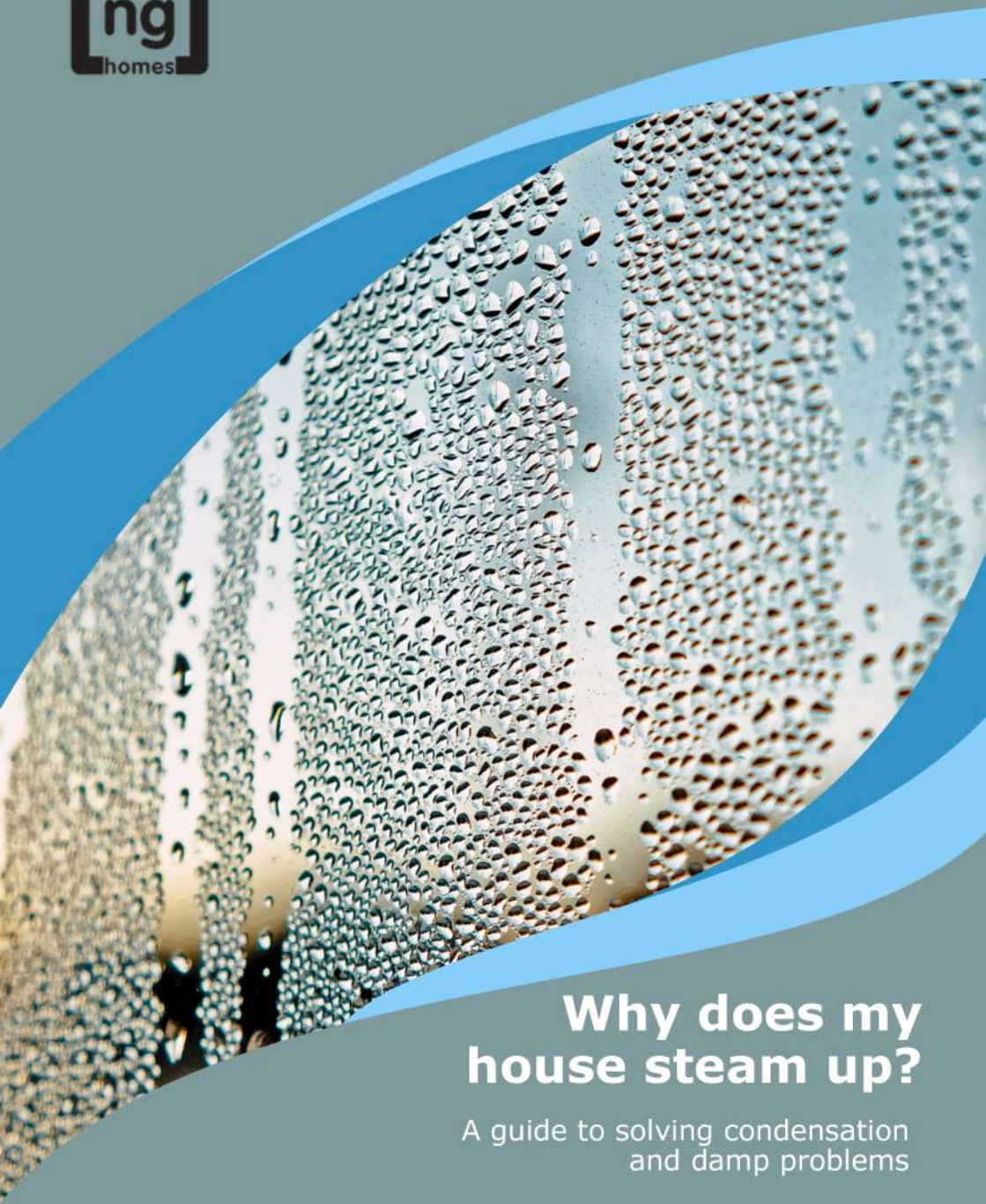




Why does my house steam up?

A guide to solving condensation and damp problems

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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)



How weekly activities affect moisture in our homes

Here are examples of moisture that can be generated through everyday household activities/circumstances.

Working couple:

- Working away from home
- Electric cooker
- Daily 5 min showers
- Tumble dry washing or dry outdoors



Retired couple:

- Mostly at home
- Gas Cooker
- Daily 5 min showers
- Washing dried indoors on clothes horse/radiators



Family of four (two teenagers):

- No-one home during day
- Gas cooker
- Daily 5 min showers
- Washing dried indoors on clothes horse/radiators



Family of four (two infants):

- One adult at work
- Electric cooker
- Daily 5 min showers (baths for infants)
- Tumble dry washing or dry outdoors



Trickle Vents

Trickle vents are small adjustable openings (often in window frames) which allow for a continuous flow of fresh air. There are several different designs but they look something like the image below.

Their main purpose is to help maintain healthy indoor air quality.



They are a key part of helping to keep your home healthy by:

- reducing condensation by allowing moisture-laden air to escape
- remove airbourne pollutants such as cooking fumes and carbon dioxide (CO₂)
- provide secure ventilation without the need to open windows fully.

Trickle vents allow for drier outdoor air to enter on a consistent basis, removing excess moisture (from showering or cooking, etc) which can lead to condensation and mould.

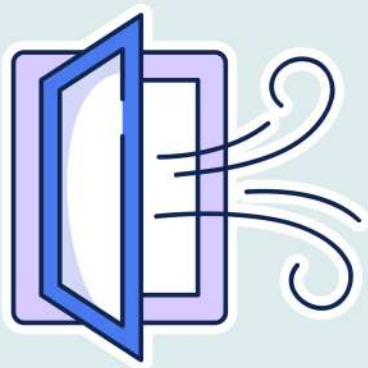
Please ensure that you keep trickle vents open and do not block vents with furniture or other materials.

Heat 'loss' & Trickle Vents

You may have heard that trickle vents will allow large amounts of heat to escape.

While a 'draft' sensation can be felt if you place your hand in front of the vent, they are designed to be kept open all the time.

The amount of heat escaping is very little. Moist, stale air requires more energy to heat up - trickle vents help exchange this air effectively making your home more energy efficient.



iOpt Sensors

A promotional graphic for iOpt sensors. On the left is a white, square-shaped sensor device. The background is split: orange on the left and dark blue on the right. Text on the dark blue background includes the headline 'Your new Environmental Sensors.' and the sub-headline 'Providing Healthier Properties for ng homes Tenants'. Below this, a section titled 'What the devices check' lists three monitored metrics: Temperature (represented by a thermometer icon), Humidity (represented by a water drop icon), and Air Quality (represented by a wind icon). At the bottom right are the 'ng homes' logo and the 'iOpt.' logo.

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

What the devices check

- Temperature
- Humidity
- Air Quality

ng homes iOpt.

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>

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.**



Tips and Advice:

Keep air moving in your home – keep trickle vents open and try to open your windows every day.



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



Try to dry clothes outside where possible. Use a clothes airer and ensure the room is well ventilated. If you use a vented tumble dryer, ensure it is properly vented to the outside.



Close doors to the kitchen/bathroom when they are in use, even if you have an extractor fan. Use lids on pots and pans and extractor fans when they are available.

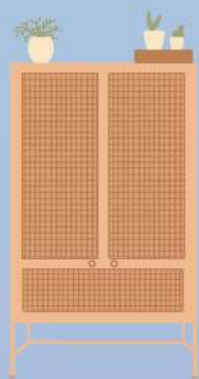


Blinds/curtains: if you have these drawn, ensure you have the trickle vents open to help reduce condensation on your windows and windowsills.



Leave space - allow space for air to circulate effectively in and around your furniture. Remember to open doors occasionally on all cupboards and wardrobes to ventilate these, especially any which are used infrequently.

Where possible, try to position wardrobes and furniture against internal walls (those which have a room on both sides) rather than against outside walls.



Heat your home to stop rooms from getting too cold. Very cold rooms can provide ideal conditions for mould to grow - it's recommended to keep rooms between 16°C and 21°C.



If your home has heating controls, such as thermostatic valves on radiators or room thermostats or timers, use these to control the heating throughout your home to rooms which are used more frequently.

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 - on **0141 560 6000**.



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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