



Condensation

A guide – all your questions answered

If your house is damp or you find patches of mould on the walls or furniture.

Condensation is a liquid build up, typically on windows and walls which occurs when there is too much warm humid air in the atmosphere, which touches a cooler solid surface. The difference in temperature causes the water vapour in the air to transform back to its liquid state and collect on the surface. Condensation is a natural process but it can lead to problems when it occurs regularly and can often signify other issues such a lack of ventilation.

Is it right to open windows and turn up heating to deal with condensation?

No, it is important to keep your house warm and you can't do that if you keep your windows open. It is fine to open windows in the summer but you should avoid doing this during cold weather.

Why is it important to keep my house warm?

Because warm air holds much more moisture than cold air. Cold air becomes saturated sooner than warm air and when air reaches saturation point it has to give up moisture in the form of condensation. It's also important to keep internal walls reasonably warm because condensation tends to form on cold surfaces.

Does a house need ventilating to deal with condensation?

Yes, the ventilation must be carefully managed in a manner that helps the property retain as much heat as possible. The most effective method is to run extractor fans 4-5 hours a day to achieve the number of air changes required and close all windows or trickle vents in rooms where an extractor fan is running, (the long opening vent at the top of the window) after trickle vents. If the room does not contain trickle vents then open a sash window slightly.

Remember...

If there is an open flue gas appliance, such as a back boiler or floor mounted boiler connected to a chimney, there will be an open air brick providing air to ensure safe operation of the boiler. This air brick must never be closed or obstructed in any way.

Aren't extractor fans expensive to run?

Not at all, running two standard 6 watt extractor fans will each cost less than a penny a day to run them for the recommended 4-5 hours.

If the property has condensation, does it also mean that it will have other problems with damp?

Not necessarily, condensation is the most common form of damp problems in housing. The good management of the contributory factors linked to condensation such as inadequate ventilation etc will often resolve condensation problems in a property.

What are the causes of condensation?

Moisture is generated by household activities such as cooking, drying of clothes on radiators or un-vented tumble dryers, inadequate or poor use of heating, poor levels of thermal insulation and poor ventilation management contributory factors. All of the issues outlined above should be given consideration when dealing with condensation damp.

When should I turn my heating on?

It's best to maintain low level background heating at all times when managing condensation problems. You should control the heating system using the room thermostat rather than the time switch. This does not mean the heating will have to run continuously only that the thermostat will only turn the boiler on when the room temperature drops below the preset temperature. Internal temperatures should be maintained at a minimum of 18 or higher to suit your comfort levels.

The property has black mould on the walls due to condensation.

What can I do to remove it?

First treat any mould you may already have in your home. If you deal with the basic problem of condensation, mould should not reappear.

To remove mould, wipe down walls and window frames with a fungicidal wash which carries Health and Safety Executive approval. Follow the manufacturer's instructions precisely.

The only lasting way to of avoiding severe mould is to eliminate dampness.

What is the best way of stopping mould appearing on clothes which have been hung in a wardrobe?

Mould tends to form in areas of poor air circulation, try not to overfill wardrobes and leave spaces between each item of clothing. It is not a good idea to push items of furniture tightly against walls so that air cannot circulate completely around it.

Here is a list of key points to consider when managing condensation

- Keep the property warm by maintaining low level background heating at all times during colder months. Remember, warm air holds more moisture than cool air.
- If there are extractor fans fitted keep the windows shut. Air changes should be achieved by running extractor fans and opening trickle vents in rooms not containing an extract fan (subject to maintaining safe ventilation for open flue gas appliances).
- Do not open windows or trickle vents in rooms containing a running extractor fan, this will short circuit the extraction process.
- If you dry washing indoors, dry it in a room containing a running extractor fan and keep the door shut.
- Tumble dryers (non-condensing) create a lot of moisture and must be vented to outside.
- Keep kitchen and bathroom doors shut when cooking or bathing and run extractor fans.
- Use boost facility at peak times.
- Keep lids on pans when cooking.
- Extractor fans must be run for 4-5 hours a day to achieve the required number of air changes - they often cost no more than a penny a day.
- Unflued paraffin or portable gas heaters are rare these days, they're expensive to run and generate huge amounts of moisture, these should not be used.
- Finally – if after following these measures, you find that condensation is still an issue, please contact us on **020 3535 3535**.

Your home

We want all of our customers to be able to understand all the customer information we provide. If your household needs to receive this information in your own language or in an alternative format (e.g. large print, Braille, audio disc or other), please contact **020 3535 3535** and we will take reasonable steps to arrange this for you.

اللغة العربية / Arabic

نحن نريد من كل زبائننا ان يكونوا قادرين على ان يفهموا جميع المعلومات التي نوفرها لهم. اذا كانت اسرتك بحاجة لهذه المعلومات مكتوبة بلغتها الام او باشكال اخرى مثل (طباعة كبيرة, بريل, قرص حاسوب, كاسيت او اشكال اخرى) فالرجاء ان تتصل بالمكتب الرئيسي في منطقتك وسنقوم بالخطوات اللازمة لنوفرها لك.

Chinese / 中文

我們想所有我們的客戶能夠明白我們為他們提供的訊息。如果你的家庭需要這些訊息翻譯成你們的語言，或者需要以另一種格式說明（例如大字體印本、盲人點字、錄音帶或其他格式），請向你的當地辦事處提出要求，我們從而會依照適當步驟給你安排。

French / Français

Nous voulons que nos clients soient en mesure de comprendre toutes les informations clientèle que nous leur fournissons. Si votre foyer a besoin de recevoir ces informations dans votre langue ou sous un autre format (par exemple : caractères d'imprimerie, braille, support audio ou autre), n'hésitez pas à contacter votre bureau local et nous prendrons toutes les dispositions nécessaires à cette fin.

Gujarati / ગુજરાતી

અમે ગ્રાહકો માટેની જે માહિતી પૂરી પાડીએ છીએ તેમાં અમારાં અર્થમાં જે ગ્રાહકોને સમજણ પડે એવું અમે ઈચ્છીએ છીએ. જો તમારા કુટુંબીજનોમાંથી કોઈને આ માહિતી તમારી પોતાની ભાષામાં અથવા બીજા કોઈ વૈકલ્પિક સ્વરૂપમાં જોઈતી હોય (દા.ત. મોટા અક્ષરોમાં છાપેલી, બ્રેઈલ (અંધવિધિ) માં, ઓડિયો ડિસ્ક ઉપર અથવા બીજા કોઈ રીતે), તો કૃપા કરીને તમારી સ્થાનિક મુખ્ય ઓફિસનો સંપર્ક કરો અને આની ગોઠવણ કરી આપવા માટે અમે યોગ્ય પગલાં લઈશું.

Hindi / हिंदी

हम चाहते हैं कि हम जो भी जानकारी दें, हमारे कस्टमर उसे अच्छी तरह समझ सकें। यदि आपके घर में किसी को यह जानकारी अपनी भाषा में, या फिर किसी अन्य रूप में (जैसे कि बड़े अक्षरों में ब्रेल में आडियो डिस्क पर या फिर किसी और तरह) चाहिए, तो हमारे स्थानिक मुखय आफिस में संपर्क करने की कृपया करें और आपके लिये इसका प्रबन्ध करने के लिये हमें जो भी करना पड़ेगा हम करेंगे।

Kurdish / کوردی

ئێمه ده‌مانه‌وێت هه‌موو به‌کارهێنه‌رانی خزمه‌تگوزارییه‌کانمان له هه‌موو ئه‌و زانیاریانه‌ی که ئێمه بۆیان نابین ده‌که‌ین، تێبگه‌ن. ئه‌گه‌ر ئێوه ده‌تانه‌وێت ئه‌م زانیاریانه‌تان به زمانی خۆتان یاخود به هه‌ر شێوازیکی تر بۆتان نابین بکریت (بۆ نمونه به چاپی بیتی گه‌وره، به بریل، له‌سه‌ر دیسکی ده‌نگ یان به هه‌ر شێوه‌یه‌کی تر)، تکایه په‌یوه‌ندی به ئۆفیسێ ناوچه‌که‌تانه‌وه بکه‌ن و ئێمه سه‌بارده به ڕێکخستنی ئه‌و کاره بۆ ئێوه، کاری گونجاوی بپیویست ده‌که‌ین.

Polish / Polski

Chcemy, aby wszyscy nasi klienci rozumieli wszystkie zapewniane przez nas informacje. Jeśli chcieliby Państwo otrzymać te informacje w swoim języku lub w innym formacie (np. w wersji dużym drukiem, w alfabecie Braila, na płycie audio lub innym), prosimy o skontaktowanie się z lokalnym biurem głównym, a my postaramy się to zorganizować.

Punjabi / ਪੰਜਾਬੀ

ਅਸੀਂ ਚਾਹੁੰਦੇ ਹਾਂ ਕਿ ਜੋ ਵੀ ਜਾਣਕਾਰੀ ਅਸੀਂ ਦੇਈਏ, ਸਾਡੇ ਕਸਟਮਰ ਉਸਨੂੰ ਚੰਗੀ ਤਰ੍ਹਾਂ ਸਮਝ ਸਕਣ। ਜੇ ਤੁਹਾਡੇ ਘਰ ਵਿਚ ਕਿਸੇ ਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਆਪਣੀ ਭਾਸ਼ਾ ਦੇ ਵਿੱਚ, ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿੱਚ (ਜਿਵੇਂ ਕਿ ਵੱਡੇ ਅੱਖਰਾਂ ਵਿੱਚ, ਬਰੇਲ, ਆਡੀਓ ਡਿਸਕ ਤੇ ਜਾਂ ਕਿਸੇ ਹੋਰ ਤਰ੍ਹਾਂ) ਚਾਹੀਦੀ ਹੋਵੇ, ਤਾਂ ਆਪਣੇ ਸਥਾਨਿਕ ਮੁੱਖ ਦਫਤਰ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਦੀ ਕ੍ਰਿਪਾਲਤਾ ਕਰਨੀ ਅਤੇ ਤੁਹਾਡੇ ਲਈ ਇਸਦਾ ਪ੍ਰਬੰਧ ਕਰਨ ਲਈ ਸਾਨੂੰ ਜੋ ਵੀ ਕਰਨਾ ਪਵੇਗਾ ਅਸੀਂ ਕਰਾਂਗੇ।

Urdu / اردو

ہماری خواہش ہے کہ کسٹمرز کو سب سے زیادہ ہمارے تمام معلومات ہمارے کسٹمرز سمجھ سکتے ہوں۔ اگر آپ کا گھر انہی تحریر آپ کی اپنی زبان میں یا کسی دیگر طریقے پر (مثلاً بڑا پرنٹ، بریل، آڈیو ڈسک یا دیگر) حاصل کرنا چاہے تو براہ کرم اپنے مقامی مرکزی دفتر سے رابطہ کریں، ہم آپ کے لیے مناسب اقدامات بروئے کار لائیں گے۔

Contact us

Phone our Customer Service Centre on **020 3535 3535** or write to **Metropolitan**, PO Box 10262, Nottingham NG8 9LE

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