



Problems in the Home.

Condensation: One of the most common sources of complaint is dampness. If the damp comes from a defect in the structure of your property, such as a loose roof tile or a faulty damp-proof course, we will do the necessary repair. However, more often than not damp is caused by condensation.

Condensation is the result of moisture in the air. As air cools it cannot hold this moisture and it turns into tiny droplets of water. This is condensation and it will appear on cold surfaces and in places where there is little movement of air such as the corners of rooms, on or near windows and window cills, or in or behind wardrobes.

We will not be able to stop condensation immediately as it is caused by the way your property was built or the way you use the property. Nevertheless, we will always try to advise you on how the problem can be tackled and hopefully removed. You may find the following advice helpful:

- Try to produce less moisture: cover pans when cooking, dry clothes outdoors (not on the radiators), do not use paraffin or portable gas heaters, ventilate electrical appliances such as tumble dryers.
- Always ventilate your home: leave a window open when using the kitchen or bathroom, close the kitchen and bathroom door to stop moisture spreading, ventilate both inside and behind cupboards.
- Use the extractor fan if your property has one.
- Do not cover wall vents.
- Decorate using fungicidal or anti-condensation paints but do remember they will have no effect if they are then covered with ordinary paint or wallpaper.
- Try to keep your home warm: We appreciate this can involve extra costs but it can have many benefits.

Mould growth: Mould can grow in badly ventilated areas such as the corners of rooms, window cills or behind furniture, particularly in new properties if the building is still drying out and the construction materials

contain a lot of water. Mould can be removed with a mild household detergent. On occasions, the paintwork will flake off and, as with condensation, it is advisable to redecorate using a fungicidal paint. If you are living in a new property the builder will carry out the redecoration at the end of the Defects Liability Period.

If you are ever in any doubt about damp in your home, please contact us and we will arrange to inspect the problem as soon as possible.