

How to contact us

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Leaflets

We produce leaflets on the following topics:

- Repairs
- Rents
- Service charges
- Antisocial behaviour
- Customer care
- Estate services
- Resident involvement
- Lettings

Other languages and formats that this leaflet is available in

If you ask, we can provide copies of this document in a range of languages and formats, including:

In languages such as Bengali and Somali
In Braille
In large print
On audio tape



To ask for a different format, please contact your local housing centre

Keeping Your Home Free From Condensation & Mould Growth



Improving The Homes Of Our tenants

What is condensation?

Condensation is dampness that comes from water vapour in the air. It occurs to some degree in all homes but, if left unchecked, it can become a serious problem.

There is always some moisture in the air, even if you cannot see it. Lots of extra moisture is created by everyday activities such as cooking, washing clothes and bathing. Even asleep one person generates about half a litre of water in a night just from breathing and perspiration.

Warm air can hold more moisture than cold air. If the air gets colder it cannot hold all the moisture and tiny droplets of water appear. You notice it when you see your breath on a cold day, or when the mirror mists over when you have a bath.



Condensation often happens because warm damp air from kitchens and bathrooms circulates into colder areas such as bedrooms. It occurs in cold weather, whether it is raining or dry.

Condensation typically appears on cold surfaces

and in places where there is little air movement such as in corners, on or near windows or in and behind wardrobes and cupboards.

The appearance of mould in these areas is often the first sign of a serious condensation problem.

Causes of condensation?

The degree to which condensation occurs in your home is dependent on four factors:

- How much moisture is generated within your home
- The amount of ventilation
- How well your home is insulated
- The temperature of your home

All these factors need to be looked at to cure the condensation problem.

Preventing condensation



It is important to take steps to keep condensation under control. Too much condensation will make your home damp and unhealthy. House dust mites and moulds occur more in damp conditions and these are associated with allergic reactions.

Damp conditions can also cause damage to your home such as causing windows to rust or rot, and plaster to perish. Decorations can be spoilt by damp and mould growth.

Both EastendHomes, as your landlord, and you, as the tenant, are responsible for keeping condensation under control.

The tenant's responsibilities

Reducing moisture production

- When cooking cover pans with lids and keep the kitchen door closed to stop wet air from circulating around your flat or house. Make sure a window is open or the extractor fan is on.
- If you use a tumble dryer make sure it is vented to the outside air.
- If you have to dry clothes indoors, ideally put them in the bathroom with the door closed and the window open or fan on. Alternatively put them on a clothes dryer in another room but make sure the door to the room is closed and the windows are open.
- When bathing, run cold water into the bath first, then run the hot water. This will minimise steam production.

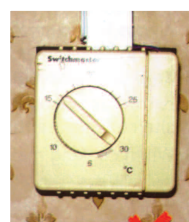
Heating your home

- Heat all rooms even if they are not being used.
- Do not place furniture or belongings in front of radiators as this will stop them heating the room efficiently.
- Do not use portable LPD (Calor Gas) heaters. These can produce three pints of moisture in five hours and are prohibited in our homes for health and safety reasons.
- Do not use the heating on a high setting for short periods of time. Heating your home for a longer time at a lower temperature will keep your home warmer and cost you less.



Reporting the fan not working could have prevented the mould build-up

- If you have central heating use the thermostat to control heating by setting the temperature to a comfortable level. The recommended temperature is 18 degrees C in your hall and 21 degrees C in your living room (or up to 23 degrees C if you have young children or are a pensioner).
- If your radiators have Thermostatic Radiator Valves (TRV's), these will give you greater control over the heat from each individual radiator.



If you need further advice about setting your thermostat and room temperature, contact the Council's Energy Services Team who can arrange a home visit by an Energy Advisor, (they have Advisors with Sylheti/Bengali language skills and can arrange translators for other languages).

The Energy Services Team can also provide assistance with draught proofing and other insulation measures to some tenants under the Cozyzone scheme, and advise you on other schemes that are available to help you save money and put you in control of your home energy use.

Contact the **Energy Services Team** on 020 7364 2525

Ventilating your home

It is important to allow plenty of fresh air into your home as otherwise the indoor air will become stale and humid, leading to unhealthy conditions.

- Always keep a small window ajar or vent open when someone is in the room. It is best to keep vents open all the time.
- After you have had a bath or shower you need to open the bathroom window for a while until the steam has cleared, or alternatively use the extractor fan if you have one.
- When cooking make sure that the kitchen door is closed and either the extractor fan is on (if you have one), or a window is open.



Mould and mildew need damp, humid places to grow

Some of our homes are fitted with extractor fans. These are used to quickly remove damp air from the kitchen and bathroom where the most moisture is produced.

Fans should be used whenever you are cooking or bathing. After you have finished in the bathroom or kitchen leave the fan on for about 20 minutes to ensure that all damp air is cleared.

An extractor fan will only work if the windows in the room are kept closed. If a window is open the fan will draw air in from outside, rather than drawing out the damp air from the room.

Some fans switch on and off automatically according to the amount of moisture in the air. Do not turn these off at the power switch as they are designed to work when they are needed.

Looking after your home

- Wipe down the inside of windows if they become wet with condensation
- Try not to place beds and wardrobes against outside walls as mould is more likely to grow behind furniture.
- Don't put too many things in wardrobes and cupboards as it stops the air circulating.
- Remove small patches of mould that may appear on surfaces using one of the mould products suitable for that purpose. These are obtainable from supermarkets. Make sure that you use a product which carries a Health and Safety Executive 'approval number', and that you follow the manufacturer's instructions.



Damage to decorations caused by condensation

- When redecorating bathrooms and kitchens use a paint formulated for these areas
- Do not decorate over walls or ceilings that have been decorated using fungicidal paint, with ordinary paints or wallpapers.
- Report any repairs to your local EastendHomes Housing Office. This includes defects to extractor fans and heating systems.
- Contact EastendHomes for further advice on what we do to assist you where you have a problem with damp and mould.

EastendHomes' responsibilities

- EastendHomes as your landlord has to meet certain obligations with regard to the structure of your home and the facilities provided.
- To make reasonable provision for heating.
- To ensure there is reasonable thermal insulation to the structure of the dwelling.
- To make provision for ventilation, such as to provide extractor fans and air vents where appropriate.

- To carry out any repairs to your home in accordance with EastendHomes repairing obligations. Such as to ensure extractor fans and heating systems are in working order, and that there are not other sources of dampness such as plumbing or rainwater leaks.

EastendHomes will consider carrying out remedial works for condensation and mould growth only when all the criteria below have been met:

- Where the condensation and mould growth is significant and presents a hazard health.
- Where the problem is due to insufficient facilities for heating and ventilation, or poor thermal insulation.
- Where you as the householder have followed the advice given in this leaflet and taken all reasonable steps to prevent the problem occurring.
- Contact your local EastendHomes Housing Office for further advice on what we can do to assist you when you have a problem with damp and mould