

Think you have a problem with damp?

You may have a problem with condensation.

One of the most common complaints Unity receives from people living in our properties is about 'damp', when in fact the problem is caused by condensation.

This tends to be more of a problem in our new-build houses which are equipped with energy saving features which prevent heat loss, but at the same time can prevent moisture from escaping.

Condensation occurs when warm, moist air hits a cold surface. It is common in bathrooms where hot water makes the atmosphere steamy, but it can affect other rooms as well.

Follow these guidelines and you should be able to prevent any problems:

- ✓ After a bath or shower, open a window and close the bathroom door
- ✓ Dry clothes outdoors or in dryer. If drying clothes indoors, open a window in that room and shut the door
- ✓ Never block, stuff or cover air bricks. You will almost certainly have problems with condensation if you do
- ✓ Never place wet clothes directly on radiators as moisture seeps straight into the walls behind it.
- ✓ It's better to keep your heating on lower for longer, rather than higher for a short-time.

- ✓ Black mould feeds on residues from shampoos and soaps. Make sure that you clean the tiling, grouting and sealant in your bathroom at least once a fortnight
- ✓ Don't push furniture against walls. Leave a gap for at least 5cm for warm air to get to the walls
- ✓ If you're doing something steamy (such as cooking, or ironing) shut the door, use an extractor fan or open a window
- ✓ Treat mould as soon as you see it to prevent it from spreading

Problems caused by condensation



- ✓ Raised or peeling wallpaper
- ✓ Black mould on ceiling or on grouting
- ✓ Steamy windows, black mould around window frames or on the backs of curtains

As a tenant, you are responsible for ensuring there is no condensation in your home. Unity **will not** deal with issues involving condensation.

Problems caused by damp or leaks



- ✓ Brown stains on your ceiling
- ✓ Green algae near drainpipes or on walls
- ✓ Powdery salts on walls

If you suffer a leak or a burst pipe

- 1 Shutting off the stop tap is the first thing you'll need to do if you have a leak or a burst. They are usually located under your kitchen sink. It's worth checking now where your stop tap is. It will look something like this.



- 2 Call **0113 200 7700** and describe the problem in as much detail as possible. If the office is closed, and your problem is an emergency call **01942 845 343**.

Will Unity replace my belongings if they are damaged by a leak?

Unity has **24 hours** to respond to emergency repairs. If any of your belongings are damaged, but Unity responded to the emergency within the timescale, you will not be entitled to any compensation. Instead you will have to contact your insurer.

Unity will only award compensation if a belongings have been damaged by a contractors' negligence or your belongings were damaged because we were not able to respond to an emergency within the 24 hour timescale.

Where can I get affordable contents cover?

Could you afford to replace all of your belongings if they were damaged by a leak, a flood or a fire?

Unity Housing Association can help our tenants and residents obtain home contents insurance easily and at a price that is affordable with a special scheme called 'My Home'.

'My Home' offers you an affordable insurance policy where premiums can be paid fortnightly, or monthly by cash or card as well as by direct debit.

Other benefits include:

- ✓ Pay as you go: fortnightly or monthly by cash, monthly direct debit or annually.
- ✓ No standard cover excess
- ✓ No minimum home security requirements
- ✓ Optional extensions available for additional premium

☎ **0845 337 2643** or

☎ **01628 586 189** (if calling from a mobile)

Contacting Unity

☎ **0113 200 7700**

✉ **uha@unityha.co.uk**

W: **www.unityha.co.uk**

If you have an emergency repair when the office is shut, please ring our emergency repairs number (see below). If we have to change our emergency repairs number for any reason you can get the new one by phoning 0113 200 7700 and listening to the message.

Emergency Repairs ☎ **01942 845 343**

e.g. serious floods and leaks, total loss of water and electricity, the only toilet is blocked.

Emergency Gas Repairs ☎ **01274 603 333**

e.g. total heating or hot water failure when Unity's office is closed the next day.

Transco (gas leaks) ☎ **0800 111 999**

Unity

Homes & Enterprise

Supporting BME Communities
and Multi-Cultural Neighbourhoods

Water Damage & Condensation



Explaining the difference between condensation and damp