YMCA
NORTH TYNESIDE

YMCA

Here for young people
Here for communities
Here for you

YOUR GUIDE TO CONDENSATION, DAMP AND MOULD IN YOUR HOME



This guide aims to help you understand and control any condensation in your home.

A healthier home starts here.

FAMILY & YOUTH WORK | HEALTH & WELLBEING | HOUSING | TRAINING & EDUCATION | SUPPORT & ADVICE

YOUR GUIDE TO CONDENSATION, DAMP AND MOULD IN YOUR HOME

1. UNDERSTANDING THE ISSUE



What is Condensation?

Condensation is the process where water vapor turns into liquid water. It happens when warm, moist air hits a cold surface (like a cold window). The cold surface cools the air, causing the water vapor to turn back into tiny water droplets.

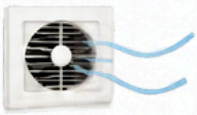


What is Damp?

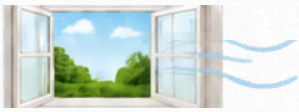
Damp refers to excess moisture in a building, typically resulting from condensation, penetrating damp, or rising damp. It can cause damage to buildings and harm the health of occupants if not treated.

2. SIMPLE PREVENTION TIPS

- Turn on extractor fans whenever you are cooking, showering, or bathing.



- Open windows periodically to improve air circulation.



- Position furniture a few inches away from external walls.



- Keep radiators clear of furniture so heat can spread evenly.



- Aim to maintain a consistent, comfortable temperature throughout your home.



3. REPORTING & RESPONSE TIMES

Please contact us immediately if you notice damp, mould, peeling wallpaper, leaks, or musty odours. Once reported, we strictly adhere to the following timelines:

10 DAYS:

Initial Investigation
We will inspect the issue within 10 calendar days of receiving your report.

3 DAYS:

Written Report & Plan
You will receive a written report and action plan within 3 working days of the completed inspection.

5 DAYS

Repair Works
Physical repair and remediation work will begin within 5 working days of issuing the report.

24 HOURS:

Emergency Action
If damp or mould poses an immediate health or safety risk, emergency repairs will begin within 24 hours.

YOUR HOME. OUR PRIORITY.
SAFE, HEALTHY & SUPPORTED.

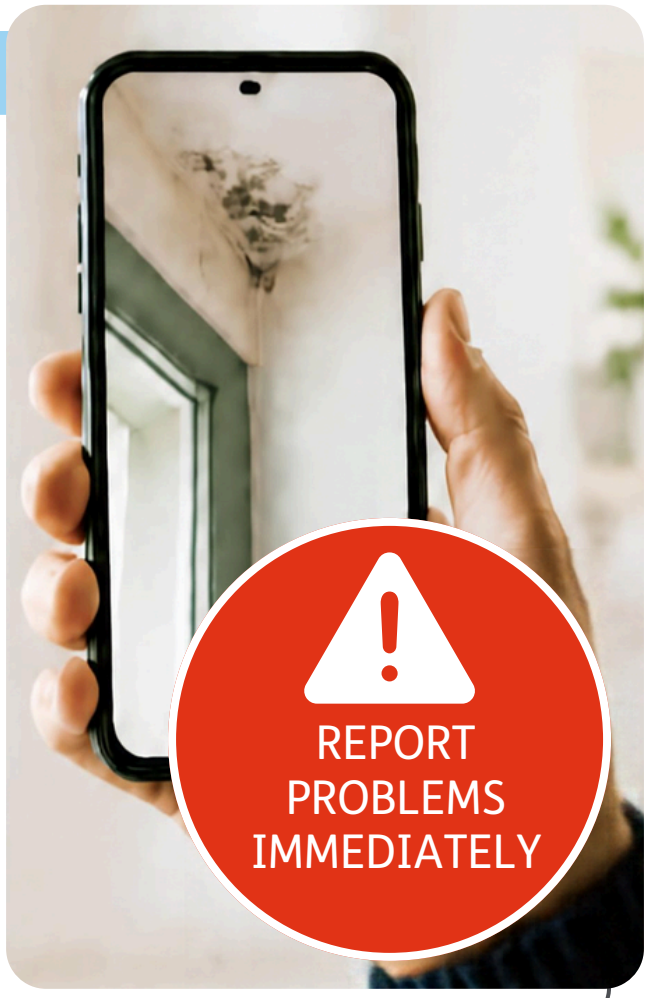
4. HOW TO REPORT

Report problems immediately if you notice: Damp or mould, peeling wallpaper, leaks, or musty smells.

Email:
maintenance@ymcanorthtyneside.org

Please attach clear photographs and detailed descriptions of affected areas.

Phone/ Emergency Contact:
Contact your support worker or our main support line directly for urgent repairs.



PRIORITY SUPPORT FOR VULNERABLE RESIDENTS

Please let us know if anyone living in your household is under 5, over 65, pregnant, or living with asthma, a disability, or a weakened immune system. This allows us to prioritise your request and provide tailored support.

SEE IT. REPORT IT.
WE'RE HERE TO HELP.

YMCA
Here for young people
Here for communities
Here for you