

Iroko Housing Co-operative

Damp and Mould Information

How to report damp and mould

Please report damp or mould in your home to Coin Street by emailing:
helpdesk@Coinstreet.org or phone 0207 021 1600

We will arrange for this to be inspected, and we will let you and your managing agent / Housing Manager know what action is needed.

What is damp and mould?

Damp is the presence of too much moisture or water in your home. Damp can be caused by condensation, leaks, or structural issues. Mould is a fungus that develops in damp and humid conditions. It often forms in cooler parts of the home, like windows, room corners and behind furniture when it is next to an external wall.

How to spot damp

If your walls, ceilings or floors feel damp to touch, or you spot brown or yellowy stains appearing, you probably have some damp in your home. You might also see flaky plaster, and your home might smell musty.

How to spot mould

Mould usually grows in damp conditions where there isn't much airflow, which is why bathrooms and loft spaces often suffer from mould. Mould can appear in different colours, but it's often dark, spotty or fuzzy. Mould can also cause blistering on painted surfaces.

What is condensation?

Condensation is a build-up of moisture that usually occurs on windows and walls when there is too much humidity in the air. The humidity causes water droplets to form and soak into the cooler areas of a room, like external walls and windows. This can result in mould growth if not treated.

How to prevent and manage damp and mould

Here are some steps you can take to help to prevent damp and mould in your home:

Limit moisture in your home:

- Wipe condensation away with a cloth if it appears on windows or walls.
- Dry clothes outside if you can.
- Use lids on pans when you are cooking.
- When cooking, remember to switch on your cooker hood and to clean it regularly.
- Using a dehumidifier can help extract moisture from the air. Disposable dehumidifiers are a more affordable alternative to an electric dehumidifier.

Increase ventilation

- Keep trickle vents open on your windows and doors, and open windows in dry weather.
- Open kitchen and bathroom windows when you're showering or cooking – and keep them open for a short time after.
- Use extractor fans, especially if you are drying your clothes inside.
- Place large furniture slightly away from walls (especially outside walls) so air can circulate behind.

Heating

- Try to keep your home heated to a comfortable level and avoid big changes in the temperature of your home where possible.

Your home:

Your home has been built to modern energy-efficiency standards, with sealed doors, double glazing, and high levels of insulation.

This helps keep your home warmer and more cost-effective to heat. Because it is so well sealed, fresh air can't come in naturally through cracks or gaps like it might in older homes. To make sure your home still gets enough fresh air, a Whole House Ventilation System has been installed.

The system works by removing stale, moist air from rooms like bathrooms, kitchens and WCs, and bringing in fresh air to rooms like bedrooms, living rooms and hallways. In colder months, the fresh air passes through a heat exchanger, where it is warmed by the air being expelled, so your heating doesn't have to work harder.

How to keep the system working well

To help the system move air effectively around your home, we recommend the following simple steps:

- Keep internal (non-fire) doors open where possible, even just slightly, as this helps air flow from room to room.
- Wipe the ventilation grills with a damp cloth regularly to remove dust and prevent blockages.

In Iroko there are two ventilation systems, a SWITCH and PUSH BUTTON system. Please see the relevant advice for your specific ventilator:

Iroko SWITCH SYSTEM: Your manual ventilation system

As well as your building ventilation system, you have a separate fan installed in your home, which is operated by a switch controller. It extracts stale air and moisture from bathrooms, WCs and kitchens and replaces this with fresh air to other rooms in the house, helping to avoid damp issues and stale smells. You can control the system to suit the needs of your home. Your system will automatically run on normal mode, ideal for everyday use. We recommend that you use this day to day.

You also have the option of putting your ventilation on boost mode. This can be used when the shower or bath is being used or your cooking is producing more steam than usual. To start boost mode, press your switch from normal to boost. There will not be a visual sign your boost mode has activated but you may hear an increase in noise from your fans. When the air has been cleared or you have stopped showering or cooking, you can flick the switch back to normal.

Iroko PUSH BUTTON: Your manual ventilation system

As well as your building ventilation system, you have a separate fan installed in your home which is operated by a push button system. It extracts stale air and moisture from bathrooms, WCs and kitchens and replaces this with fresh air to other rooms in the house, helping to avoid damp issues and stale smells. You can control the system to suit the needs of your home.

Your system will automatically run on normal mode, ideal for everyday use. We recommend that you use this day to day. You also have three separate modes to help with ventilation, operated using a push button controller.

Boost mode can be used when the showers or baths are being used or your cooking is producing more steam than usual. To start boost mode, press the 'boost mode' button once.

There is no visual indication that the system is in boost, but you may hear increased air noise. Press the same button once to switch back to normal mode.

You also have a 'purge mode' button. This mode can be used when a shower has been left running, the toast has got stuck in the toaster or those rare occasions where you might otherwise have opened all the windows. To start purge mode, press and hold the button for 5 seconds.

Again, there is no visual indication that the system is in purge, but you should hear increased air noise. After 30 minutes, the system will automatically return to normal.

Finally, you have summer mode. This can be used when the outside temperature is high. Selecting summer mode switches off the system warming fresh air into the home.

To start summer mode – press the button quickly three times. When the system switches to summer mode, the indicator above the button will light up green. Press the button quickly three times to switch back to normal mode. The indicator will go out when the system has returned to normal.