

How to spot and manage

# Damp and condensation in your home



**NORWICH**  
City Council

# What are the signs of damp and the different types:

Damp occurs when excess moisture builds up on internal walls and surfaces and cannot escape.

- Walls feel damp to the touch
- Peeling wallpaper
- Visible damp patches

## There are three main causes of damp:

1. **Condensation**
2. **Penetrating Damp**
3. **Rising Damp**



# What is condensation?

This happens when warm, moist air meets a cold surface (walls, windows, sills) and creates water droplets.

## Signs of condensation

- Moisture on windowsills, walls and surfaces – surfaces will feel damp and wet to the touch
- Black mould patches on walls;
  - Furniture
  - Soft furnishings (e.g., curtains)
  - Wooden window frames
  - Even clothing and paperwork

## What impacts does this have on your health and your home:

- Eventually without management this will create mould growth on walls, and hard surfaces
- Increases house mites
- Worsens breathing conditions like asthma and bronchitis



# Tips to control condensation

## 1. Remove moisture

- Wipe down condensation from walls, sills, and windows.

## 2. Improve airflow

- Close doors when showering or boiling water.
- Open doors/windows after steam settles.
- Keep lids on pots and pans.

## 3. Maintain heat

- Ideal temperature:
  - Day: 21°C
  - Night: 16°C
- Avoid dropping below 14°C.





## Program your heating

- Use a thermostat and programmer to maintain consistent temperatures.



## Refresh indoor air

- The quickest way to bring in dry air is by opening windows.



## Dry clothes carefully

- Wet clothes release a large amount of moisture into the air.
- Avoid drying clothes on radiators, as this increases condensation risk.
- If possible, dry clothes outdoors or in a well-ventilated space.



## Drying clothes indoors

- If drying indoors:
  - Use a clothes airer, not radiators.
  - Position the airer in the bathroom.



## Ventilation tips

- Use extractor fans and trickle vents (found on window frames).
- Do not block air vents.
- Allow air circulation around furniture:
  - Keep a gap between furniture and external walls.

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**Top tip:** Running an extractor fan costs less than cleaning mould later.

# What is penetrating damp?

This is when water enters from outside, this could be from:

- Leaking gutters
- Broken pipes
- Poor brickwork
- Slipped roof tiles
- Gaps in doors/windows

## Signs:

- Damp patches on walls or ceilings
- Floors slightly darker and damp to touch

**Important:** Unlike condensation, penetrating damp cannot be controlled by ventilation alone—it requires repairs, please report it by calling 0344 980 3333 (Option 3, then Option 3) or by filling in the form on [www.norwich.gov.uk/ReportDampAndMould](http://www.norwich.gov.uk/ReportDampAndMould)



Penetrating damp on ceiling



# What is rising damp?

- Tide marks on walls (usually no higher than 1 metre from the ground)
- Found in basements or ground floors
- Damp patches or stains (yellow or brown)
- Wallpaper peeling at lower parts of walls
- White salts on walls (key difference from condensation)

Similar to penetrating damp it cannot be controlled by ventilation alone—

it requires repairs, please report it by calling 0344 980 3333 (Option 3, then Option 3) or by filling in the form on [www.norwich.gov.uk/ReportDampAndMould](http://www.norwich.gov.uk/ReportDampAndMould)



Rising damp on interior wall

# Contact us

To raise an issue with damp and/or mould  
please contact us:

**0344 980 3333**

Option 3, then Option 3

**To report damp in your  
property fill in the form:**

[www.norwich.gov.uk/ReportDampAndMould](http://www.norwich.gov.uk/ReportDampAndMould)  
or scan the QR code with your smartphone



**For more information  
visit our page:**

[www.norwich.gov.uk/DampAndMould](http://www.norwich.gov.uk/DampAndMould)  
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