



## What will happen next?

Our Response Repairs team will arrange for an Assets Officer to visit your property to assess the situation and further action.

In an emergency or outside office hours, you can contact TeleCare 24 hour response centre on 028 9042 1010.

## What is condensation

Condensation is the most common and often the easiest to treat - essentially, condensation is excess moisture in the air generated by everyday activities like cooking, washing, drying clothes and bathing.

Please see our information leaflet Everyday steps to keep your home free from condensation, damp and mould or visit our website for advice and tips.

## About us

Radius Housing provides housing, care and support to over 33,000 homes.

We are a social enterprise employing over 1,000 people and managing 12,000 properties in 80 towns across Northern Ireland.

Services include:

- Family Housing
- Apartments for Older People
- 24 Hour Dementia Support
- Supported Housing
- Daycare
- TeleCare
- Staying Put Home Adaption
- Floating Support

## Contact us

Radius Housing  
Head Office  
Radius House  
38 - 52 Lisburn Road,  
Belfast BT9 6AA

t: 0330 123 0888

w: radiushousing.org

 @RadiusHousing

 /RadiusHousing

 radiushousing



**Radius**  
HOUSING

# Rising & Penetrating Damp

Identifying and knowing what's required to treat damp

# Everyone has a place

© Radius Housing, July 2017

Registered Office: Radius Housing Association, 38 - 52 Lisburn Road, Belfast BT9 6AA Registered in Northern Ireland (No. IP169), VAT Reg. No. 7917938 74 Registered with the Charity Commission for Northern Ireland NIC102575 Regulated by the Department for Communities in Northern Ireland

**Rising damp and penetrating damp are potentially damaging to your home. It is important that you are able to identify different types of damp so Radius can take action to prevent damage to your home and belongings.**

### **What is rising damp?**

Rising damp is caused by ground water moving up through a wall or floor. Most homes will have a damp proof course or damp proof membrane, and sometimes both, which prevents water causing damage by creating a barrier which the water cannot penetrate.

Older buildings may not be damp proofed or the damp proof course or barrier may have become worn or damaged over time and so the building will be susceptible to rising damp. Rising damp can also occur when there is a lack of drainage.

### **How do I know if I have rising damp?**

If your home has rising damp, you may notice damage to skirting boards or plaster, peeling paint and wallpaper, very often with wet patches. Rising damp may dissolve soluble salts from the ground and building materials, which can then crystallise, forming a white, powder-like substance on floors and walls. This, along with the water, can leave tide marks along the wall. If the problem is coming up

### **What is penetrating damp?**

Penetrating damp is caused by water leaking through walls. This type of damp may expand across your walls or ceiling, moving horizontally rather than travelling upwards like rising damp.

Penetrating damp is usually caused by some structural problems in a building, such as faulty or damaged guttering or roofing, or cracks in the walls, which mean walls or roofs are regularly soaked with water. It can also be caused by a leak in your home, such as pipes under the sink or bath, or pipes under floors.



### **How do I know if I have penetrating damp?**

Penetrating damp will often appear as damp patches on walls or ceilings, which may darken when it rains. You are more likely to have penetrating damp if you live in an older building with solid walls, as newer cavity walls provide some protection.



### **What should I do if I think there is damp in my home?**

As a tenant, it is your responsibility to advise us of any repairs required to your property. A leaking gutter might not seem like a big issue in summer months but can quickly turn into major issues during the winter if it is not repaired.

If you suspect your home has rising or penetrating damp, you should log the issue with our response repairs team by email at: [responserepairs@radiushousing.org](mailto:responserepairs@radiushousing.org) or by logging onto our website at [www.radiushousing.org](http://www.radiushousing.org) and logging the issue or calling the Response Repairs team on 0330 123 0888 (option 1).