

**Dear All,**

With the colder weather now approaching there are certain precautions that you can take to reduce the risk of any damage caused to your property throughout the winter months. Please consider the below which will help you protect your property:

- Always maintain at least a low level of heat in the property throughout the day and night as this will prevent pipes from freezing. At the very least set your central heating and hot water to come on twice every 24 hours for a minimum of four hours each time.
- Check external pipes are insulated.
- Clean out drains and gutters regularly.
- Take note and report any minor leaks or dripping taps as soon as possible.

Issues with condensation can also arise during these colder months, this occurs when the property is heated inside and the temperature outside is cold. Typical signs of condensation are as follows:

- Windows will appear wet or steamed up.
- Mould growth can occur on walls and areas of poor ventilation (key places to be vigilant are in the kitchen and bathroom).
- Wall surfaces can appear misty or steamed up.
- Walls can become water streaked.

To prevent condensation the following steps are most effective:

- Open bedroom windows at night, a small 10mm gap will be sufficient.
- Ensure full use of extractor fans in bathrooms, keep the door closed when showering and open windows after showering.
- When cooking always have the extractor fan in use, open windows, cover pans with lids and close internal door(s).
- Avoid drying clothes on radiators and ensure tumble driers are ventilated outside (unless fitted with condensers).
- Ensure ventilation brick or openings are not obstructed.
- Keep glass clear of condensation. Wipe down windows and windowsills with clean dry cloth to remove moisture, do not dry wet clothes on radiators and always ensure trickle vents are open.
- Wipe away excess water from sealants around baths and showers daily.
- Ensure a reasonable level of heating is always provided throughout the property.

To remedy any mould which may occur on kitchen or bathroom surfaces remove mould/mildew using a clean dry cloth and treat the affected area with a fungicidal treatment or disinfectant. Please report any major mould issues as soon as possible.

Kind regards

Maintenance Team

(CL Wapping Estate)