

Your Newsletter

The tenants' newsletter for Denbighshire Housing



ISSUE 16

Autumn/Winter 2025

Summer of fun across Denbighshire

Full story on page 5



Welsh Housing Quality Standards Page 8

What are service charges? Page 11

Mould and condensation advice Page 15



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Denbighshire Housing
Buddsodi yn ein Cymunedau • Investing in our Communities

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[@denbighshirehousing](https://www.facebook.com/denbighshirehousing)

sir ddinbych
denbighshire
County Council



Welcome to the latest edition of your newsletter

Geoff Davies, Lead Officer, Community Housing

As usual there is lots of information on what we and our communities have been doing and we hope you find it useful.

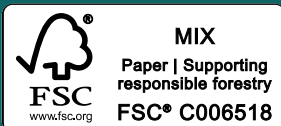


Whilst it feels like it comes around quickly, our survey of all our households, called STAR, is now due again. We appreciate every single response we get, and I assure you we use the feedback to see where we are doing well, where we need to improve or do things differently. We will publish the results in the next newsletter along with our action plan. We will also publish regular updates "You Said, we did" to show what we have done in response. The feedback will also be reported to the Council's Communities Scrutiny Committee in the new year.

We appreciate the time you take to complete the survey.

We know we still have lots to do to improve and many things are constantly changing for us. You will see regular information from us about WHQS – which is the Welsh Housing Quality Standard (page 8). This is the standard that we must achieve for all your homes. The latest standard has more requirements than we have had to achieve previously so it will be a journey for us to plan, fund and deliver the work to achieve this. We will need the support of our tenants and communities as well as our staff and contractors to achieve this.

This newsletter is 100% recyclable.



When you have finished reading this, please put it in the **TOP BOX** of your **Trolibocs** with the **BLUE** lid.

It is also a time where we say goodbye to our current Head of Housing & Communities at the Council, Liz Grieve. Liz has been passionate about our service to our customers and making sure we do the right thing for customers whenever we can. She has also ensured that we listen and be as close to our communities as possible. Liz has also overseen the delivery of the first new build homes in the county for over 30 years!

Hopefully in the next newsletter there will be information on Liz's successor.

If you have any comments on the newsletter or any ideas for future content, then please let us know.

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Denbighshire Tenant and Residents Federation (DTARF) Update

Hi everyone

Since the last newsletter, DTARF has been working hard with Denbighshire Housing, busy visiting improvement works, representing tenants regionally and welcoming a new member. Some of our highlights over the past six months include:

- **Llygadog community garden visit** – we were really impressed when we visited this recently improved community garden space. The residents are really proud of their new space. It's given us some great ideas about how we can work with our own neighbours to develop community garden spaces.
- **Ty Gwyddfai visit** – TPAS Cymru organised a fantastic trip to this site to explore sustainable housing practices and network with other tenants. We had a really engaging round table discussion about sustainable housing.
- **Tenant Power meetings** – This is a great opportunity to represent the views of Denbighshire tenants to regional partners. There will be more information about this in the spring 26 edition.
- **Topics we've discussed recently**
 - We had a **guest speaker from AICO** talking about sensors that measure home performance and what this means to tenants.
 - **Performance monitoring** - Denbighshire Housing officers explained how performance is monitored and shapes services.
 - **Service charges** – this was a great presentation, so we've included more information about this on page 11.
 - **Website** – we've shaped what the refreshed website looks like, what's included, and plans for phase two. We successfully lobbied the ability to upload videos/image with repair requests in the future. More information about this can be found on page 14.

On page 14, please take a few minutes to complete the STAR survey. It's so important for tenants to be able to feedback and help shape future services that we get from Denbighshire Housing.

In the spring 26 edition of the newsletter, we will let you know about how tenants can share their good experiences of Denbighshire Housing and how to get involved in some task and finish groups that will be starting.

If you'd like to be part of DTARF, know when we are near you, and make a difference, then get in touch! We meet monthly, at either Rhyl, St Asaph, Denbigh, Ruthin or Corwen, and hope to welcome more new members soon.

John, Chair DTARF,
dtarf1@outlook.com

Bulletin Board

**To report any maintenance issues
contact customer services:**

Mon-Thu 9:00am-5:00pm,
Fri 9:00am-4:30pm

01824 706000

Out of hours emergency

0300 123 3068

Galw Gofal (Careline) **0300 123 6688**

Single point of access (SPOA)
for support referrals **0300 456 1000**

Gas emergency **0800 111 999**

Electricity emergency **0800 3163 105**

NHS Direct Wales **111**

Floodline **0345 988 1188**

Type Talk **0345 602 6340**



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Denbighshire Tenants
and Residents Federation

Bigger homes for bigger families

In previous editions we've shared news about the new homes we've been building in Denbighshire, including our latest development of 22 new homes in Denbigh.

While building new homes is important, we also look at other ways of helping the housing need of our larger families.

One way we're doing this is by being able to extend some of our older houses, that have become vacant. Some of these have been an end of terrace or on a corner plot and have had very large gardens to allow us to build extensions.

We've recently started improvement works on a couple of houses in Rhyl and Prestatyn. In Rhyl we are creating a 6-bedroom home, and in Prestatyn a 7-bedroom home. Not every property will be suitable for extending, as we must make sure that the remaining garden is big enough for the future tenants, as well as making sure drainage and other utilities are available. However, this is another way for us to be able to address the housing need in Denbighshire.

This is work we carry out when we see opportunities with homes that are vacant but we are not able to carry out this work for existing tenants.



Recharges

We are in the process of reviewing our rechargeable repairs policy. We want to ensure repair costs are recovered fairly and efficiently, helping us manage our service to you responsibly. We will be working closely with DTARF (page 3) to review this policy.

Our website has information about what repairs we are responsible, and what you are. Just a few examples include:

- Changing the locks if you lose your keys.
- Maintaining your garden,

including cutting, dustbins and refuse areas.

- Any glazing broken.
- Decorating inside.
- Electrical appliances.
- Waste blockages, including basins, baths and WC's.

For more information about these, please visit <https://www.denbighshirehousing.co.uk/repairs/responsibility>

Other examples of rechargeable repairs include, but not exclusive:

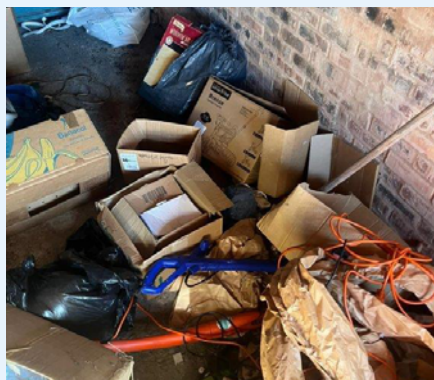
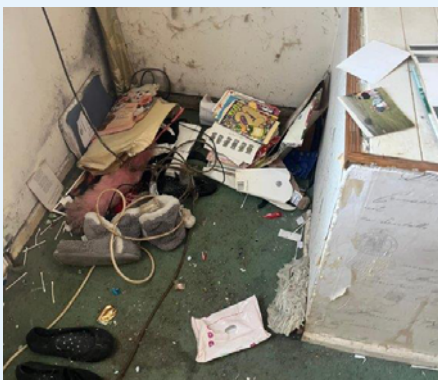
- Drain blockages due to use of wipes etc.

- Lost keys.
- Damage to windows/doors.
- Damage other than general wear and tear.
- Modifications made by you without authorisation.
- Rubbish removal.
- Void clearance- any items left behind when you end your tenancy.

When you call to log a repair, our housing contact centre staff will be able to advise you on whether it is rechargeable and how much it may cost.

This is work we carry out when we see opportunities with homes that are vacant but we are not able to carry out this work for existing tenants.

For more information about rechargeable repairs, visit our website <https://www.denbighshirehousing.co.uk/repairs/rechargeable-repairs>



Planned works update

Denbighshire Housing Stock Condition Survey – As part of the recent updated Welsh Housing Quality Standards (WHQS), we need to carry out a stock condition survey of our housing stock, including making sure your information is up to date.



Llywodraeth Cymru
Welsh Government

Working in partnership with Rand Associates Ltd, we are currently carrying out a stock condition survey of our housing stock. The survey will be carried out between late September 2025 and March 2026. If your home is selected, you will receive a letter from Rand Associates.

What is involved in a stock condition survey?

What will the surveyor want to see?

The surveyor will:

- Carry identification, which we encourage you to check when they arrive at your home.
- Look inside and outside your home, including:
 - Kitchen and bathrooms
 - Boiler
 - Electrical systems
 - Heating systems
 - Walls, roof, chimneys and loft
 - Windows and doors
 - Any areas outside
 - The general physical condition of your home.
- Not disturb you, and no furniture will be moved or disturbed.

- Take photos to support the survey.

If you don't have an up-to-date Energy Performance Certificate (EPC) for your home, then an EPC survey will be completed at the same time. This will mean the surveyors will need to remain in your home slightly longer. Your surveyor will outline the process and answer any questions you may have when they visit.

When will you find out if your home is being surveyed?

If your home has been picked, RAND Associates will get in touch with you, via letter, and tell you what happens next, including some FAQs.

How long does a survey take?

The survey will take about 30-45 minutes to complete. The survey does not collect information about any outstanding repairs to your home. You would need to report these in the usual way.

What happens to the information about my home?

The information and photos that the surveyor collects will

help us plan when your home needs any maintenance, or improvement works in the future. This is to make sure your home remains safe, comfortable and in good condition, as well as being compliant with the WHQS.

All data and photos collected will be stored securely and only used for the purpose of this survey.

What do I need to do next?

Keep an eye out for a letter from RAND Associates saying if your home is chosen. The letter will include a proposed survey date. They will be in touch to make arrangements with you.

These surveys help us make decisions on how and when we invest in improving and futureproofing our properties. This means better homes for you and all our customers. It is part of our commitment to ensure we are providing safe and efficient homes in line with the WHQS. For more information see page 8.



WE'RE COMMITTED TO KEEPING YOUR HOME SAFE – PLEASE LET US IN.

To do this, it's essential that we carry out regular safety checks, including gas and electrical inspections, as well as periodic checks for asbestos, fire safety, and water hygiene.

Every year, we carry out gas safety checks in all properties that have a gas supply. This is a legal requirement and one of the most important things we do to keep you

and your neighbours safe.

We would like to remind tenants that it's essential that you allow access when our contractors contact you to book an appointment to carry out these checks. We understand that life can get busy, but not allowing access to your home may put your safety at risk. This could lead to legal action, including court orders, as

we have a legal responsibility to complete these checks.

Please help us help you by responding to appointment letters or calls as soon as possible and keeping us informed if your contact details change. If you have any questions, just get in touch.

Community resilience update

Summer of Fun across Denbighshire

What a fantastic summer it's been!

Over the holidays, we joined up with our friends at Denbighshire Leisure Limited, Denbighshire Youth Service, and Play Rangers to bring plenty of fun, free activities to communities across the county.

Families got stuck into everything from messy play, arts and crafts to sports

sessions and balance bike challenges, there really was something for everyone to enjoy!

It was also a lovely opportunity for tenants and residents to chat with their local Housing Officers and meet members of our Property Team. Alongside the activities, we had plenty of friendly faces

offering advice and information, including Citizen's Advice Denbighshire, Welsh Water, Foster Wales, Families First, and many more community partners.

A big thank you to everyone who came along and joined in, we're already looking forward to bringing more community fun your way next year.



Welsh Housing Quality Standards (WHQS) - results from summer events

Throughout the summer the Community Resilience team were out and about asking our tenants what they're top 3 priorities were from the 8 priorities set out in the WHQS23. This will help us tailor our works schedule and strategy moving

forward to reach WHQS standards. For more information about the WHQS, take a look at our article on page (insert page number from newsletter).

We are still really keen to get as many tenant voices heard around the WHQS23

and what is important to you. If you would like to be kept involved, please email Sarah Jones from our Community Resilience Team on community.resilience@denbighshire.gov.uk



Your Voice – a chance to make difference

Calling all tenants... we are looking at setting up a new Task & Finish Group focussing on "setting the standards" for our repairs & maintenance communications.

What's involved?

All we need is your time! We are looking to hold about 6 sessions, and they will take no longer than 2 hours each.

If you feel that this is something you can offer your skills and knowledge in, please email Sarah Jones from the Community Resilience team on community.resilience@denbighshire.gov.uk

Llys Elizabeth Communal Garden Improvements

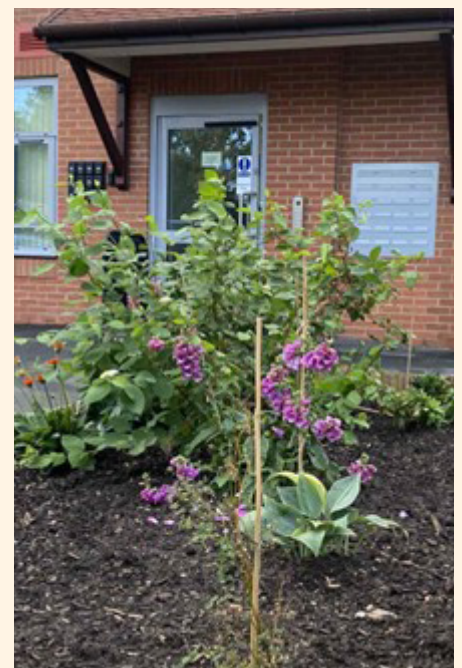
A group of keen green fingers from Llys Elizabeth in Prestatyn have come together to give a fresh look to their communal garden space.

Residents worked together to tackle a large patch of overgrown brambles and began to plant up the beds with colourful flowers and shrubs. There was no job too big or small so everybody to get involved! The group have also given a new lifestyle to the wildlife in the area by installing a small wildlife pond, a bug hotel, compost heap and a wildflower meadow.

By working together, they have made a huge change to their area. One resident said, 'We all love the garden and it's given us something beautiful to look at. Everyone helping out has given the place a communal feel which is fantastic'

Well done everyone for your hard work, it looks great!

If you feel like you have a communal garden area that could do with some TLC, please get in touch with Luisa from the community Resilience Team on community.resilience@denbighshire.gov.uk



Introducing the new Welsh Housing Quality Standards (WHQS 2023)

– What it means for you!

In our last newsletter we introduced the new WHQS 2023, explaining what this means to you and how we are going to deliver it. In this edition, we wanted to share with you a little more information about what the standards include, and how we're approaching this for you.

1. What is WHQS 2023?

In October 2023, the WG introduced a new set of standards for social housing in Wales. It focusses on providing tenants with affordable housing of good quality, suitable for the needs of existing and future residents.

2. What are the main things included in the new standards?

For us to meet the WG standards, your homes must:

• Be in good condition

- Walls must be in a good condition, and not be weak or falling.
- There should not be damp in your home.
- Staircases should be safe.

• Be safe and secure

- **Doors and windows** should be safe and secure. We will follow the Secured By Design guide from the Police about how we can do this.
- **Fire safety:** homes must have heat and smoke detectors.
- You must have a safe and easy way to **escape if there is a fire**.
- **Gas and heating safety:** homes must have a carbon monoxide detector.

- **Home safety checks:** if homes have gas, oil or solid fuel, we must do a safety check once a year. We must give you a copy of the safety checks.

- **Electrical safety:** your home should have an electrical safety check every 5 years, and we will give you a copy.

• Not cost too much to heat. And not be bad for the environment.

- We must make sure that heating your home does not cost too much money. And that it isn't bad for the environment.
- Your home must let air flow through it, especially in kitchens and bathrooms.
- Homes should have fittings and appliances that stop water being wasted. This can help you keep your water bills down and is good for the environment.

• Have an up-to-date kitchen and utility area

- Kitchens should be less than 16 years old, unless they are in good condition.
- New kitchens should have space for a cooker, fridge and washing machine, and other appliances if needed.
- Kitchen floors must be non-slip.
- If there is nowhere to wash, dry and air clothes, we should provide a tumble dryer.

• Have an up-to-date bathroom

- Bathroom and toilets should be less than 26 years old, unless they are in good condition.
- Bathrooms must have a non-slip floor.
- They should have a shower, and a bath is possible. A shower can be over the bath.



• Comfortable and suit the person living there

- Your home should have enough space to live in comfortably.
- **Flooring:** When new tenants move in, all rooms must have the right type of flooring and be in good condition.
- **Noise:** Walls and windows should be good quality, so normal noise doesn't bother you.
- We need to make sure a home suits your needs, including disabled and older tenants.

• Have a garden if possible.

- It isn't always possible to have a garden, as it depends where you live.
- You should be able to get to your garden safely and easily.
- There should be a path for you to walk around.
- If possible, we should put up a clothes drying line, and there should be a path to it for you.
- You should have a lockable storage space outside. E.g. to store a bike or garden equipment.

• Have a nice outside space if possible

- We need to try and create a nice outside space, that is easy to look after.
- Spaces should be wildlife friendly.
- There should be plenty of plants and trees that also let sunlight through.
- If you don't have your own garden, we should provide enough storage outside space for bikes, pushchairs or mobility scooters for you.

3. What are the timescales?

These are the main deadlines that we will be working towards:

31 March 2025:

- Assess the condition of your homes so we know what we need to do. To do this we will look at the information we have about your homes. We may need to visit some of your homes but will let you know if we do.
- Create a plan and work out how much it will cost to get homes up to the standards. We must give this to WG.
- Engage with you and show what we're going to be doing so you can have your say. We will be working closely on this with our Denbighshire Tenant and Residents Federation (DTARF).
- Update our business plan to include any improvements and works we need to do to comply with the WHQS 2023 standards.

31 March 2027:

- Produce our Target Energy Pathways (TEP) using the information we have got from you home assessments. A TEP shows us what we need to do to make sure your home has a heating system that you can afford to turn on.

31 March 2034:

- We must meet these standards.

4. What have you done so far?

So far, we have been working through the WHQS 2023 standards and putting together a plan of action that we can share with you by March 2025. In July, we updated Denbighshire Tenant and Residents Federation (DTARF) on our progress and what we planned next.

To help inform this, we have also listened to your responses in the recent STAR 2023 survey and are using this information to understand how you'd like the WHQS 2023 shaped so far. Over the next few months, and throughout the whole WHQS 2023 programme, we will have opportunities for you to engage with us and let us know what's important to you, your priorities on how we deliver this programme for you.

5. How will this be paid for?

The improvements we need to achieve the new standards will be funded by a percentage of the WG Major Repairs Allowance, other grant funding and tenants' rents.

6. How can I get involved?

An important part of these new standards is your involvement and engagement in the process. We will be working closely on this with DTARF and hope to set up a task and finish group with tenants in the future.

If you'd like be part of DTARF, or part of a task and finish group of tenants, and support us implementing the WHQS, then please get in touch on **01824 706000** or email **housing@denbighshire.gov.uk**.

7. Where can I find out more information?

For more information about what these include, please visit <https://www.gov.wales/welsh-housing-quality-standard-2023-0>



Llywodraeth Cymru
Welsh Government

COST OF LIVING

Citizen's Advice Denbighshire

The cost-of-living crisis has an impact on all of us. The price of food and goods is higher, the amount it costs to heat our homes has increased, fuel is more expensive, and people's income just isn't stretching as far as it used to.

If you're finding it hard to keep on top of your bills, struggling with debt management, aren't sure whether your home is as energy efficient as possible, or would just like peace of mind knowing you're claiming everything you're entitled to, Citizens Advice Denbighshire is here to help.

We are able to offer free, confidential, impartial advice and support.

With an income maximisation session, we'll help make sure you're claiming what is yours and that you're receiving the correct amount of benefit. We'll help identify and manage any debts and arrears you might have.

We can refer you on to larger schemes and projects (whether that's for new boilers or insulation through Nest, or helping with whatever grants are available), and we'll help you with practical energy efficiency advice and small measures you can take.

With the cost of living continuing to increase, it's important that you have access to all the support you need before crisis, so get in touch today for free, independent, impartial, and confidential advice.

Call us on **08082 787 933**
or email **advice@dcab.co.uk**

Here are some helpful websites for more advice and support:

Denbighshire County Council

www.denbighshire.gov.uk/cost-of-living

Money Helper UK

<https://www.moneyhelper.org.uk/en>

MoneyHelper joins up money and pensions guidance to make it quicker and easier to find the right help, MoneyHelper brings together the support and services of three government-backed financial guidance providers: the Money Advice Service, the Pensions Advisory Service and Pension Wise.

Turn2us

<https://www.turn2us.org.uk/>

Turn2us is a national charity, which tackles financial insecurity. It offers services to calculate what benefits you may be entitled to and runs a helpline to give support and information to people who don't have access to the internet or find it hard to get online. Their helpline is 0808 802 2000.

StepChange

<https://www.stepchange.org/>

StepChange provides free, expert debt advice either online or via the phone. You can speak to them about your debts, and they will look at your financial situation and advise you on what you can do next. Their debt advice helpline is 0800 138 111.

Mental Health – Samaritans

<https://www.samaritans.org/?nation=wales>

If you think it's an emergency or you would like to speak to someone on the phone, call the Samaritans. You can call the Samaritans helpline on 116 123 Monday to Sunday at any time, calls are free from mobiles and landlines.



What are Service Charges?

One of our officers recently did a presentation to DTARF about Service Charges. It was really well received, so DTARF asked us to include an article in the next newsletter, helping all tenants understand more about them.

What is a Service Charge?

Service Charges have been shown separately to our tenant's core rent figure for the last 10 years.

Previously they were just part of the rent figure that everyone paid, regardless of whether they received a service or not. Now, it's only those tenants who receive the service that are charged for it.

According to the Landlord & Tenant Act 1985, a Service Charge is: "An amount payable by a tenant of a dwelling as part of or in addition to the rent which is payable directly or indirectly for services, repairs, maintenance, improvements or insurance or the landlords' costs of management & the whole or part of which varies or may vary according to the relevant costs"

Why do we charge a Service Charge?

Welsh Government instructed all Social Landlords to separate service charges from the rent figures effective April 2015. So that only those tenants who received the services paid for them. Part of The Housing (Wales) Act. It also helped transparency of charges & made us more accountable for providing services seen to be value for money.

What Service Charges do Denbighshire Housing currently recover?

We recover the following:

- Communal area utilities, gas, electricity & water.

- Communal area fire safety
- Communal laundry repair & maintenance.
- Lift repair & maintenance.
- Grounds maintenance & play areas.
- Communal area cleaning.
- Communal window cleaning & some blocks of flats.
- Communal door entry.
- Communal security (CCTV).
- Communal TV aerial.

What amounts do we Recover?

Costs are set for the year based on actual costs incurred during the previous year. Set as a fixed amount over the 52 weeks of the year.

That way we only recover the actual cost of providing the service. No over or undercharging. This also makes it easier for budgeting & clarity for those on Universal Credit or Housing Benefit.

How do we allocate the charges?

Where we have actual costs that relate to a specific block of flats/complex, for example a landlord electricity meter for communal lighting, we divide those costs by the number of flats in that block (Including any leaseholders).

Other services that are provided county wide, such as grounds maintenance or our mobile communal cleaning service are split across all properties that receive that service.

Administration / Management Charge

We also have an administration or management charge of 15%. This covers the costs of all the Council Officers who are involved in the delivery or administration of service charge services. These include the Service Charge Officer, Finance Officer, ICT Officer, Income Collection, Lead Officer, & anyone involved in the administration including receipting & processing Invoices.

How do we procure a service?

A mix of corporate buying, tendering & quotations plus services delivered by other Denbighshire County Council departments. The providers also have to be able to cover the entire county of Denbighshire. These include:

- Utilities – Corporate Purchasing.
- Grounds Maintenance & Communal Cleaning – Internal DCC Departments.
- Window Cleaning – External Suppliers - Quotations.
- Laundry Equipment – External Suppliers - Procurement.
- Lifts / Fire Safety – External Suppliers - Mix of product suppliers, quotes, procurement.
- Communal Door entry is also provided by a mix of our internal staff & specialist contractors.

Wedi ei ariannu gan
Llywodraeth y DU



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denbighshire
County Council



**LLES
PWRPAS
STRWYTHUR**

**WELLBEING
PURPOSE
ROUTINE**

Cefnogaeth **am
ddim** i ddod o
hyd i'ch **swydd
delfrydol**



Free support to
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@denbighshire.gov.uk

Sir Ddinbych yn Gweithio



Cymunedau am Waith
Communities for Work



Llywodraeth Cymru
Welsh Government

CYSYLLTU Â GWAITH

Ariennir gan Lywodraeth y DU

CONNECT TO WORK

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Llywodraeth y DU



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Cyngor
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County Council



Cymorth **am
ddim** i ddod o
hyd i swydd sy'n
iawn i **chi**

Free help to find
a job that's right
for **you**



Yn adeiladu Sir Ddinbych
iachach, fwy cynhwysol

Building a healthier, more
inclusive Denbighshire

P'un ai eich bod yn
canolbwyblio ar eich iechyd,
yn gofalu am rywun, neu
ddim yn siŵr ble ddechrau...
rydyn ni yma.

Whether you're focusing
on your health, caring for
someone, or just unsure
where to start... we're here.



Sir Ddinbych yn Gweithio



Working Denbighshire



Cymunedau am Waith
Communities for Work



Llywodraeth Cymru
Welsh Government

CYSYLLTU Â GWAITH

Ariennir gan Lywodraeth y DU

CONNECT TO WORK

Funded by UK Government

New look website to support accessibility and our tenants

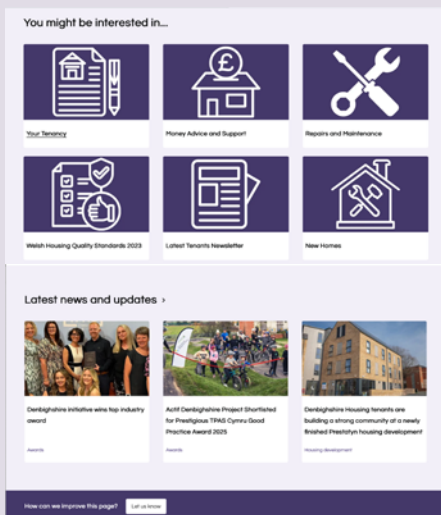
Over the past six months we have been working with DTARF to refresh and update our website.



It was important to the group, to make sure that the website reflected what was important to tenants, had up to date information at the touch of a button and improvements on how to report repairs. Phase one was launched at the end of September, and we hope you'll agree that it's a real improvement.

We still have work to do. Over the next six months we hope that tenants will be able to upload videos and images when reporting a repair. We also have an events page, so keep an eye out next summer to see where we will be in our communities.

If there is anything that you'd like to see on our website, just get in touch!



Remember to complete Survey of Tenants and Residents 2025!

Your views and feedback are important to us. Letting us know how we are doing, and where we can improve.

We had an amazing response to our last survey, with 893 responses (28%), of which 890 were online. If we have your email and/or mobile number, you should have received a link to complete our latest STAR! Please click on the link we've sent you and complete your survey today!! Or scan the QR code.

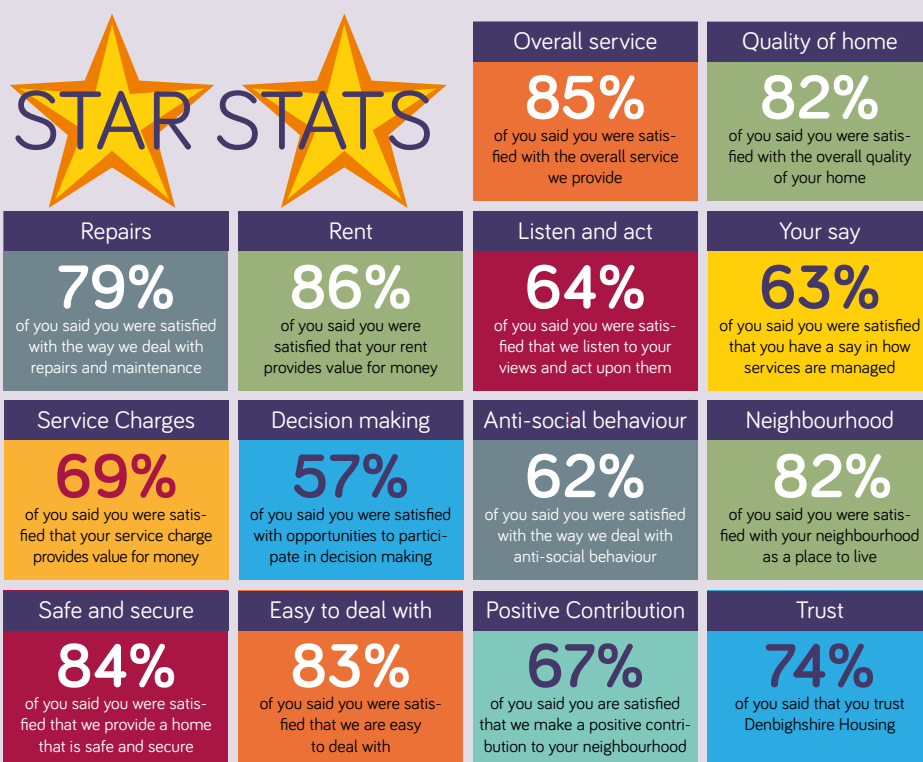


For those of you, who we don't have an email or mobile number for, you should have received a letter telling you how to request a paper copy of the survey. If you'd like to receive a printed copy of the survey, please get in touch with our Contact Centre today on 01824 706000, or you can email housing@denbighshire.gov.uk

From our last survey, you told us that your top priorities were:

- Improving the quality of our properties
- Carrying out repairs quicker and completing outstanding repairs.
- Reducing ASB.
- Listening to tenants.
- Providing better communication.
- Other highlights show that 85% of you said you were satisfied with the overall quality of your home. Further work will be undertaken to consider the detail behind the comments in order to enable us to develop our response and we will include a "You Said – We Did" update in our regular newsletters.

If you'd like to find out how we are getting on with these priorities, take a look at our Spring/Summer 2025 newsletter online at <https://www.denbighshirehousing.co.uk/asset-library/tenants-newsletter-issue-15-spring-2025-english.pdf> page 7.



Mould and condensation advice

Here are our top tips for reducing mould and condensation in your homes this winter!

What is mould and condensation?

Mould and condensation appear in your home when the air is too wet.

Condensation often occurs on windows when they steam up. This is when warm, moist air comes into contact with a cooler surface.

Black spot mould can start to grow in your home when there is too much condensation. It can grow on walls, ceilings and furniture. Black spot mould is prejudicial to health.

Where does condensation come from?

Moisture in your home can come from cooking, drying your clothes, showering or having a bath. This moisture can create condensation in your home.

By working together we can all reduce mould and condensation in



our homes. To help with this, please remember:

Our responsibilities are to:

- Respond promptly to reports of mould and condensation.
- Provide you with information and advice to reduce condensation in your home.

To help improve our response to reported mould in your homes, we are working with **The Mould Company** who will come and assess any reports of mould, wash and treat mould and let us know what is causing it.

You can help by:

- Following our advice to minimise mould and condensation in your home.
- Promptly reporting any issues with mould and condensation in your home.
- To report a problem, you can:
 - Call us on **01824 706000**
 - Email us at **housing@denbighshire.gov.uk**
 - Visit us online at **www.denbighshirehousing.co.uk**

The good news is you can reduce the moisture in your home by following these top tips!

Tip 1: Try to keep your home warm and at a constant temperature. Leave internal doors open so air can flow around your home.

Tip 2: Put a lid on your pans when cooking, and only use as much water as you need.

Tip 3: Use your extractor fan if you have one. If not, open a window to let steam out.

Tip 4: Open your windows when cooking, showering, or having a bath. When running a bath, put cold water in first, then add the hot. This reduces steam by up to 90%.

Tip 5: If you have window vents, make sure they are open to help the airflow in your home.

Tip 6: If you can, hang washing outside to dry.

Tip 7: If you're drying your clothes inside, please:

- Do not put wet clothes on your radiators.
- Put them in the bathroom with the heating on.
- Use a clothes drier.
- Close the bathroom door and keep a window slightly open or put the extractor fan on.

Tip 8: If you use a tumble dryer, make sure you have a vent to outside, unless you have a condenser dryer.

Tip 9: Wipe away any water that is lying around on:

- Your windows, and windowsills, especially in the morning, after a shower or bath, while cooking etc.
- Grout or tiles in bathrooms and kitchens.
- Tiles after a shower.
- Corners of the bath.

Tip 10: Don't put furniture or beds directly against a wall to allow air to circulate.

Getting your home ready for winter

It's that time of year again, the weather is getting colder, so we start putting the heating on! Here are some hints and tips to get your home winter ready!

Adjusting the temperature

During winter, the Energy Saving Trust recommends that your heating should be set to between 18 degrees and 21 degrees centigrade. Try seeing what temperature is comfortable for you and increase it if needed.

Check your radiators

Once the heating is on, give it a few minutes to start working. Then check each radiator to see if it is getting warm. If not, then your heating may need attention, below are some common problems and possible quick fixes that you can do.

Common problems

- Radiator cold spots – If you notice cold spots at the top of your radiator, it might need bleeding. We advise that you get in touch with us if you notice these.

• Pressure loss

Gas combi boilers are pressurised, so your boiler needs to be around 1 to 1.5 bar. Check the pressure gauge, if the pressure is lower than this, it may need re-pressuring.

If you notice low pressure, get in touch with our contractors, Liberty on **0330 333 8384**.

• Time settings

Your thermostat & timer might be set to come on at a specific time.

On warmer days you can turn the thermostat down. This stops your heating from coming back on during a cooler spell.

If your boiler does not automatically come back on when you'd expect it to, check the thermostat has been turned back up.

Tips for winter

- Boilers can sometimes stop working if they are not used regularly. We recommended that you turn your central heating on for at least one hour, every day throughout winter to make sure it continues to run smoothly.

- The water in your outside pipes can freeze in very cold weather. This can stop the boiler working and even causes pipes to burst. If this happens, you can try to gently thaw the pipe with warm water.

When to ask for help

If you have followed the above advice and you are still unable to get your central heating working, then please call Liberty on **0330 333 8384**.

Also remember, each year, Liberty will do a check to make sure your boiler is safe and working efficiently. It's important that you answer their calls and let them into your home to do this.

