



Dear Residents

Moving in to winter it is important to know how to best care for your unit and its contents. All the units have been designed in such a way as to capture as much light as possible to aid in the natural heating of the dwelling. However moisture from cooking, breathing, showering etc. does cause condensation and that can be very damaging if not appropriately dealt with. It can lead to health/respiratory issues, mould and damaged window sills and walls. The optimum way to keep your unit dry and healthy is to open all curtains and allow a breeze through as often as possible, preferably all day using the stays on the windows that have them. Closed curtains during the day are a really bad idea (unless someone is sleeping). It is recommended that you take a towel around with you in the morning, open all of the windows as wide as possible and wipe off the condensation and shut the doors to all bedrooms so the cold doesn't seep into the living room. Then when you get home later in the day you would close the windows and curtains, open the doors and allow the heatpump to heat the areas you will occupy. In addition, the below tips will help to minimise moisture in the units:

- Dry your washing outside the house. If you use a clothes dryer, make sure it is correctly hooked into the vent which ducts the wet air externally.
- Place lids on your saucepans and use the extractor fan while cooking. Opening your kitchen windows will vent that hot moist air outside and prevent it from worsening your condensation problem inside.
- Similarly, in the bathroom when showering or bathing, keep windows open and doors closed. When the bathroom is not in use, keep its doors open so that heat from the rest of the house can warm it.
- Also in the bathroom, ensure that any water that gets on the floor is wiped up immediately and not left to pool or sit in damp bath mats.
- A damp room or damp air is actually harder to re-heat so your power bills go up. Fresh, clean, dry air is heated much quicker.
- Wipe up all condensation from windows and sills and wring your cloth out in the sink. In this way you'll be removing some of that condensation-causing moisture from your home.
- During the day, when possible, open windows and window furnishings **fully** in all rooms to allow the sun to dry some of the moisture and fresh air to circulate allowing a cross-current.
- A dehumidifier to remove moisture from the air is a very effective means of minimizing condensation. These can be purchased from most major appliance retailers.

Thank you for taking the time to read this. I would hate for any of you to unintentionally cause damage that you would need to pay to repair. If you have any queries or would like further advice please contact me using the number/email listed below.

Kind regards

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