



raising standards in property preservation

Rentokil

The Experts in Property Care

RISING DAMP CLAIMS FACT SHEET

True Rising Damp in a masonry wall can only be confirmed by testing samples of mortar from within the wall structure, either with a Carbide Meter whilst at the property or by taking samples of mortar to a laboratory. Sections of decoration and plaster measuring from 50mm to 100mm in diameter need to be removed to locate the mortar joints from which to take samples. Both methods cause damage to decorations and plaster. A series of holes may be needed in order to determine the amount of moisture present, but which will help diagnose the real problem. If no rising damp is found, we do not undertake the making good of the plaster and decorations.

Before making a claim, it is important to make sure that there are no other problems either externally or internally that could be causing the dampness that you see or have picked up on an electronic moisture meter. Before proceeding with your claim, we recommend that the following items are considered, but this list is not exhaustive.

1. If the dampness visible in the property is close to an external rainwater pipe or drainage gully, check the rainwater pipe for cracks and leaks and the gully for blockages and cracks especially in times of heavy rain. Blocked and overflowing gutters and gullies can cause water to penetrate a wall and give the appearance of rising damp internally.
2. If the dampness is affecting a wall in a kitchen, bathroom or any poorly ventilated and heated room, this could be caused by condensation or a leak from an appliance such as a tumble drier. For condensation please seek advice from a heating and ventilation engineer or check appliances for leaks.
3. If the external ground or path levels have been raised, reducing the height of the damp proof course to less than 150mm, no valid claim will be considered.
4. If the dampness starts below the outside ground level or below the level of an adjoining higher level floor, it is most likely to be due to lateral penetrating dampness. Rising damp can only be controlled above the surrounding ground or floor levels.
5. Wall plaster and wallpaper readily absorb moisture. Check the pipe work, both new and old, for leaks under wooden floors and within concrete floors adjacent to the walls that appear damp.
6. If the damp problem is affecting the walls that face the prevailing weather, (in most cases south and west facing walls), it is worth checking the condition of the external pointing and jointing of the wall and the condition of external render and coatings. External defects could allow rainwater to ingress the wall and show up inside.
7. If the damp problem is around openings in external walls or close to windows, the joints between frames and the wall opening need to be tested for gaps and poor quality jointing and pointing with a narrow pointed probe.
8. If rising damp treatment was carried out in the past, was the wall plaster removed and replaced? If not, the problem could be residual salts in the plaster, which can appear worse as the wall dries out.
9. If rising damp treatment has been carried out fairly recently, the wall may still be drying out. For every 25mm of wall thickness, the wall will take about a month to dry and that is with bare brickwork on one side. If the outside is rendered and the inside plastered, the drying out will take much longer.
10. Decorations are not covered by the guarantee or the insurance policy.

PLEASE NOTE

In circumstances where we have carried out all necessary investigations and notified you that there is no claim under the Guarantee, we reserve the right to invoice for any reasonable labour and material costs incurred during any future visits by Rentokil or Peter Cox Technicians and/or Claims Assessors should you not be satisfied with our decision or request a further or subsequent visit to assess your claim.



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WOODWORM CLAIMS FACT SHEET

Often claims are made too early following comprehensive treatment for woodworm and before the treatment has had time to be effective. Please take a moment to read the following, as it will avoid an unnecessary visit and expenditure.

1. The objective of any woodworm treatment is to reduce the population of woodworm in the timbers as quickly as possible. This is achieved by killing the woodworm during a stage of its life cycle.
2. The treatment has mainly been designed to break the life cycle of woodworm at the larval stage when they come into contact with the treated zones of the timbers. This can take up to 3 – 5 years for Common furniture beetle or 6 – 8 years for Death Watch Beetle. It is not unusual to see the classic signs of an infestation some years after a successful treatment.
3. The classic signs of an active infestation are fresh small piles of beige coloured bore dust about 8-10 mm in diameter on the flat surface of timber, trails of the bore dust running down the vertical surfaces and the carcasses of the adults insects on floors or window sills during late spring and the summer months after the periods detailed in paragraph 2 above.
4. Simply brush away the bore dust each year and the amounts should deplete to no signs at the end of the times given in paragraph 2 above. If the signs persist after the times given above, please contact us without delay to make a claim.
5. Where the timbers have suffered from heavy infestations some bore dust will always trickle out of the old exit holes in the surface of the timber from vibration. This is typical in staircase timbers or exposed beams that support an upper floor. Disturbance by manual work in and around the timbers or when timbers are broken can also cause bore dust to emerge from the old woodworm galleries and exit holes. None of these circumstances should give you cause for concern.

PLEASE NOTE

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