

DAMP & MOULD FIXED



SPOTTING THE PROBLEM: WE WILL

regularly put **information about damp, mould and condensation** in your newsletters, on your noticeboard and on our website

encourage you to **check for damp and mould** and report any you find to us

make **reporting damp and mould** clear, straightforward and easy.

TACKLING THE PROBLEM: WE WILL

get an **initial inspection done within 48 hours** of your report

quickly **assess how severe the problem is**, including any likely **risks to your health**

get a **more in-depth inspection** carried out as soon as possible by our asset manager:

- using tools including a moisture meter, hygrometer and thermal imaging camera
- taking a photographic record of all affected areas

log new cases on our **damp and mould register** or update any case **already on the register**

repair the **underlying cause** remove the **mould**.

AFTER THE REPAIR WORKS: WE WILL

if needed, give you a **dehumidifier** and make sure the extra cost to you of running the dehumidifier is paid back

after putting the problem right **repair any damage** to your interior finishes

carry out a further inspection to **check the issue is fixed** and the damp and mould has not reappeared

investigate further **if damp and mould reappears** and start the process again

monitor each case over the **following 12 months**

contact you to **make sure you are satisfied** with what we have done and are happy for us to close the case.

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ABOUT THIS SERVICE

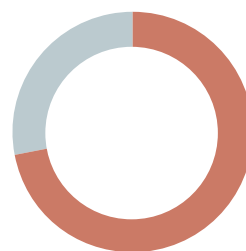
Any damp or mould that builds up in your home is a health risk so must be reported to our repairs team. We will need to investigate it so that we can find a solution.

PREVENTING DAMP AND MOULD

If the **cost of heating your home** adequately is a problem for you, we will check you are claiming all benefits you qualify for and any grants that might help cover your heating costs.

You agree your home is well maintained

72%



2025 ACUITY SURVEY

PREVENTING DAMP & MOULD: WE ASK YOU

to make sure your home is **kept warm** and **well ventilated**

to **open the bathroom window** after showering

to **cover cooking pans**

to **switch on extractor fans** in the bathroom or kitchen when you are showering or cooking

if you use a **tumble dryer** to have it properly vented so the hot moist air it generates goes outside the building

to **use a dehumidifier** if and when needed

if you have a **mechanical ventilation system** to keep it switched on

to wipe down **condensation** from windows and cills

to **report damp and mould to us without delay**

to **let us into your home** to inspect any damp and mould and identify the causes.

If you think we are not meeting our service standards please tell us.
