

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.

continued on page 2

ABOUT THIS SERVICE

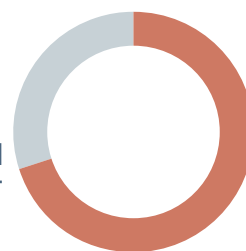
Any damp or mould that builds up in your home is a health risk so must be reported to our repairs team. We will need to investigate it so we can find a solution.

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

70%



2023 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.
