

YOUR GUIDE TO

DAMP AND MOULD



We are committed to providing and maintaining a dry, warm and safe home for all our tenants. We recognise the significant impact damp and mould can have on the health and wellbeing of our customers. This guide outlines how we will approach reports of damp and mould.

When you report damp and mould concerns to us, you can expect that:

- We will listen to your concerns and take them seriously.
- We will make an appointment for one of our inspectors to visit your home and carry out a thorough survey.
- We will work hard to identify the cause of the issue.
- We will complete any repair work to fix any issues we find.
- If required, we will improve the ventilation in your home.
- In the case of mould, we will remove it and treat affected areas with specialist products.

- We will keep you fully informed about appointment, inspections, outcomes and the scheduling of works.
- We will make a follow-up call 3 months after the works have been completed to ensure that the issue is fully resolved and has not returned.

What we will do

Depending on the type of damp and the cause of the problem, there are a number of things we will do to resolve the issue including:

- Carry out necessary repairs.
- Check the drains in and around your home.
- Carry out structural work to the property walls, roof or guttering.
- Increase ventilation - install extractor fans, airbricks or a specialist ventilation system.
- Ensure the heating system and radiators are able to effectively heat your home.
- Ensure your home has sufficient loft insulation.
- Install or repair a damp proof course.
- Work with you to reduce any build up of condensation in your home.

Contact Us

If you would like more advice or if you think you may have damp or mould in your home, please contact us immediately by using any of the following methods:

- Call 0800 953 0213 and select option 1
- Email repairs@communitygateway.co.uk
- Complete the online form on our website www.communitygateway.co.uk

Complaints

We aim to deliver an excellent service to all customers, but we know we don't always get things right. If you are not satisfied with how we have handled your report of damp or mould you can make a complaint by calling **0800 953 0213 and select option 6** or email complaints@communitygateway.co.uk

community gateway

www.communitygateway.co.uk