



Damp, mould & condensation

Our customer promise:

We want to make it possible for you to have a place you're proud to call home. We take all reports of damp, mould and condensation seriously and are working hard to reduce cases in our homes. If you need to let us know about damp, mould and condensation in your home, here's what you can expect from us:



A quick response

- We take a zero-tolerance approach to damp and mould. This doesn't mean we can promise it won't appear, but if it does, we'll get to the bottom of it quickly and help put things right.
- If you have a severe case of damp and mould, we'll prioritise this as urgent and send our specialist response team to your home to carry out repairs and start to put things right.



Making it easy

- We'll make it easy for you to report damp and mould to us either online or by phone.
- We won't tell you that damp and mould is a lifestyle issue and leave you to manage it on your own.
- We'll provide practical and helpful advice to help you prevent damp and mould appearing in your home.
- In some cases, we'll provide you with smart technology to help you better understand how your home is performing – and reduce the chance of future cases of damp and mould.



Keeping you up to date

- Our specialist damp and mould team will manage your case and work with you to get things sorted.
- We'll keep in touch with you after we've carried out any repairs to make sure you're happy with what we've done and that the damp and mould hasn't returned.



Getting it right

- We'll prioritise cases of damp and mould to make sure we're dealing with the most serious cases quickly.
- In some cases, finding the root cause of the damp and mould can be difficult and might take a little longer. Don't worry though – we'll make sure we find what's causing it and sort it out as quickly as we can.