

damp & mould in your home



We are committed to making sure your home is a safe and healthy place to live.

Damp and mould can result in serious health problems, as well as causing damage to your home and furniture.

When you make a report, we will start looking into how to fix your problem straight away.

what is damp & mould?

Damp and mould are caused by excess moisture in the home. This can be because of leaking pipes, rising damp or rain coming through damaged roofs or windows. Sometimes it can be caused by condensation. Cooking, washing, and other everyday activities release moisture naturally - you'll see it when windows steam up and walls look wet

Over time, damp and mould can damage walls, furniture, and even your clothes in the wardrobe, and cause health problems or make conditions like asthma worse.

Smaller patches of mould can be treated at home with cleaning sprays from the supermarket; but if this doesn't help, you need to get in touch with us to stop it getting worse.



listening to you

We aim to respond quickly and sensitively to all reports of damp and mould. We will work with you to find the cause of the problem and tackle it for good.

What will happen:

- When you get in touch, we will speak to you to work out how serious your problem is.
- We will ask some simple questions so we can quickly assess what is wrong and start to fix it.
- There will always be a follow-on appointment, to make sure the job has been successful and you are happy.
- Your case will not be closed until we are sure the issue has been resolved.
- Working together, we can successfully tackle issues with mould and damp in your home.



how do we prioritise your reports?

We prioritise cases based on their immediate risk to health and wellbeing.

For example, cases that pose a serious danger to health or structural damage to a building are higher risk than cases of smaller areas of damp in just one place.

medium	high	urgent
Condensation Small areas of damp in one place	Damp Affecting more than one area of the home	Mould Affecting customers with additional support needs Causing structural problems or impacting the building



Here are some examples of common reports we receive about damp and mould, and the typical time it takes to resolve:

problem	what we will do	expected number of visits	expected completion time
Mould [less than 1 square metre] in a wet area [bathroom, shower room, kitchen]	Wipe down the affected area, or talk you through how to safely clean Arrange a follow-on call or inspection if necessary	1	1-4 weeks
Mould [less than 1 square metre] in a non-wet area [living room, bedroom]	We will arrange a wipe down of the affected area, and a follow-on inspection to find the cause	1-2	4 WEEKS
Mould spread more than 1 square metre [area larger than a bath towel]	Our contractor will treat the mould, and we will arrange a follow on inspection to find the cause	1-3	4 WEEKS
Dampness coming from the ground	An inspection will check for any defects or leaks	1-3	4 WEEKS
Leak/ Penetrative damp	We will aim to find the cause of dampness and make your home safe, and arrange any follow-on works	1	24 HOURS
Leak/ Penetrative damp [unidentified]	If we can't identify the source of the leak on our first visit, we may carry out further attempts or arrange for a leak detection specialist to attend within 5 working days	1-3	3-6 weeks

what you can do...

While we treat your problem there are still things you can do to help:

- **Keep your heating steady** if you can, and make sure your **home is ventilated** - keep the air flowing by opening windows or using the trickle ventilators in newer windows.
- **Don't block air vents**, and move your furniture away from cold walls.
- You can create **less moisture** by doing things **like wiping away condensation on windows, keeping lids on pots and pans** when cooking, and **not drying clothes on radiators**.

If you are struggling with the cost of heating your home, we may be able to help.

report damp & mould

You can report damp and mould to us any time via our **customer portal** or **website**. You can also send photos of the problem to **customer@plusdane.co.uk**

online



www.plusdane.co.uk



customer
[@plusdane.co.uk](mailto:customer@plusdane.co.uk)

portal



live chat



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