## 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





customer @plusdane.co.uk

#### portal













## **Plus Dane Housing**

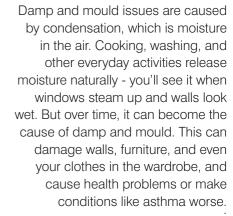
damp & mould in your home



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.



Smaller patches of mould can be treated at home with cleaning sprays you can get 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.

#### high moderate minor Condensation Damp Damp Small areas of Affecting more Causing structural problems or damp in one than one area impacting the building place or caused of the home Mould by leaks from Mould Widespread growth; affecting pipes or external affecting customers with additional support sources localized areas needs or health concerns.

to us, & we log your case

You report your damp & mould issue

6 We may book our specialist contractor to visit your home if the work is complex or needs further diagnosis

We will book a follow-on inspection [it could be a phone call or an inspection at 6 months] to make sure the works have been

successful

2 We prioritise your case based on the information you give us

the stages
of our
process

We listen to your concerns & provide you with help & advice

We may visit your home to see if penetrating damp, insulation or ventilation issues, plumbing leaks, structural problems, or condensation are causing the problem

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] affecting 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] affecting 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]	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	7	<b>1-7</b> DAYS
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. A specialist would attend within 5 working days	1-3	<b>3-6</b> WEEKS