

## Damp, Mould & Condensation

### 1 REPORT IT

- Report it to us as soon as possible
- Let us know if there is a leak
- Provide us with photographs of the affected areas and the room it is in if you can
- Read our online leaflet or let us know if you would like a copy to be sent in the post



### 2 REVIEW IT

- The surveyor will review the issue report and any additional information within 24 hours
- The surveyor will then arrange an appointment with you to visit your home within 5 working days



### 3 ACTION IT

- The surveyor will carry out a survey of your home during the visit and will be required to assess all rooms in your home



### 4 UPDATE YOU

- We will contact you within 3 working days of the visit to provide an update and confirm any works that need to take place



### 5 CHECK IN WITH YOU

- We will contact you to check you are happy with the works carried out
- The surveyor will also contact you 3 months after the works have been completed

