

DAMP AND MOULD

WHAT WE'RE DOING

We understand that your home is very important to you. If you are experiencing damp in your home, it's important that we deal with it together, as soon as possible.



99.9%

of ForHousing homes have fans in both the kitchen and bathroom

We aim to complete

90%

of all damp repairs within 40 days

We now have a policy to inspect all damp issues within

10 days



Staff training around reporting damp, using home visits more effectively



Our partner, Liberty, has recruited 12 additional internal operatives to be added to their Damp Team, solely allocated to supporting ForHousing tenants

We have also upgraded our digital reporting platform to make it easier to track your damp report. We are making sure that you are up to date on repairs and progress more frequently



HERE'S HOW TO

ForHousing

REPORT DAMP IN YOUR HOME

 0300 123 55 22

 **MyAccount+** app



Visit the repair reporter – simply scan the QR code

www.forhousing.co.uk/repair-reporter/



WHAT TO LOOK OUT FOR



Did you know that you can report both of these to us for an inspection?

Don't let damp spread in your home, get in touch as soon as you start to see signs.

While you're waiting for an inspection, there's some simple quick steps you can take to help prevent the spread of damp and mould.



Keep a small window ajar or a trickle ventilator open (when someone is in the room)



Close the kitchen and bathroom doors during use, even if your kitchen or bathroom has an extractor fan



Use timers on your central heating

Mould needs humidity to thrive and heating your home to a reasonable temperature can help avoid damp. Timed heating is much more effective than turning your heating up really high for a short period of time.