How we treat mould in your home

What to expect and what you need to do to prepare

1. REPORT

Please call us as soon as possible if damp or mould has appeared in your home.

- We'll ask you a series of questions to determine how soon we'll need to attend.
- We'll confirm dates and times, depending on how soon we need to attend, your appointment could be the same-day, or within 10 working days.

If you need to rebook any appointments, you must let us know as soon as possible.

2. PREPARE

What you will need to do for the first mould treatment visit:

- **Clear the workspace:** arrange to have furniture and belongings moved away from any affected areas. If you or the people supporting are not able to do this in time for your appointment, please make us aware so we can allocate enough Trade Operatives to support you.
- **Pets and children:** keep pets and children out of rooms being treated for the duration of the visits and drying time of any treatment (approximately 2 hours once treatment completed).

The above will also apply to all further treatment visits.

3. DURING

To complete mould treatment, our Trades will need to:

- Check they have safe access to affected areas and carry out the treatment repairs.
- Complete a property survey to identify issues that may have caused damp/mould. This includes taking photos before, during and after the treatment visits.
- We are not able to treat mould on wallpaper. Our Trades will remove it, then treat the area.

We treat mould in 3 steps:

- Step 1 and 2 are completed at the first visit, eradicating the mould spores and sealing surfaces to stop it returning.
- Step 3 (if required) is done during the second visit using a specialist paint to further protect and seal the surface.
- These products are tested and approved for Trade-use only.

Please ensure that no-one in the home comes into contact with the treatment products or any contaminated materials.

4. LEAVING

Before we leave your property, we will confirm if any further visits are required. This could include a part 3 treatment, repairs to defects for example; replacing an extractor fan. Our Trades will advise you on what you can do to prevent mould returning. You can also use the items listed below, along with our online guidance to help reduce risks:

- ✓ **Hygrometer:** a small device which shows the humidity level in a room
- ✓ **Dehumidifier:** helps remove excess moisture from the air
- ✓ **Information leaflets:** room specific tips and advice on managing excess moisture
- ✓ **Website guidance:** advice about reducing condensation and heating your home

4 weeks after our last visit, we'll call you to check mould hasn't returned or appeared anywhere else in your home.

5. NOT RESVOLVED

Where the treatment or related repairs haven't worked and damp and/or mould is still present, you will be contacted by a Maintenance Manager who will carry out a more in-depth investigation at your home. During this visit, they'll let you know if any additional work is needed.

Once these repairs are completed, the Maintenance Manager will then carry out a post-inspection within 10-15 working days, to ensure all additional works have been completed and have been effective in removing and treating damp and/or mould.

It's important we have access to your home throughout any additional visits to ensure we can keep you safe in your home.

6. FEEDBACK

During your repair, you'll be asked to complete a survey via text or email.
It's important we get your honest feedback to help us improve and better our services.

You can also provide feedback by:

- **Logging a complaint:** if you're unhappy with anything or we didn't complete the treatment process as outlined in this guidance.
- **Please tell us if we got it right:** if our Trades did a great job, and you're happy with the completed works, please let us know and we'll pass it on.

Your feedback helps us keep customers safe and happy in their homes.