

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 vent 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**
- **Use extractor fans** in kitchens and bathrooms, if you have them
- Use a **dehumidifier or moisture absorber**, certain plants help in small spaces such as a peace lily

If you are struggling with the cost of heating your home, we may be able to help, get in touch with us as soon as possible.

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**

Ways to contact us

online



www.plusdane.co.uk

email



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

portal



My Account

live chat



phone  **0800 169 2988**

whatsapp



0151 351 4747

Your guide

damp & mould in your home

Plus Dane Housing



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 issues are caused by condensation, which is moisture in the air. Cooking, washing, and other everyday activities release moisture naturally - you'll see it when windows steam up and walls look wet. But over time, it can become the cause of damp and mould. This 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 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:

- We'll speak with you to assess the severity of the issue
- We'll ask simple questions to understand the problem and prioritise your case
- If there's a serious hazard, we'll investigate within **10 working days** and send a summary **within 3 days** of completing the inspection
- If needed, we'll make your home safe within **5 working days** and aim to start further works within **5 days**, or within **12 weeks** if there are material or contractor delays
- All works will be completed within a **reasonable timeframe**
- We'll follow up to make sure the issue is resolved before closing your case
- You'll be notified when the case is officially closed

By working together, we can resolve damp and mould issues effectively.

how do we prioritise your reports?

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

For example, serious health risks or structural damage take priority over minor, localised damp.

minor	moderate	significant
Damp Small areas of damp in one place or caused by leaks from pipes or external sources Mould Minor mould from condensation around windows or in bathroom; no health concerns	Damp Affecting more than one area of the home Mould in localised, non-habitable areas (e.g. outbuildings, under-stair cupboards); no health concerns	Damp Causing structural problems or impacting the building Mould Widespread growth; affecting customers with additional support needs or health concerns



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
Minor mould	We will treat the mould and talk you through how you can reduce the occurrence of mould in your home	1	4 weeks
Moderate mould	We will treat the mould and wipe down affected areas. Arrange any follow on works where necessary	1-2	4 weeks
Significant damp or mould	Investigate within 10 working days, make safe any significant hazard/mould within 5 days, and arrange follow-on work to fully resolve the issue	1-4	3-12 weeks
Leaks / penetrative damp	We will aim to find the source of the issue and make your home safe, arranging any follow on works to make sure the issue is resolved	1-2	4 weeks