

Onward



**Help with damp and mould.**

# What is damp, mould and condensation?



Rising damp or penetrative damp is caused by a building problem.



Condensation is caused by too much water in the air.



Condensation forms on mirrors, windows or cold corners.



Mould forms from condensation.

## What does it look like?



Damp has tide marks and wet patches.



Mould is small black, green or white dots



Damp and mould can smell musty.



## Who is at risk?

Some people are more at risk of damp and mould than others, including:



Pregnant women.



Babies and children.



Elderly people.



People with health conditions like asthma or weaker immune systems.

# How do I report it?

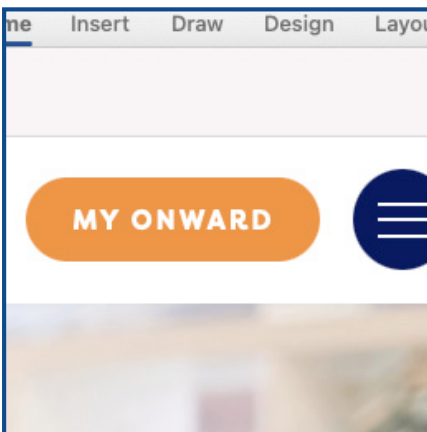
If you spot damp and mould in your home let us know as soon as you can by:



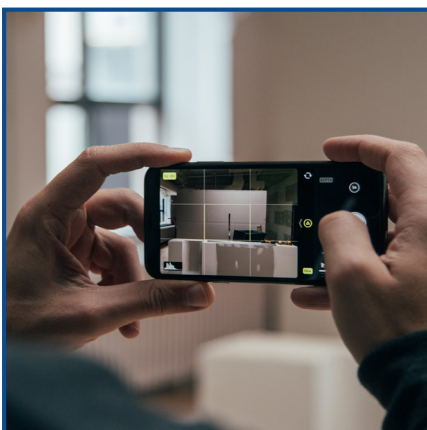
Calling **0300 555 0600**.



Emailing [customerservices@onward.co.uk](mailto:customerservices@onward.co.uk).



Using the [My Onward](#) portal.



Take photos if you can to help us understand the issue.

# What happens when I report it?



1

We will ask some questions over the phone.



2

We might visit your home. If someone is at risk, we will visit your home within **five working days**.



3

If it is mould, we will carry out a mouldwash which solves the issue in most cases.



4

If there is an issue with the property itself, our repairs team will carry out a visit.



5

We will always check you're happy before we close a job down.

# If you want to speak to us about anything else you can:



Call 0300 555 0600. We are available from 8am - 8pm (Monday, Tuesday, Thursday and Friday) and on Wednesday from 10am - 8pm.



Send an email to [customerservices@onward.co.uk](mailto:customerservices@onward.co.uk)



Use the [My Onward Portal](#) or our Live Chat or WhatsApp (07793 795882) services.

If need you help communicating with us,  
please get in touch – 0300 555 0600

Jeśli potrzebujesz pomocy w komunikowaniu się z nami, daj znać - 0300 555 0600

Si vous avez besoin d'aide pour communiquer avec nous, contactez-nous au 0300 555 0600

Ha beszélni szeretne velünk, kérjük hívja a 0300 555 0600-as telefonszámot

与我们沟通方面如需帮助 · 请致电：0300 555 0600

اگر برای ارتباط با ما به کمک نیاز دارید، لطفاً با شماره 0300 555 0600 تماس بگیرید

لو حایي تتواصل معانا اتصل علی - 03005550600

إذا احتجت إلى المساعدة والتواصل معنا، يرجى الاتصال علی - 0300 555 0600

Ikiwa unahitaji msaada wa kuwasiliana nasi, tafadhali wasiliana nasi kupitia nambari ya simu – 0300 555 0600

ମନୁଷ୍ୟ ସଂକଳନ-କ୍ରମେ ଏହା ସହାୟତା ପ୍ରଦାନ କରିବ: ନିମ୍ନଲିଖିତ-ନମ୍ବର 0300 555 0600 ଉପରେ ଯୋଗାଯୋଗ କରନ୍ତୁ::

আমাদের সাথে বার্তা বিনিময় করার জন্য সাহায্য লাগলে, অনুগ্রহ করে এই নম্বরে যোগাযোগ করুন – 0300 555 0600

ନେବର ମାଡ଼େ ନାଲ ଗାଁଲସାତ ବରନ ହିଁସ ମସଦ ଏି ଲେଇ ଟି, ତ୍ରାଁ ବିରପା ବରବେ ମିପରବ ବଡ଼େ - 0300 555 0600

اگر آپ کو ہم سے مواصلت کرنے میں مدد درکار ہے تو، براہ کرم رابطہ کریں – 0300 555 0600

Onward

[www.onward.co.uk](http://www.onward.co.uk)