

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?

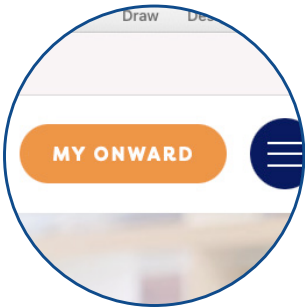
If you spot damp and mould in your home let us know as soon as you can by:



Calling **0300 555 0600**.



Emailing customerservices@onward.co.uk.



Using the [My Onward](#) portal.



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

What happens when I report it?



We will visit your home to check the issue.



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



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



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 - 6pm (Monday, Tuesday, Thursday and Friday) and on Wednesday from 10am - 6pm.



Send an email to customerservices@onward.co.uk



Use the [My Onward Portal](#) or our Live Chat or WhatsApp 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 معنا 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

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

ନେବ ମାତ୍ରେ ନାଲ ଗାଁଲସାତ ବରନ ବିଷ୍ଣୁ ମସ୍ତ ଶି ଲେଇ ଚି, ତ୍ରାଂ ବିରଥା ବରବେ ମିପତବ ବଚି - 0300 555 0600

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