

# Onward

## Damp and mould

### What causes damp and mould?

There are different reasons why damp and mould can form in the home. Sometimes this is due to rising damp which comes through the foundations of a property, or penetration where there is a defect in the building itself such as a roof leak.



Damp and mould can also be caused by excess condensation. Condensation occurs when the air inside your home is humid (i.e., the air contains moisture) and the temperatures are colder outside.

Condensation will appear as liquid on cold surfaces such as mirrors, walls or windows or in cold corners for example where wardrobes meet the wall. Mould can also occur if condensation is left for too long. It can build up even in warm homes but is especially common in the colder months of the year. Condensation can be removed by wiping down surfaces with a cloth.

### What does it look like?

Damp caused by rising damp or leaks often leaves 'tidemarks' whereas damp from condensation does not. Damp and mould gets worse over time, so we have included some images here to help you spot this. As well as the visual signs of damp and mould, excess condensation often causes a musty smell when it builds up on furniture.



## Reporting damp and mould

If you spot damp and mould in your home, please let us know straightaway. Damp and mould gets worse if it is left untreated and can aggravate certain health issues, with the following individuals particularly at risk:

- Pregnant women
- Babies and children
- Elderly people
- Those with weakened immune systems for example someone undergoing chemotherapy
- Those with existing skin problems such as atopic eczema

**If you have concerns about damp and mould in your home, please let us know straightaway in one of the following ways:**



Report damp and mould via the [My Onward Portal](#) or by using our Live Chat or WhatsApp services.



Send an email to [customerservices@onward.co.uk](mailto:customerservices@onward.co.uk) To help us assess the problem, please take clear photos from different angles if you can and remember to include your name, address and contact details.



If you don't have access to email or the internet, please call us on **0300 555 0600** to speak to a member of the team. We are available from 8am - 6pm (Monday, Tuesday, Thursday and Friday) and on Wednesdays from 10am - 6pm.

## What happens when I report an issue?

Our teams will respond promptly to any reports of damp, mould or condensation and will work on providing a solution to prevent any issue from occurring again. In many cases, sorting it out properly will require some sort of work in your home. When you first report damp, mould or condensation to us, our team will assess the type of issue to identify the most appropriate solution and explain to you what work needs to be carried out. We will aim to respond to any reports as quickly as possible. We will also check if there is anyone in your household that could be particularly at risk of the effects of damp and mould, such as elderly people, pregnant women, babies, and young children or those with health conditions. If this is the case, we will visit your home within five working days.

When we visit your home we will check if a mould wash is required and carry this out. In most cases this resolves the issue unless there is a defect with your property. As such, when we carry out our visit, we will also inspect your home to check the root cause of the issue and carry out any repairs. For the more complicated cases our team of professionally qualified surveyors will visit your home to determine what works need to be carried out. We will contact you six weeks after the work is completed to check that you are happy that the issue has been resolved, and will only close this down when you are satisfied with the outcome.

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 حايي تتواصل معانا اتصل على - 03005550600

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

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

ମାତ୍ର ଗଣିତ ଶିକ୍ଷା ଦାଖଲ କରିବା ପାଇଁ ଆପଣଙ୍କୁ ସାହାଯ୍ୟ କରିବା ପାଇଁ 0300 555 0600 ନମ୍ବରରେ ଯୋଗାଯୋଗ କରନ୍ତୁ::

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

ਜੇਕਰ ਸਾਡੇ ਨਾਲ ਗੱਲਬਾਤ ਕਰਨ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ - 0300 555 0600

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