

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 in 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.



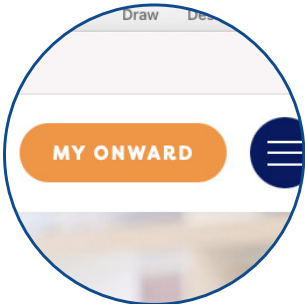
People with health conditions like asthma or weaker immune systems.

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**.



Using the My Onward Portal
(**my.onward.co.uk**).



Emailing **customerservices@onward.co.uk**.



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

What happens when I report it?



We will ask you some questions about the problem and how it is affecting the people living in your home.



If the problem sounds serious, or if it might affect the health of someone in your home, we will visit you within 24 hours and make your home safe, or find you somewhere safe to stay.



After our first visit, we will write to you within three days to explain what we have found and what will happen next.



We may need to visit your home more than once to fix the problem. If the problem is serious, we will need to return within five days.



Any repairs that are needed to your home will be started within 12 weeks. We will keep you updated on our plans.



We will contact you six weeks after finishing the repairs to make sure you are satisfied with our work.

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



visit the My Onward Portal
(**my.onward.co.uk**)



call **0300 555 0600**. We are available between
8am -6pm Monday to Friday and 10am-6pm
on Wednesdays



email **customerservices@onward.co.uk**

If you need any help understanding this document, please give us a call on **0300 555 0600**, send us a message on WhatsApp to **07418 344 603**, or send an email to **customerservices@onward.co.uk**.

Jeśli potrzebujesz pomocy w zrozumieniu tego dokumentu, zadzwoń do nas na numer 0300 555 0600, wyślij nam wiadomość na WhatsApp na numer 07418 344603 lub wyślij e-mail na adres customerservices@onward.co.uk.

إذا كنت بحاجة إلى أي مساعدة في فهم هذه الوثيقة، فيرجى الاتصال بنا على 0300 555 0600، أو أرسل رسالة إلينا على customerservices@onward.co.uk رقم الواتس 07418 344603 أو أرسل رسالة بريد إلكتروني إلى

এই নথিটি বুঝতে আপনার যদি কোনো সাহায্যের প্রয়োজন হয়, তাহলে অনুগ্রহ করে আমাদের 0300 555 0600 নম্বরে একটি কল করুন, আমাদের হোয়াটসঅ্যাপ -এ 07418 344603 নম্বরে একটি বার্তা পাঠান বা customerservices@onward.co.uk.

اگر برای درک این سند به کمک نیاز دارید، لطفاً با ما با شماره 03005550600 تماس بگیرید، از طریق واتساپ به customerservices@onward.co.uk شماره 07418 344603 برای ما پیام بفرستید یا یک ایمیل به

如果您在理解本文件时需要任何帮助，请致电 0300 555 0600，通过 WhatsApp 发送信息至 07418 344603，或发送电子邮件至 customerservices@onward.co.uk。

Haddii aad u baahan tahay in lagaa caawiyo fahamka dokumentigan, fadlan naga soo wac lambarkan 0300 555 0600, farriin noogu soo dir lambarkan WhatsApp-ta 07418 344603, ama email noogu soo dir customerservices@onward.co.uk.

اگر آپ کو اس دستاویز کو سمجھنے میں کسی مدد کی ضرورت ہے، تو براہ کرم ہمیں 0300 555 0600 پر کال کریں۔ customerservices@onward.co.uk ہمیں واٹس ایپ پر 07418 344603 پر پیغام بھیجیں، یا

Si vous avez besoin d'aide pour comprendre ce document, appelez-nous au 0300 555 0600, envoyez-nous un message sur WhatsApp au 07418 344603, ou envoyez un e-mail à customerservices@onward.co.uk.

ئەگەر پێویستت بە یارمەتی ھەیە بۆ تیگەشتن لەم بەلگەنامەیە، تکایە پەیوەندیمان پێوە بکە بە ژمارە تەلەفۆنی 03005550600، لە واتسەپ پەیامێکمان بۆ بنێرە بە ژمارە تەلەفۆنی 07418 344603 یان ئیمەیڵێکمان بۆ بنێرە بۆ customerservices@onward.co.uk.

Se necessitar de ajuda para compreender este documento, contacte-nos para o número 0300 555 0600, envie-nos uma mensagem para o WhatsApp para o número 07418 344603, ou envie um email para customerservices@onward.co.uk.