

# Onward



## DAMP, MOULD AND CONDENSATION.

### 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 fault in the building itself such as a roof leak.



Condensation.



Condensation.

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 damp and mould 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 straight away. 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, people with chronic kidney failure or inflammatory bowel disease, etc. These conditions would be classed as vulnerabilities to damp and mould, meaning any reports would be given emergency priority.
- Those with existing skin problems such as atopic eczema.

If you're worried about damp and mould, don't delay - report it to us immediately by:

 calling **0300 555 0600** or messaging **07418 344 603** on WhatsApp between 8am-6pm Monday to Friday and 10am-6pm on Wednesdays

 visiting the My Onward Portal (**my.onward.co.uk**) Remember you can upload photos to the portal to help us diagnose the issue.

 emailing **customerservices@onward.co.uk**

Please let us know if you would prefer a female operative to attend, or if you would like to request a chaperone.

Our website has some guidance to help you spot anything in your home that needs reporting. This can be found at **onward.co.uk/damp**.

# What happens when I report an issue?

Our teams will respond as quickly as possible to any reports of damp, mould or condensation in your home. In many cases, fixing the issue will require some sort of work to be done on your home, with the aim of permanently fixing the issue first time.

When you first report damp, mould or condensation to us, our team will ask questions to assess the type of issue you're experiencing. They will also ask about any vulnerabilities you may have - please make sure your information is up to date. This way we can aim to identify the most appropriate solution and will then explain to you what work needs to be carried out.

We will also check whether anyone in your household might be particularly at risk from 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 **24 hours** at a time that suits you.

Where a significant risk has been identified we will investigate **within 10 working days**. Following the investigation, we will write to you to explain our findings and next steps within **3 working days**.

When we visit, we will check whether a mould wash is required and carry this out if so. In most cases this resolves the issue unless there is a fault with your property. On the same visit, we will also inspect your home to check the root cause of the issue.

From the date your home is made safe we will start any repairs within **5 working days**. If this is not possible, all work will be started in no more than **12 weeks**.

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 always 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.

 STATUS	 ONWARD'S RESPONSIBILITY	 TIMESCALES
Emergency issue/ Vulnerable customer	→ Inspect, make home safe or provide alternative accommodation	→ Within 24 hours
Significant issue	→ Investigate issue	→ Within ten working days
Investigation complete	→ Provide written report on findings and next steps	→ Within three working days
Access to home allowed	→ Start repairs	→ Within five working days
Access to home not possible within five working days	→ Start repairs	→ Within 12 weeks
Work completed	→ Contact customer to check they are satisfied	→ 6 weeks later



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

ئەگەر پێویستت بە یارمەتی ھەیە بۆ تیگەیشتن 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](mailto: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](mailto:customerservices@onward.co.uk).