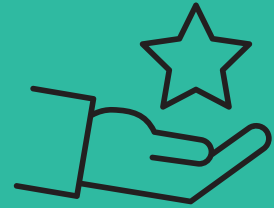


DAMP AND MOULD PROCESS

1. YOUR RIGHT

Tenants have the right to a safe quality home.

We want to make sure where there is signs of damp and mould our Tenants know what to do.



2. REPORTING

If you see signs of damp and mould you need to report this to us so we can act on this.



3. HOW TO REPORT

Fill in a form at:

<https://hilldale.org.uk/my-home/report-damp-mould/>

Call: 01257 367 374

Email: repairs@hilldale.org.uk



OR...

speak to your Housing Officer or Care Provider in person and they will report to us,



4. WE WILL

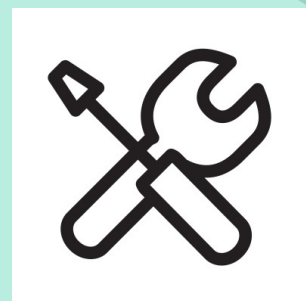
Send someone out within 7 days to inspect the damp and mould. Arrange for any works to be carried out on the back of the inspection.



5. ACTION

within 28 days of the report complete the works.

once the works are completed we will inspect again within 7 days



6. FOLLOW UP

3 months later we will arrange to do a follow up inspection if there is still signs of damp and mould we will arrange further works



7. COMPLETE

if no further action is required after the 3 month inspection we will complete the job. If you notice any damp and mould again you must report this to us.

