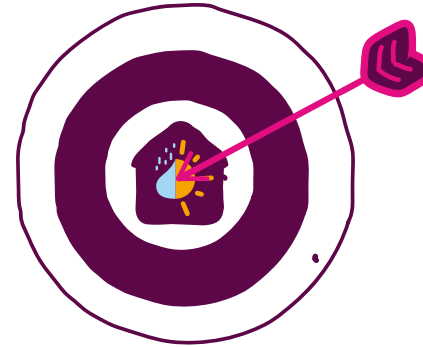


Damp and Mould Strategy



We are committed to the provision of a quality, customer-focused Damp and Mould Service. We aim to fix damp and mould issues on the first visit after inspection.

We have a friendly and professional approach and will respect your home whilst we carry out any work. Any area in your home where we have worked will be left clean and tidy after work is completed.

All of our customers deserve to live in a home that is safe, warm and dry. We've committed to investing an additional £45 million over the next five years to improve our homes and neighbourhoods.

We are transforming our services to deliver improvements to our homes and to how we respond to and work with our customers.



Damp and Mould Taskforce

We will promptly investigate all reports of damp and mould. Our team of Inspectors will attend all reports of damp and mould in your homes and will arrange treatment where required.

We will prioritise cases to protect vulnerable people and households with children and/or poor health.



How we will treat Damp and Mould

Homes will be relet with ventilation in kitchens and bathrooms, including ventilation where necessary.

We will support customers where damp and mould is an issue in their home, through works such as improving ventilation systems and installing humidity sensors.



Staying on top of Damp and Mould

We aim to minimise the impact of damp and mould on customers by treating it quickly and efficiently.

When damp and mould is severe, it may be necessary to arrange a temporary move whilst work is completed. After treatment, we will carry out ongoing monitoring of properties and we will return and treat any reoccurrence.



Maintaining Healthy Homes

We will provide practical advice to all customers and will work with you to help maintain a healthy home.

We will offer financial and budgeting advice to help you combat fuel poverty and the Cost-of-Living Crisis.



Listening to and Understanding Our Customers

We will keep you informed about the progress of the treatment or repairs. We will provide clear communication in a variety of formats and in your language.

We will learn from your complaints and feedback to create positive change.



What should I do if I find Damp and Mould in my home?

If you discover Damp and Mould in your home, contact us urgently:

Email
rbh.repairs@rbh.org.uk

Freephone
0800 027 7769

RBH Portal:
www.myrbh.org.uk

We will clearly explain what will happen next, what you can expect and our timescales for inspection.