Havebury Housing Partnership

We take reports of damp and mould very seriously. The diagram below sets out what you can expect from us if you report damp and mould in your home. For more information, visit our website www.havebury.com or scan the QR code at the bottom of the page.

You notice damp and mould in your home. This is the first time you've noticed this.

Please report this to our Repairs team by calling 0300 3300 900, extension 7800. Alternatively, you can email repairs@havebury.com. Send us some pictures if you can!

WITHIN TEN WORKING DAYS

One of our technicians will visit your home to carry out a damp and mould survey and a mould wash.

NEXT STEPS

The survey will then be reviewed by the team, and we'll contact you to arrange a follow-up appointment to carry out any required repairs to try and resolve the issue. Depending on the severity of the issue, we may also instruct our cleaning contractor to come to your home to perform a further mould wash. We'll advise you of this when we book in the follow-up appointment.

SIX WEEKS AFTER WE'VE COMPLETED ALL REQUIRED WORKS



We'll contact you to ensure the problem hasn't returned.

SIX MONTHS LATER

We'll check in with you again to ensure you haven't experienced any further issues.

You've gone through the process above and your damp and mould issues remain, or they've returned.

We'll arrange for a surveyor to visit you to investigate what else could be causing this. Once identified, we'll arrange any further works that are required.

SIX MONTHS AFTER WE'VE COMPLETED ANY ADDITIONAL WORKS

We'll contact you to ensure the problem hasn't returned.



Scan me!

