

DEALING WITH DAMP & MOULD

Our promise to Curo customers

We want to provide and maintain safe, healthy, affordable and warm homes free from damp, mould or disrepair for all our customers. We take all instances or reports of damp or mould seriously, and we promise:

- ✔ To treat all reports of damp and mould seriously and as health and safety issues, not property repair requests.
- ✔ We won't assume that condensation and mould is caused by 'lifestyle'.
- ✔ To open a case for every diagnosed occurrence of damp and mould, and to keep this case open until everyone's satisfied that the problem is fixed.
- ✔ To prioritise cases where there are people living in a home who have health concerns or other vulnerabilities that could be made worse by mould.
- ✔ We'll take a caring and supportive approach, recognising that having mould in a home can be distressing.
- ✔ To use specialist damp and mould equipment to help us find and fix the cause of the problem quickly.
- ✔ To make sure all our surveyors and property inspectors receive specialist training in diagnosing and tackling damp and mould problems.
- ✔ To carry out any repairs needed because of damp and mould as quickly and efficiently as possible to minimise damage.
- ✔ That we'll make sure all Curo colleagues who visit or work directly with customers have a good understanding of damp, mould and condensation so they're able to offer useful advice.
- ✔ That when visiting customers' homes our colleagues ask if there are issues with damp and mould, and they report any problems quickly.
- ✔ To provide customers with practical information about how to minimise condensation where this is contributing to mould forming.
- ✔ To protect our customers' homes from deterioration and damage caused by, or contributing to, damp and mould.
- ✔ To use data, knowledge and expertise to understand how different types of property and their construction affect the likelihood of damp and mould. We'll use this when we plan how we invest in property improvements and building new homes.



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To report damp or mould, or if you'd like help combating condensation, please contact us or visit www.curo-group.co.uk/dampandmould.

01225 366000
www.curo-group.co.uk/contact

