

How we will deal with Damp and Condensation Mould Cases



Report to us by Phone

You can report damp and/or condensation mould by telephoning the customer hub on **0333 200 7304**.

Make a Report Online

You can report damp and/or condensation mould by completing this reporting form on the customer portal.

<https://your.platformhg.com/>

Platform Team Member makes a Report

If a member of staff visits your home and notices the presence of damp and/or condensation mould, they will submit an electronic form that will create an entry on our Damp and Condensation Mould Register.

Damp and Condensation Mould Register

Your case will be created on the register and our External Contracts Delivery Team will pick this up and raise a repair job for any mould cleaning that is required. You will then be contacted by a member of our team to gather more information about the issues you are experiencing and identify any necessary repairs. They will also give you advice about how to manage the conditions in your home to prevent condensation mould from forming.

If you **do** have a Smart Phone with working camera we will first carry out a video call.

If you **don't** have a Smart Phone with working camera.

Uncomplicated Cases

In uncomplicated cases it may be possible to identify the cause, and raise the repairs or give the advice that will resolve the issue through the video call alone.

Video Call

This is the quickest way that we can assess your case, raise any necessary repairs and give you the appropriate advice to manage any condensation mould present.

We will ask you to show us the problem areas through the camera on your phone.

Follow Up

When repairs have been completed and sufficient time has passed for you to have applied any advice given to you to help manage any condensation mould, we will contact you again to see if the issue has been resolved.

If it hasn't we will then make arrangements for an independent Specialist Surveyor to visit you and repeat the process from the survey stage.

More Complex Cases

In more complex cases we will need to visit your home and undertake a full property inspection.

Damp and Condensation Mould Inspection

The Surveyor will attend and carry out a full detailed inspection of the property checking for damp, leaks and the condition of key components such as windows, extractor fans, loft insulation and the heating system.

The Surveyor will then discuss with you how you can best manage the home to reduce the impact of any condensation mould that you might be suffering. This may involve leaving environmental sensors in the home for a period of time that will give a better picture of what is causing any condensation issues.

The Surveyor will raise any repair jobs necessary and give appropriate advice.