YOUR GUIDE TO
DAMP AND MOULD

At Community Gateway, we are committed to providing and maintaining a dry, warm and safe home for all our tenants.

We recognise the significant impact damp and mould can have on the health and wellbeing of our tenants and we will work with you to ensure your home is safe and well-maintained.

This guide outlines how you can spot damp and mould and what you can expect from us when you report it. If you notice damp and mould in your home, contact us straight away.

What we will do

- We will listen to your concerns and take them seriously.
- We will carry out a thorough inspection to identify the root cause of the problem
- In the case of mould, we will remove it and treat affected areas with specialist products.
- We will complete the repair work necessary and if required, improve the ventilation in your home.
- We will keep you informed about appointments, inspections, outcomes and the timeline of works.
- We will make a follow up call six weeks after the works have been completed to ensure the issue is resolved and has not returned.

Our priority is making sure you feel safe and supported in your home, please allow access for inspections and repair work and follow any advice given.

What you can expect from us

We know how important it is to feel safe and comfortable in your home. That is why, under Awaab's Law, we make sure any reports of damp, mould or other serious hazards are dealt with quickly and properly.

When you report a problem to us, we will ask you a few questions to help us understand what is happening, including details about how many people live in your home, any health conditions, where the issue is and how severe it appears. This information helps us decide whether it is an emergency or significant hazard.

- **Emergency hazards:** We will visit within 24 hours to assess your home and will either fix the issue or make it safe within 24 hours.
- **Significant hazards:** We will visit within 5 days to carry out an assessment. If the hazard is significant, we will complete the repair within 5 days. If the risk is lower, we will attend within 10 days. For anything else we will attend within 20 days.
- **Remedial works:** Any follow-up repairs or treatments will be logged and completed in line with our standard procedures.

Check out our guide on how to maintain a healthy home at www.communitygateway.co.uk/maintaining-a-healthy-home

Read more about how you can spot the signs of damp and mould here, www.communitygateway.co.uk/dmc

Disrepair claims

We have noticed an increase in disrepair claim companies visiting our tenants' homes uninvited. These companies make speculative visits, asking about the condition of your home.

It is important to know that the disrepair claim process can be lengthy and costly for everyone involved, often resulting in delays in repairs getting completed. If you are approached about making a claim, please talk to us first. We are always happy to assist with any repair requests.

Contact us to report damp and mould

- Call: 0800 953 0213 (option 1)
- Email: repairs@communitygateway.co.uk
- Visit our website: Fill out our form at www.communitygateway.co.uk/dmc
- Visit us: Harbour House, Port Way, Preston, PR2 2DW (Monday - Friday 10am - 4pm)

Give Us Your Feedback

If you feel we have not met our repair timescales or you are dissatisfied with the service you have received from us, you can make a formal complaint. All complaints are investigated in line with The Housing Ombudsman's Complaint Handling Code and we will take appropriate action to ensure your home is safe and well-maintained. You can make a complaint through any of the following options:

- Online: www.communitygateway.co.uk/complaints-and-compliments
- Email: complaints@communitygateway.co.uk
- Call: 0800 953 0213 (option 6 and ask for the Service Improvement Team)
- Visit us: Harbour House, Port Way, Preston, PR2 2DW
- Write to us at: FREEPOST RTSY-EKRT-ASKR - Service Improvement Team, Community Gateway Association, Harbour House, Port Way, Preston, PR2 2DW

Scan Here

To learn more about our Customer Service Commitments, the level of service you can expect and how you can help us.

Scan Here

To access our video library, where you can listen to our guides in English, Arabic, Polish, Hungarian and Persian.

Request This Guide in a Different Format

If you require this guide in a different format such as larger print, or in a different language, please contact us on 0800 953 0213 (option 6 and ask for the Communications Team).

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www.communitygateway.co.uk