

Damp and Mould Policy



We will inspect your home for damp and mould.
We will do this every two years during your tenancy visit or annual gas safety inspection.

Damp and mould occurs when there is too much water in a building. It can happen in the building or a specific part of the building. There are different types of damp. The main types of damp are:

Rising damp

- Is caused by water moving through a wall or floor will only affect ground floor rooms and basements
- It will be present all year round but more noticeable in winter
- Signs of rising damp are tide marks rising on the walls, peeling decoration (paint or wallpaper) with wet patches on the wall or a white powdery substance on walls (salts)

Condensation

- Occurs when moisture in the air changes to water on a cold surface. If left for some time, this can lead to damp and mould

Penetrating damp

- Is caused by defects which allow water to pass from the outside to the floors, walls or ceilings
- Is more noticeable after rainfall and typically appears as a 'damp patch' that looks and feels damp
- May be caused by blocked/defective guttering and downpipes, cracks or pointing defects in brickwork, render, or gaps around doors and windows
- If left for some time, it can lead to mould.

Leaking pipes, often found in bathrooms and kitchens, can lead to mould growth over time.

If you tell us you have damp and mould in your home, we will arrange an appointment for a survey to be completed.

We will carry out an inspection within **8** working days.

We will complete the inspection in **2** working days for more severe cases.

Any damp and mould repairs will be carried out within **25** working days.

We will then carry out a follow-up inspection.

We will try to finish your damp and mould repair in one visit. If this is not possible, we will keep you up to date on the next steps.

Your rights under Awaab's Law

- Emergency repairs that pose an imminent risk to your health and safety will be made safe within 24 hours
- We will Investigate significant reports of damp and mould within ten working days
- Begin work to complete repairs within five working days of the investigation
- Ensure more complex repairs are completed as soon as reasonably practicable, and within 12 weeks of the investigation concluding
- If repairs can't be started quickly and there's a serious risk, we will arrange for you to move to a safe place until your home is made safe

Please let us know if you or someone else in your household has any vulnerabilities.

You can report damp and mould by phone, email, Live Chat or My Livin app.

What next?

[Read the full policy at livin.co.uk/policies](http://livin.co.uk/policies)

[Not satisfied with this service? Let us know at livin.co.uk/complaints](http://livin.co.uk/complaints)

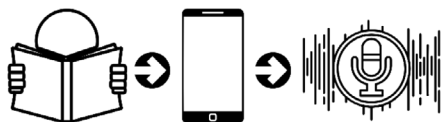
Contact us by phone if you need a copy of this policy or more information about feedback and complaints, we will be happy to post this out to you.

Please let us know if you need additional support to read this document.

We can provide this document in over 250 languages. Our most common are:

عربي (Arabic) Български (Bulgarian) Hrvatski (Croatian) čeština (Czech) پسراف (Farsi) Magyar (Hungarian) polski (Polish) Português (Portuguese) Română (Romanian) Español (Spanish) Український (Ukrainian)

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