

1

We will visit and remove the mould within 24 hours.



2

A property inspector will visit within 10 working days to work out the cause of the problem and how to fix it.



3

We'll provide you with a copy of the inspector's report within 3 working days of the inspection.



4

The repairs will be booked in and we will take steps to begin work within 5 working days of the inspection. We will work as quickly as we can and must ensure all works are completed within 12 weeks of the inspection.

5

We'll contact you 6 weeks after the repairs to check everything has stayed fixed and the problem hasn't returned. Please let us know straight away if the damp or mould returns.

6

We'll then check in with you again 3 months from the repairs being completed.

