

1

We will visit within 28 working days to work out what is causing the problem and how to fix it.

2

Repairs will be organised with you.

Routine jobs should be done within 28 working days and non-routine within 60 working days.

3

We'll check with you 3 months after the repairs are completed to check everything has stayed fixed and the problem hasn't returned. Please let us know straight away if the damp or mould returns.