

Dealing with damp and mould in our homes



Our commitment to customers

We do not want our customers to have to live with damp or mould growth in their home. So we have established a new approach to dealing with it, this means we will:

- ☑ actively encourage customers to report damp and mould concerns to us and make it easy for you to tell us about the issues you have
- ☑ conduct a review of your case by a trained member of our team before creating a plan of action to improve the situation
- ☑ always take account of the individual needs of each customer's household so in cases where extensive work may be needed to put things right, we will consider how we can best manage this for you
- ☑ give you practical advice and support around energy efficiency and good ventilation in your home to prevent damp and mould occurring
- ☑ make sure anyone from Alliance who comes to visit you in your home is trained to recognise the signs of damp and mould, and will be able to tell you what we can do to help
- ☑ make sure that that our plans to make your home more energy efficient also ensure that damp and mould doesn't become a problem
- ☑ make sure that when a home becomes empty, we check it thoroughly for damp and mould and undertake any work needed whilst the house is empty so that it's ready for our new customers to move in
- ☑ use all the information available to us to identify whether there are certain house types which can become affected by damp and mould and put plans in place to resolve this
- ☑ learn from the feedback we have received so that we can continue to improve our response to reports of damp and mould from customers and use that feedback to continue to improve the way we work.