



Helping you with damp and mould issues in your home

If you're experiencing damp and mould issues in your home, please report these to us. Let us know if there are children or elderly people living with you, or if anyone in the house has a disability or a condition which is affected by mould.

Arranging the inspection

You should hear from us within five days of reporting an issue. We will then contact you to arrange an inspection of your home that will take place within 28 days, depending on your availability.

If you live with children, elderly people, or if you or someone you live with is disabled or has a health condition which is affected by mould, we will arrange an area inspection within five days, provided you are available within that time frame.



What happens at the inspection

We will need you to be available on the date of the inspection, so you can let the Area Inspector or Property Manager into your home. They will carry identification, so feel free to ask to see their ID before you let them into your home.

The inspection will usually take up to an hour, except in complex cases. The inspector will carry out several checks, both in and outside your home. They might need access to every room throughout the inspection, depending on where the issue is.

They may investigate:

- External linking, where something like a raised footpath is bridging the damp course in your home, which can cause damp to get into your property
- Whether there are any hidden leaks
- The condition of your external walls
- Drains (to check for penetrating damp)
- Any rooms or basements that join on to the room with the reported issue

- The moisture level of any walls, surfaces or floors that might be relevant
- Potential blockages in cavity walls.

They may use thermal imaging, humidity monitoring or temperature monitoring if structural issues don't seem to be causing damp.

They will take photographs throughout their inspection.

What happens after the inspection?

The inspector will record their findings and conclude whether any repairs need to be carried out.

If repairs are required, we will arrange these with our contractors and they will carry them out at the earliest opportunity.

If no repairs are needed, they may we may monitor the damp further using various methods, to make sure there are no persisting problems.



This leaflet has
been approved by
our customers



If you're
experiencing any
issues with mould,
please contact us
using the details
below

Get in touch:

Report damp and mould to us at:
[orbitcustomerhub.org.uk/
contact-us/report-damp-mould/](https://orbitcustomerhub.org.uk/contact-us/report-damp-mould/)

Access our Better Days programme at:
[orbitcustomerhub.org.uk/
help-support/](https://orbitcustomerhub.org.uk/help-support/)

For more information, contact us at:
[orbitcustomerhub.org.uk/
contact-us](https://orbitcustomerhub.org.uk/contact-us)

Or to talk to us, please call:
0800 678 1221

Textphone:
18001 0800 678 1221

Our postal address:

**Orbit,
PO Box 6406,
Coventry,
CV3 9NB**

Take a look on social media:

f /OrbitHelp
🐦 @OrbitHelp

If you need this information in a
different format please contact us
on **0800 678 1221**

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