

Damp & Mould – Where we are

Southwark Repairs - Central East Local Housing Forum

Damp & Mould Team

Southwark Repairs have a specialist damp and mould team who see each case through from the start through to completion.

- The team have an in-house call centre who also answer web-forms, emails and online chat telling us about any issue you have.**
- The team then send a technical officer to your home who looks for the cause of the mould and raises works to solve the problem.**
- Our operatives then come to your home, wash the mould away and complete works to any high risk areas of concerns. This can sometimes involves repairing or fitting extractor fans.**

You can now contact the team via online chat on our website!

Damp and mould

How we can help

Damp and mould is something everyone experiences at some point, and if it isn't treated it can affect your health and wellbeing. We're always here to help you if it happens in your home.

If you have damp and mould in your home, contact us and we'll come and see what we can do to help.

Report damp and mould in your home

To contact our new specialist team, email dampandmould@southwark.gov.uk or phone 0207 525 2600 (choose option one, then option five).

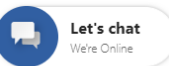
Find more information about how we can help below.

Tell us when you have a problem

We've recently changed how we approach damp and mould and what we ask you to do when you notice it. Now we're asking that you always tell us when you're having a problem with damp and mould in your home.

When you report damp or mould

Once you've made contact with us, one of our officers will visit your home. We'll bring you a leaflet that explains what we can do to help. We'll talk it through with you and



Numbers

We've seen high numbers of requests from residents about damp and mould since the team was formed.

- **The team receive up to 20 new reports of damp and mould per day.**
- **The team will assist with allocating an operative at the first point of call. This will either be a routine or a priority appointment.**
- **Right now we're working on about 5% of all**
- **of our properties in some way or other relating to damp and mould.**

What's next on the horizon

Following consultation, the Government are expected to pass Awaab's law, which will set a timescale for responding to urgent issues, including damp and mould.

We will be working to meet any legislative changes which are likely to include enhanced response times.

The in-house team have been in place for just over 12 months, where we are now reviewing to see if additional efficiencies can be made to enhance the delivery of the service.

We're also improving our customer service offering, investing in how we respond to complaints and undertaking roadshows, action days and visiting local schools to talk about damp and mould.

We know there are some estates that experience issues more than others and we're investing in tackling those estates



Investigation into Reported Dampness at

Aylton Estate, Renforth Street, London, SE16 7JW



calfordseaden LLP

K210316/C7/0007 AH/amj/G3
25 November 2021

Equipment and Operatives

We've worked hard to get the best people with the best equipment out to you when you need it

We use Max Pura to mould wash in your home, this isn't toxic, won't cause problems for vulnerable residents/people with asthma and doesn't need you to ventilate your home for hours afterwards

Our teams are trained and qualified in what they do and if we're ever unsure we have a technical team who can come and have a look

We provide rolling training for the team looking at best practice guidance and learning from other authorities.

We want to make sure that anyone who visits your home can identify how to spot damp and mould and take the appropriate action steps to deal with

Any Questions?

