

# Damp Charter

Everyone should live in a  
warm and dry home.

Damp and condensation are still a problem for too many of our tenants. There are lots of factors that can cause damp and condensation, which can be challenging to manage. We are determined to overcome these challenges and make the following commitments:



- 1 It's not your fault.** The council is committed to resolving issues in partnership with you and will communicate with you in a sympathetic way.
- 2 Quick diagnosis.** We will quickly diagnose the damp in your home. By prioritising inspections based on your individual circumstances we can attend on an emergency or urgent basis when needed.
- 3 Remedy.** We will agree an action plan with you to resolve the damp, that will include timeframes and send it to you within 3 days of the inspection.
- 4 Ongoing support.** We will check in with you 3 months after the work is completed to make sure that the damp treatment has been effective
- 5 Prevention.** We have surveyed 19,000 of our homes to help identify which ones are prone to damp (most of our homes are over 50 years old). This is informing more regular and targeted maintenance of residents' homes, and better communication about proposed work
- 6 Technology.** We are investing in technology to help resolve damp issues.
- 7 Resources.** The council is committed to prioritising resources to tackle damp issues with dedicated neighbourhood teams. We also have a rapid-response mould removal and treatment service that we can quickly deploy to remove mould ahead of any preventative or remedial work.
- 8 Delivering the Charter.** The delivery and effectiveness of these commitments will be reviewed every year.

