



Damp and mould in your home isn't something we want you to put up with.

We are here to help.

If the problem is caused by a leaky gutter, failed damp proof course, roof repair, render replacement or other building issue, **we'll fix it.**

We will aim to attend any report of proven damp and mould within 15 working days to complete an inspection. Depending on the level of work required, it may take time to sort, but we will agree a time plan with you that suits your household.



Where you can, please send pictures.



Each year invest around £4 million in planned works to replace doors, windows, roofs and more. We also complete around 7,000 free repairs to keep homes in good condition.

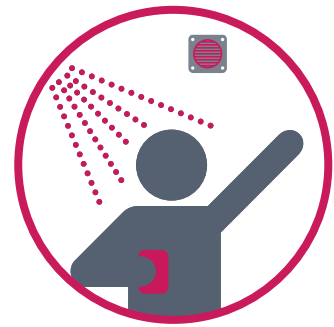
However, damp or mould can be caused by how a property is used. Drying washing inside, not using the extractor fan after a shower or putting furniture too close to external walls can create condensation which can lead to damp and mould. Here's some simple things you can do to help keep your home as you want it.



Wipe down windows and sills in the morning if they have condensation on the inside.



Avoid drying clothes inside if you can.



Use your extractor fan during and after a bath or shower. If yours isn't working, **tell us**.



If it's not too cold, ventilate your home by opening a window. Even 15 mins makes a difference.



When running a bath, use the cold water first and then add hot. It'll reduce steam.



Leave about two inches between the wall and furniture. If you can place wardrobes against internal walls.



Hackney Council produced **this video** that captures some tips.



You can report **damp and mould** to us by:

Phoning us: **0800 197 9790**

Emailing: **enquires@templerhomebuild.co.uk**

Completing our online form:

templerhomebuild.co.uk/i-want-to/reporting-a-repair/

