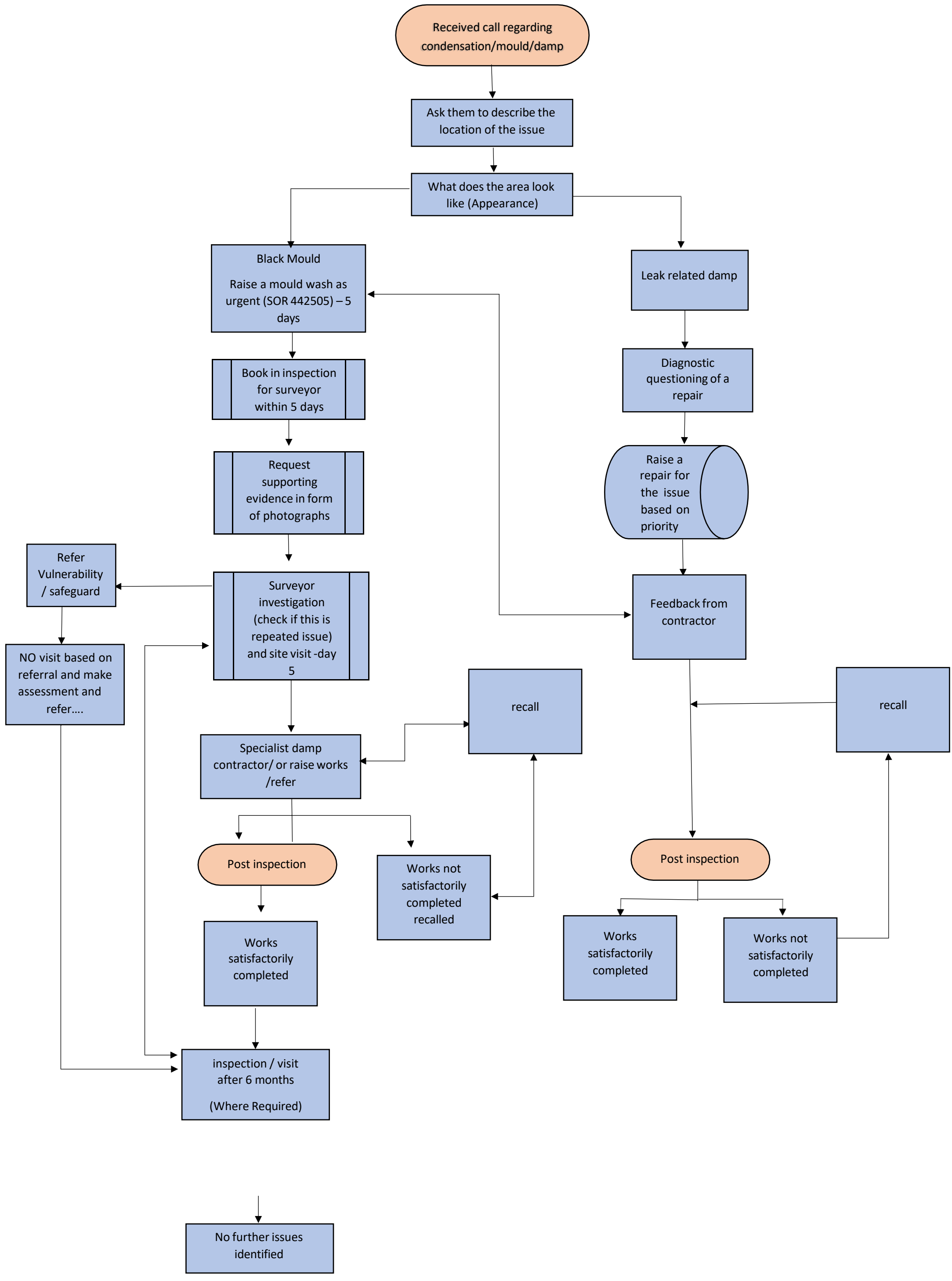
Received call regarding condensation/mould/damp
Ask them to describe the location of the issue
What does the area look like (Appearance)
Black Mould
Raise a mould wash as urgent (SOR 442505) – 5 days
Leak related damp
Book in inspection for surveyor within 5 days
Diagnostic questioning of a repair
Request supporting evidence in form of photographs
Raise a repair for the issue based on priority
Refer Vulnerability / safeguard
Surveyor investigation (check if this is repeated issue) and site visit -day 5
Feedback from contractor
NO visit based on referral and make assessment and refer….
recall
recall
Specialist damp contractor/ or raise works /refer
Post inspection
Works not satisfactorily completed recalled
Post inspection
Works satisfactorily completed
Works satisfactorily completed
Works not satisfactorily completed
inspection / visit after 6 months
(Where Required)
No further issues identified