

Dealing with damp and mould is a priority for Salix Homes

Dear Customer,

You will undoubtedly have heard a great deal about damp, mould and condensation in the news over the past few weeks. This is following the inquest into two-year-old Awaab Ishak, who tragically died as a result of prolonged exposure to damp and mouldy conditions in his Rochdale home.

Everyone at Salix Homes is deeply saddened by this news and our thoughts are with Awaab's family at this time.

We understand that our own tenants may have concerns about damp and mould in your own homes and the affect it could be having on the health and wellbeing of you and your family.

We would like to reassure you that tackling cases of damp and mould in our properties is an absolute priority for Salix Homes. Me, my team, and our Board, are all committed to ensuring that you have a safe and healthy home, and crucially, that you are listened to if you do raise a concern with us.

When it comes to dealing with cases of damp and mould in our properties, we have had a dedicated and proactive process in place for some time. Our frontline teams have also undertaken dedicated damp and mould training, which aims to increase our knowledge and awareness of damp and mould and how we deal with it.

Our officers will also routinely ask you about any concerns you might have about damp and mould during conversations we have with you about repairs or other issues.

If you do however have any concerns about damp and mould in your home, we would urge you to report it to us as soon as you can. We will then carry out an inspection at your home and arrange any necessary remediation work that is required.

You can also report any concerns you may have about damp and mould that might be affecting the homes of any elderly or vulnerable people in your community.

Heating your home plays a critical part in reducing damp and mould, so if you are struggling with escalating energy costs, we would urge you to get in touch. We have enclosed some guidance on how you can get help towards your energy bills and other support available. You can also check out our cost of living website pages, plus our Facebook page has all the latest information.

With Christmas just around the corner, may we also take this opportunity to wish you a safe and enjoyable holiday season. Should you need us during this time, we have included details of how you can get in touch with us over the Christmas and New Year period.

Yours sincerely,

Sue Sutton, Chief Executive, Salix Homes

Jim Battle, Chair of the Board, Salix Homes

Report damp and mould

MySalix: we have a dedicated damp and mould reporting section on our MySalix customer portal.

Email: Contact our dedicated team on SurveyorSupportTeam@salixhomes.co.uk

Phone: Call us on 0800 218 2000

Alternative formats

Call or email us to request this letter in alternative formats, such as braille, large print, audio version, sign language, or in an alternative language:

0800 218 2000

enquiries@salixhomes.co.uk