



Islington & Shoreditch
Housing Association

DAMP AND MOULD

See it, report it!

Damp and mould are serious health hazards. If you spot any sign of damp and mould please report it to us immediately, even if the problem is only small. That way, we can put it right early and keep your home safe.



What will happen when I report damp and mould?

When you report a problem, we will:

1. Talk to you to find out more about it.
2. If necessary arrange to visit to check the damp and mould problem and identify the cause.
3. Investigate thoroughly to make sure nothing is missed.
4. Share our findings with you and explain any next steps.
5. Work with our contractors to complete any necessary repairs or treatments within the timescales required by law — these depend on how serious the issue is.
6. Provide advice on how to help reduce condensation and prevent damp and mould in the future.

For more information visit our website: **www.isha.co.uk**

Report it to our Repairs and Maintenance team:



0300 131 7300



RepairsAndMaintenance@isha.co.uk



Visit our office at:
102 Blackstock Road, London, N4 2DR
Please check the website for opening times.

