

January 2023

Dear Customer

Damp & Mould

As you may have seen, there have been a lot of reports in the media over the past few months about damp and mould. We understand that for some of our customers this will be very concerning, so we want to let you know how Freebridge can help.

During this winter we have already helped many customers with financial support towards the cost of energy, as well as advice and guidance on lowering usage and saving money, and we want to help many more. If you would like to talk to us about this, please get in touch on 03332 404 444 (press 3).

There are also a few things that may be helpful to you in trying to cut down on the amount on moisture in your home, all of which can contribute to mould growth. For handy hints and tips please see our guide available here: <https://www.freebridge.org.uk/freebridge-customer/about-my-home/looking-after-your-home>.

For some customers though we know this won't be enough to eliminate mould in their homes, and there will be repair or improvement works that we need to do. If you are worried about damp and mould in your home, please let us know.

To decide on the best solution for you and your home, our team will listen carefully to your concerns and carry out a detailed assessment over the telephone. We will then follow this up with a home visit, so that we can agree a plan of action.

Please be assured that we will listen to you and your concerns about damp and mould and will do all that we can to sort the problem. Please do get in touch with us on 03332 404 444 (press 1) or via email at repairs@freebridge.org.uk

Yours sincerely

Anita Jones
Chief Executive