

# Keeping Your Home Damp and Mould Free

Nehemiah Housing is committed to providing safe, dry homes. This guide outlines the landlord's guaranteed response times for repairs while providing tenants with simple, daily habits to reduce moisture and maintain a healthy living environment.

## Our Commitment to You



### Rapid Treatment & Repairs

We provide a mould wash within 5 days and repairs within 14 days.



### Specialist Expert Support

If issues persist or return, we will provide a full specialist survey.



### Report Issues Immediately

Call the repair line on **0800 849 1400** or **03030 30 1000**.

## Simple Steps You Can Take

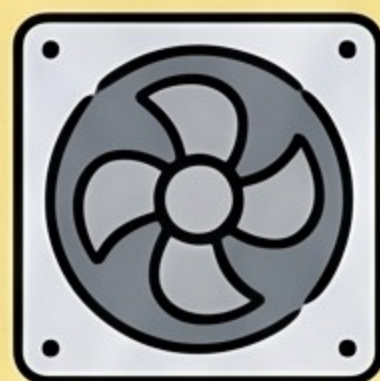
### Reduce Moisture



Use **lids on pans**, **dry clothes on racks**, and **wipe water** wet windows daily.

**Key Habit:** Close the kitchen door when cooking.

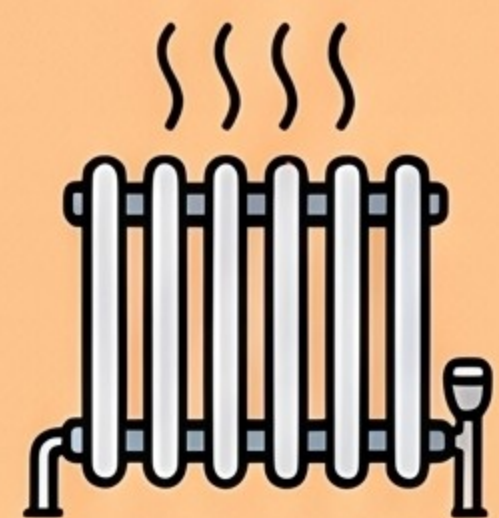
### Let Fresh Air In



Use **extractor fans**, **open windows for 30 minutes**, and leave gaps behind furniture.

**Key Habit:** Leave a small gap between furniture and the wall.

### Keep Warm



Keep a **low heat** in **all rooms** and do not **block radiators**.



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