

## Our Damp & Mould Commitments

# 1

### We will listen and act with care

We'll work in partnership with you (and your landlord for private tenants), communicate clearly and respectfully, and make sure your concerns are taken seriously.

# 2

### Spot problems early

We'll check for damp and mould whenever we visit, use technology to spot risks, and explain what might be making the problem worse.

- Wandsworth council tenants: The Co-op will carry out the work.
- Private tenants: we'll provide advice to your landlord.

# 3

### Swiftly investigate and provide clear action plans

We'll inspect quickly, prioritise urgent cases, and share a written plan with timeframes within **3 working days**.

- Wandsworth council tenants: The Co-op will carry out the work.
- Private tenants: we'll provide advice to your landlord.

# 4

### Fix the problem and check back

For Wandsworth Council tenants, we'll ensure repairs are carried out (or via the landlord for private tenants), check back to confirm they've worked, and help make homes that are warmer and healthier.

# 5

### Provide extra support and keep our promises

If the issue cannot be resolved promptly, we will work with Wandsworth Council (or the landlord for private tenants) to provide extra support. The Co-op will review these commitments every year to keep improving.