



What to expect from EHA

At Eden Housing Association, we're committed to ensuring your home is free from damp and mould. If you're concerned about damp, mould, or condensation in your home, please report it to us as soon as possible.

Initial questions

We'll ask you for details about the issues you're experiencing, such as:

- Where the damp or mould is occurring
- How long the problem has been present
- Whether anyone in your household has health conditions that may be affected

Helpful tip: If you can send us clear photos of the affected areas, this will help us assess the problem more quickly.

Assessment

Based on the information you provide:

- We may arrange emergency repairs, such as treating mould or fixing leaks
- If we believe there may be a risk to your or your family's health, we'll arrange an inspection within 10 working days

Inspection of your home

A Property Officer will visit your home to:

- Identify possible causes (e.g. leaks, ventilation issues, condensation)
- Take photos
- Take moisture readings
- Take measurements of affected areas

Actions

This may lead to one or more of the following actions:

- ✓ Providing advice on how to reduce moisture and condensation
- 🔧 Arranging repairs for defects (e.g. leaks, broken guttering, missing roof tiles, damaged render, or drainage issues)
- 🏠 Organising a specialist survey if rising damp or structural issues are suspected
- 💨 Checking and improving ventilation where needed
- 🔥 Ensuring adequate heating – if you're concerned about heating costs, we can signpost you to free financial advice and support services

Follow-up

We will write to you to:

- Confirm any repairs we've scheduled
- Provide estimated timescales for completing the work

We will contact you 6-8 weeks after repairs are completed to check if the works have been successful in addressing the issues.

Contact Us

If you need to report any problems with dampness or mould growth, you can:

- Report via [MyAccount](#)
- Email DMC@edenha.org.uk
- Call 01768 861400 (select 1)