



SAXON
WEALD

Our damp and Mould process

What you can expect from us:

1

Customer contacts us about damp and mould in their home, or damp and mould concern is found in customer's home by Saxon Weald staff/contractor.



2

HomeFix Operative or qualified contractor visits customer's home to

- treat any surface mould
- inspect and identify the root cause
- take photographs of the affected areas
- create a written report of their findings

3

If we cannot complete the work within 3 working days, the customer will receive a report. The report will outline:

- what was found
- any further repairs required
- timeframes to complete repairs

4

Customer will be contacted about appointments to complete repairs.



7

Once the issue has been resolved, we will contact the customer to ensure the repairs carried out have been successful.



6

Customers must legally allow Saxon Weald access to their home to ensure there are no hazards present and to carry out repair works. If we are unable to gain access after three attempts, we will follow our no access policy to gain entry.

Download our [Damp, mould and condensation policy](#)

5

Customer provided with information on helping to prevent damp, mould, and condensation in their property.

