



# How we **MANAGE DAMP AND MOULD**

If damp and mould issues are identified within your place of work or single living accommodation, they should be phoned through to the VIVO Helpdesk as soon as possible.

**The sooner the problem is reported, the sooner it can be rectified and prevented from worsening.**

Our helpdesk team will ask you a series of questions, but in advance, it would be helpful if you could consider...

## **What may be causing the issue?**

- > Ventilation units being overridden/turned off
- > Windows not being opened to increase airflow
- > Inadequate ventilation
- > Faulty ventilation units such as extractor fans
- > Water ingress from leaking pipes, wastes or overflows
- > Rain seeping through the roof where a tile or slate is missing
- > Blocked guttering, cracked or loose rainwater pipes

## **What you can do to prevent damp and mould:**

- > Keep a window ajar to allow for air movement in and out of the room – particularly when using the shower or drying wet clothes/towels
- > Remove wet kit from bags and hang up
- > Wipe down surfaces affected by condensation regularly to prevent mould growth
- > Maintain regular cleaning of the affected area using a mould resistant product
- > Contact the VIVO helpdesk at the first sign of damp or mould ensure you keep your Building Custodian informed

## **FEEDBACK**

We love to receive your feedback to allow us to continually improve. To report a fault or to provide feedback 24/7/365, please contact us via the following methods:



0800 0466 010

fm@vivohelpdesk.com

www.vivodefence.com/fdis-built-estate

### **Our call volumes increase considerably during the winter months.**

If your fault is believed to be an emergency, please contact us via the helpdesk phone number.

For routine faults, please email us or use our webform to allow our helpdesk to respond to establishment critical faults.

**We aim to respond to all emails within 24 working hours.**

Your VIVO colleagues will be actively sharing this message during meetings and engagement sessions held on your site over the coming weeks.

Please ensure your Building Custodian is kept informed of any faults reported within your building/accommodation space.

When emailing, please provide as much detail as possible about the location and symptoms of the fault.

