

Frequently Asked Questions

1. How and when will a family be contacted about works to their home?

Families will be contacted via letter 2-3 weeks before the planned works.

2. What happens if families are not contacted about damp and mould works in their area?

The schedule of works has been planned to ensure homes which are severely affected are prioritised. This means that homes in one area may have differing timeframes for works to begin.

3. Can families stay in their homes while work takes place?

Families are still able to safely live in their home whilst work is being completed. It may be required to move or cover furniture whilst work is taking place and families will be helped with this if necessary. You will be informed of any requirements once an appointment has been scheduled.

4. Whilst awaiting works, can families request additional first responder visits to treat damp and mould?

Yes, in the interim, if families have a damp and mould report logged and see damp and mould reoccurring, they can request further first responder visits to ensure it is kept to a minimum by calling the National Service Centre on 0800 031 8628.

5. Once the 12-month programme is complete, what happens next?

DIO acknowledges that eradicating damp and mould across the SFA estate will take longer than 12-months and further works beyond the 12-month programme will be required. Fully solving the problem of damp and mould is likely to take 2-3 years and additional funding beyond that currently programmed.

6. Will works cover all damp and mould requirements identified in the survey?

DIO and its industry partners have used the surveys conducted on families' homes to assess the works required and to develop packages of works to homes accordingly. These works aim to tackle the common causes of damp and mould in homes.

7. What happens if a family moves into a home which is due to have damp and mould works completed? How will they be informed/contacted?

Homes with a known Damp & Mould issue will not be allocated to families until works to address the underlying causes have been completed and will not be available on the e1132 system.

8. If there are outstanding repairs/maintenance reports on a home, will these be fixed during the damp and mould works or still treated separately?

Any reported repairs and maintenance work on homes which are not related to damp and mould will be addressed via the usual process.