

Your Surveyor's details

Name:

Email:

Phone number:

Contact us



Customer portal
www.mybdht.co.uk



Freephone 0800 0850 160

Email contactus@bdht.co.uk

Website www.bdht.co.uk

Freepost bdht

Text 83080 starting your message with **bdht**

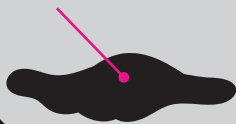
bdht, Buntsford Court, Buntsford Gate,
Bromsgrove, Worcs, B60 3DJ



**Important
information
about your
damp case**

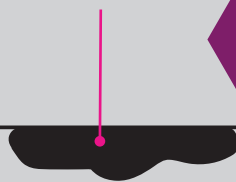
Loft insulation

Loft insulation not properly rolled out results in cold spots on ceiling where condensation can form.



Top of wall

Cavity insulation slumps, causing a cold spot.



Possible causes of damp and condensation

At **bdht** we take all damp and mould complaints seriously, we prioritise them and work quickly to assess and fix.

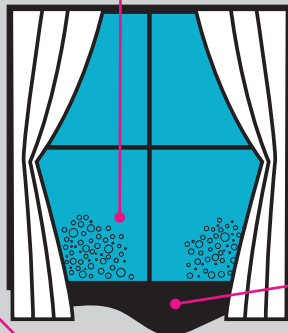
Water staining

from a leak can cause mould growth.



Windows

Windows will normally be coldest, so condensation is very common here. This needs to be cleaned regularly to avoid mould growth.



Ventilation

Lack of ventilation can cause a build up of warm, moist air resulting in condensation.

Under windows

Cavity wall insulation not pumped sufficiently or slumped under window sills will cause cold spots where condensation can form.

Room corners

Air does not circulate well into corners of rooms, so condensation occurs if there is not enough ventilation.

Damp proof course

Damp from failed damp proof course (DPC) causes a tide mark rising from the skirting board. See our 'Guide to Damp and Condensation' for more information.



If you have reported a reoccurring case of suspected damp, this is what you can expect:

STEP 1

We will assign an building surveyor to manage your case.

STEP 2

The surveyor will visit you and carry out an inspection.

STEP 3

We will give you advice to help manage and prevent any further issues. We will work with other teams to offer support.

STEP 4

We will arrange for an independent specialist assessment, if required.

STEP 5

We will complete any necessary works.

STEP 6

We will visit you regularly to monitor the situation for 12 months; if you experience any further issue we will start the process again from Step 2.

STEP 7

After 12 months, if there are no further issues, we will close the case.