



PO Box 1720, Huddersfield, HD1 9EL

phone: 01484 414800

email: dmc@kirklees.gov.uk

web: <https://www.kirklees.gov.uk>

Twitter: [@KirkleesCouncil](https://twitter.com/KirkleesCouncil)

Date: Thursday, 01 August 2024

[insert Resident Name]

[insert Street Address]

[insert Town]

[insert Postcode]

Our Reference: [insert CaseViewer Reference Number] / [insert JobRef]

Dear [insert Resident Name],

Acknowledgement of Reported Damp, Mould, and Condensation (DMC)

We can confirm receipt of your reported DMC issue on **[insert date reported]** and a case has been opened on our system, **[insert Job Reference]**.

Since you reported this to us, we have contacted you and triaged your initial report of DMC in preparation of a survey. An Assets Surveyor has been allocated to your case and will contact you to arrange a mutually convenient date and time to survey your home to identify the root cause of your DMC issue.

Please respond to any communications from our Assets Surveyor, who will be arranging access with you via phone or text message, and visits to your home.

Their contact details are:

Assets Surveyor Name; **[insert name]**
Assets Surveyor Phone; **[insert contact number]**
Assets Surveyor Email; **[insert email]**

Please note, to ensure that the DMC issue which you have reported can be surveyed at the earliest opportunity, access to your home is a priority.

Please be mindful, it is a condition of your tenancy that you must give our officers, agents, and contractors unobstructed access to inspect your home or do work on it if we have given you at least 24 hours' notice, in writing. Also, we do ask that you ensure the area(s) of your home which require inspecting are clear and accessible; doing so will help to ensure the survey is completed with minimal disruption.

If you would like to find out more information regarding our approach to damp, mould and condensation, you can visit our website www.kirklees.gov.uk and navigate to Menu > Housing and Homelessness > Council Housing > Safety and services > Damp, mould and condensation.

Thank you for your understanding and co-operation.

Yours Sincerely,

A handwritten signature in black ink, appearing to read 'David Cleaver', written over a horizontal line.

David Cleaver
Service Manager Assets