

To: All General Needs Tenants
Stockwell Park Estate

SW9 Community Housing
6 Stockwell Park Walk
London, SW9 0FG

13 October 2026

www.sw9.org.uk 
info@sw9.org.uk 
0207 326 3700 

Dear Resident,

Reporting Damp and Mould in Your Home

As autumn continues and winter approaches, damp and mould may become more prevalent. We want all residents to feel safe, healthy and comfortable in their home, so please let us know as soon as possible if you notice any signs, even if they seem minor. Reporting the issue early gives SW9 the best opportunity to identify the cause and provide the right support.

What to look out for:

- Black, green or white patches on walls, ceilings, windows or furniture.
- A persistent damp or musty smell.
- Condensation that does not clear.
- Peeling wallpaper, flaking paint or damp patches.
- Leaks, water ingress or unusually high moisture levels.

How to report damp and mould:

Please tell us as soon as you notice damp or mould so that we can help before it gets worse. You can contact SW9 in whichever way is easiest for you:

Email: Send details and photographs, where possible, to DMC@sw9.org.uk.

Telephone: Call us on **020 7326 3700**.

Online: Complete the contact or repairs form at www.sw9.org.uk.

In person or by post: Contact **SW9 Community Housing, 6 Stockwell Park Walk, London SW9 0FG**.

Office opening hours: Monday 9.00 am–5.00 pm; Tuesday 10.00 am–5.00 pm; Wednesday to Friday 9.00 am–5.00 pm.

For more advice on how to recognise damp and mould, please visit our website page, '**Are You Worried About Damp & Mould?**', by scanning the QR code shown below:



To help us respond, please tell us:

1. Your full name, address and preferred contact details.
2. The room or area affected and what you can see or smell.
3. When you first noticed the problem and whether it is spreading or getting worse.
4. Details of any leak, water damage or previous repair that may be connected.
5. Clear photographs of the affected area, if it is safe and convenient to take them.
6. Any health concerns or household circumstances that may require an urgent response.

If damp or mould has come back after treatment or a repair, please let us know again. This will help us investigate the problem further and make sure the right action is taken.

What SW9 will do

We will listen to your concerns and review the information you give us. We will then arrange the appropriate inspection or action, consider the cause of the problem and identify any repairs or additional support you may need. We will keep you updated about the next steps, including any appointments or works.

While you are waiting for assistance

While you are waiting for us to respond, and only where it is safe to do so, you can wipe away light condensation, use extractor fans, keep air vents clear and avoid blocking radiators. Please do not try to remove extensive mould yourself or disturb any affected materials if this may be unsafe. These steps may help in the short term, but it is still important to report the problem so that we can investigate the underlying cause.

If you need urgent help: If there is a serious leak, flooding, an electrical risk or another immediate danger, please call us straight away on 020 7326 3700. You can also use this number for emergency repairs outside normal office hours.

Thank you for helping us deal with damp and mould as early as possible.

Yours faithfully,



Dean Salter
Interim Repairs Operations Manager