

JUST ASK!

“ MY HOME FEELS DAMP – HOW DO I KNOW IF IT IS CONDENSATION WHICH IS CAUSING IT? ”

If you have water running down the windows in your home and it is soaking into wallpaper, plaster, carpets and curtains or ‘puddling’ on windowsills it is most likely that you have a condensation problem.

Keep condensation to a minimum:

- cover pans when cooking and don't leave kettles and pans boiling longer than necessary
- hang washing outside to dry whenever possible, not on radiators in your home

If there is damage to your decorations and furnishing due to condensation it is your responsibility.

If your home is damp due to other causes and requires repairs to the building itself, we shall arrange for these works to be carried out, or arrange an inspection.

If you have any queries, contact Samantha Howell on 0845 634 0635.



A few handy hints to make sure you are getting the best from Estuary's Repair Service



Save money by contacting us on the freephone number

0800 783 0496

Our staff will tell you

- The name of the contractor who will be calling to your home
- The order number issued
- The agreed appointment date
- The date when the works will be completed



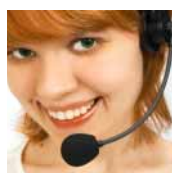
Our staff will answer the phone and tell you their name and ask you for some details

- Your name and address
- Your telephone number



You will need to tell our staff

- Whereabouts in your home the problem is
- Details of what has gone wrong



We expect the contractor to arrive as agreed and carry out the works. We will give the contractor your contact details.



Important - If the contractor doesn't arrive please call and let us know as soon as possible. After the works are completed we will send you a questionnaire to find out what you think of the service.



Please take time to complete the questionnaire as they are entered into a monthly draw and each month a lucky winner will receive a £25 shopping voucher.



What you tell us is important, we will note your comments and make any necessary improvements to our service.