



susietranter79@gmail.com

RE: Damp and mould in my home

To: contactus@magna.org.uk ▼

Inbox 22 November 2025

Hello,

I am writing to make a complaint about damp and mould in my home because I am unhappy with how you have dealt with this so far.

I first told you about this in September, and then again in early October. You told me someone would get in touch. No one did and I only got a response when I chased. The mould is back again and the damp got much worse because of the weather.

A surveyor came to my home on 11th November and but I am still waiting to hear what you will do next. I am now 30 weeks pregnant and it is incredibly uncomfortable to be sleeping on the floor!

I really need a better solution and fast to this, I cannot have a baby in this property as it stands now.

When are you going to provide some proper help?

Given your lack of response, I am also asking for compensation as the mould is now spreading to things like clothes and bedding in my room. I don't really have anywhere else to store these.

Susie 07967 886 452

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Sent from my iphone