

ST **susietranter79@gmail.com**

RE: Damp and mould in my home

To: contactus@magna.org.uk ▼

Inbox 21 January 2026

Hello,

I am writing to escalate my complaint about damp and mould in my home.

I have experienced nothing but delays on this matter. I was contacted by a member of your team prior to Christmas to come and do a follow up visit at my property. I asked them to contact me after Christmas and I have heard nothing.

I returned from a relative's home after Christmas to find the mould in my property has got much worse. I have been sleeping on the floor for many weeks and I cannot continue to live like this. My baby is due in four weeks.

I then come home today to find a note through the letterbox that you have attempted to visit to make an inspection when I was at work with no prior appointment agreed.

I feel like I am going round in circles and I have no option but to approach my local paper and raise this complaint outside of your organisation. Your complaints team is liaising with me about my complaint but in terms of getting the issue sorted I am getting absolutely no joy at all.

Thanks

Susie

07967 886 452

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Sent from my iphone