



Jenny Golding

Sent 10 December 2025

RE: Damp and mould in my home

To: susietranter79@gmail.com ▼

Dear Susie,

My team have been trying to get in touch with you following the complaint your made and the issue you flagged with damp and mould on 22 November to book in a complaints surveyor for you.

We haven't managed to get hold of you on your mobile and have left a couple of messages but haven't heard back.

We are happy to come and take another look at your home at your convenience. Can you reply with your availability or alternatively give me a call back?

Many thanks

Jenny



Jenny Golding | Regional Manager

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