

## Damp and Mould Season – The Count Down Has Begun

It might be the middle of the summer, albeit an unseasonably damp one, but your thoughts are probably filled with holidays, getting away, enjoying Wimbledon, the Euros, looking forward to the Olympics, kids clubs and maybe strawberries and cream.

But the clock is counting down, and before we know it autumn will be upon us, the weather will change, signalling the start of damp and mould season. Your residents will start experiencing the consequences of cooler, more damp weather, yet again creating the perfect environment for condensation and damp to build up, in some instances leading to the build-up of dangerous black mould spores, which can be devastating to the health of your residents, and ultimately as the landlord is your responsibility to rectify.

### How can housing providers prepare?



Confurr have simple, cost-effective technology enabling you to see damp and mould immediately, over a live video feed. You can record the stream and take snapshots, to then be passed on to a property surveyor, or if available bring a surveyor into the live call, and plan in the remedial action there and then.

### What are the benefits?

**60% of video diagnosis calls did not require a second expert opinion**

**10% were diagnosed and advice given on the call to rectify the issue at first contact**

**37% resulted in a trade being sent to complete a simple gutter, plumbing or other repair**

**95% of residents who are offered a video survey accept this option**

**Survey times can be reduced from days and weeks to minutes.**

**Surveyors can focus on severe cases, reducing overall waiting times**

**Landlords are proactive rather than reactive.**





**“Life is really simple, but we insist on making it complicated.” Confucius.**

Simple technologies are most often the best technologies, and handling this particular challenge, of efficient resident engagement is no exception.

Using video to survey homes for the purpose of maintenance and remedial works is probably going to be very new to your organisation. We understand that our technology needs to be easy and we guarantee that it is:

- Low risk
- Low cost
- Easy to deploy
- Extremely easy to use
- Accessible and inclusive
- Resident friendly
- Easy to integrate into existing systems



**Deploying Confurr is simple – senior leaders need not be heavily involved in the process**

We will work with you to define the deployment, test, train, implement and onboard your teams as well as assist with tenant engagement.



So, if you want a simple to use platform that will have a very positive impact on resident engagement, efficiency, cost saving, that will become a really good news story, then Confurr might well be that thing.

**And remember – the clock is ticking away towards damp and mould season!**