

White Horse - Triage questions for condensation/mould calls

Report of mould/ condensation

Specialist Questions	Customers Answers	Customers Answers
<ul style="list-style-type: none">• What is the issue		
<ul style="list-style-type: none">• When did you first notice the problem		
<ul style="list-style-type: none">• What rooms are affected		
<ul style="list-style-type: none">• Where is the mould located, e.g floors , ceilings, inside or outside walls, furnishings clothing cupboards		
<ul style="list-style-type: none">• What does it look like/size of area affected		
<ul style="list-style-type: none">• Have you tried to clean the mould, with, how often		
<ul style="list-style-type: none">• Do you have any ventilation in the room		

<ul style="list-style-type: none"> • How many people/ pets are in the property 		
<ul style="list-style-type: none"> • Is there any heating, what type, is it on how often, where 		
<ul style="list-style-type: none"> • Has there been any changes since you noticed this 		
<ul style="list-style-type: none"> • Are you able to send me some images 		

Assessment Level One, Two or Three:

Appointment Date for Inspection:

Signed..... Date: