

Your winter support package

Supporting you through the wetter winter months

We understand that rain and cold weather can be worrying at City Green. To assist you, we've put a Winter Support Package in place to provide extra support, regular contact and practical measures to help you throughout the season.

Our teams will continue to closely monitor your building and are here to help whenever you need us.

What we're doing to support you

Dehumidifiers for every home

Every home will have access to a dehumidifier to help manage moisture and improve indoor air quality.

If you do not already have a dehumidifier, we will provide one for you in the coming weeks and provide you with a financial contribution towards the running cost for this (paid quarterly).

New moisture-absorbing socks

We are replacing the moisture-absorbing socks in all properties to ensure they continue to work effectively.

These help to absorb excess moisture and will be checked and replaced regularly as part of our ongoing support through Orbis when they attend your property.

Monthly welfare contact

Our specialist contract, Orbis, will contact you at least once every month to offer free of charge wash downs treatments and cleaning of damp or mould in your home.

This may be by telephone call or text message

If there is a period of exceptionally severe weather, we may contact you more frequently.

Weekly building inspections

Our Building Surveying Team will carry out weekly inspections of communal areas throughout the winter period, this includes corridors and the staircase.

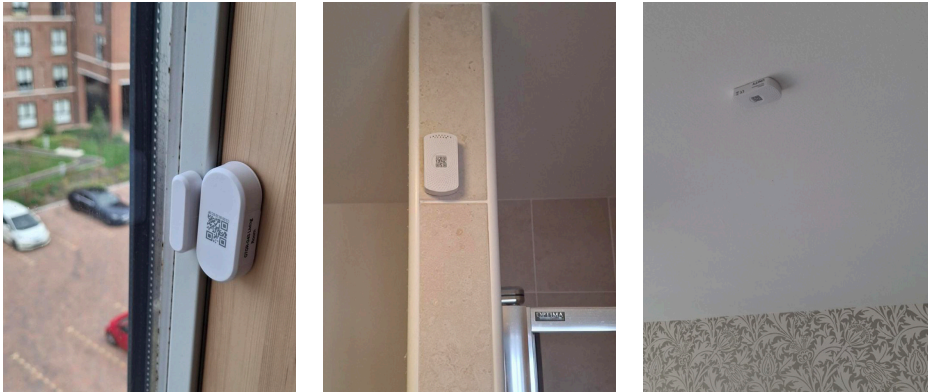
This helps us identify and respond to any issues as quickly as possible.

Humidity monitoring

To help us better understand conditions within your home and identify where extra support may be needed, we will be installing a Unity Monitoring System in your flat.

The system consists of a number of small sensors which will be placed in almost every room, typically near windows and on ceilings. These sensors continuously monitor the temperature and relative humidity levels within your home. Relative humidity measures the amount of moisture in the air and can help us identify conditions that may increase the risk of damp, mould or condensation.

The below photos show how the sensors will look in your home



The system also includes a small hub which will be plugged into a power socket in your home. The hub securely receives information from the sensors and transmits it back to Gentoo, allowing us to monitor conditions remotely. The system uses very little electricity, with typical running costs of less than £1 per year.

The information collected by the sensors will be reviewed every week by our Building Surveying Team. If the data suggests that you may benefit from additional support or advice, we will contact you directly.

If water enters your home

Please report this to us immediately on 0191 525 5000.

Please do not wait until the next day to report significant water ingress or an emergency situation, we have a dedicated process in place to support you 24 hours a day, seven days per week.