



VENTI



A Fresh Start for a Damp Coastal Home

From worrying about guest complaints to feeling proud of every arrival, read Mary's story with VENTI.

The Impact of Damp and Mould in Holiday Properties

Mary, a coastal holiday home owner in Salcombe, Devon, faced a persistent and costly **issue that many property owners know all too well: chronic damp and mould**. Despite repeated attempts to resolve the problem using dehumidifiers, dry-lining, and redecorating, the issue returned again and again.

For Mary, the real cost wasn't just financial. It was the creeping anxiety before every new guest arrived. **The uncertainty.**

Guests were starting to notice the damp, and **negative reviews on TripAdvisor began to appear.**

What should have been a relaxing, welcoming coastal escape was becoming a **source of stress**. Mary needed a **long-term solution**, one that would resolve the root cause, **not another temporary fix.**



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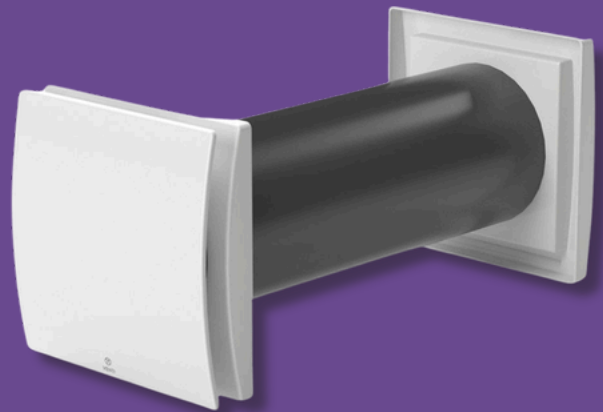
The VENTI Solution: From Damp to Dry

When it came to finding a real solution, Mary relied on expert advice close to home; her son, an architect, whose **reputation depends on building performance and structural integrity**. Seeing how poor ventilation damages homes and health, Mary's son was able to recommend VENTI as a trustworthy long-term fix for his own mother.

Mary also highlighted that trust was reinforced by VENTI's local roots, compared to a faceless national company. **As a Cornish based company**, VENTI had a first hand understanding of what salt air, driving rain, and Atlantic winds actually do to a home, and how to protect against it.

With that reassurance, Mary chose to install VENTI's ventilation system in key areas of the property, including the living room and shower space. The installation, carried out by a local electrician, was described as **"Superb" and "easy"**.

Additionally, Mary found the website intuitive, and **the chatbot made choosing the right solution simple**. Her electrician was equally impressed and now **recommends VENTI to his own clients**. From initial enquiry to installation, she felt well-supported throughout, reflecting VENTI's clear, user-friendly approach.



The Results: Restoring Comfort, Confidence, and Peace of Mind

The results were immediate. **The anxiety that Mary once faced with every booking was replaced by renewed pride in the home**. The coastal retreat became **noticeably fresher, drier, and healthier**, no longer defined by damp and mould.

Mary's experience highlights a common issue in coastal, high-moisture environments: traditional solutions often treat symptoms, not causes. VENTI focuses on long-term solutions that improve not just a property's condition, **but how it feels to live in and stay in**.

This transformation went beyond removing damp and mould, it changed guest feedback. Complaints about damp gave way to praise for freshness and comfort, allowing **Mary to check her reviews with confidence**.

Following this success, **Mary installed VENTI in her own home** and continues to recommend it. The worry she once felt has been replaced by the simple satisfaction of knowing her guests can fully enjoy the space she's created.

