

THE DAMP AND MOULD EVIDENCE TRAIL

A capture framework for Awaab's Law, before the Regulator asks

HIC

Why We Made This

Awaab's Law put a clock on damp and mould, and teams tell us the hard part isn't the repair, it's proving what you did and when. We built this so the evidence trail builds itself as you inspect, in the order the law expects, before anyone asks to see it.

This framework is about the evidence: capturing the condition as inspections happen, so the record's organised and to hand. It isn't a legal opinion, and it doesn't decide whether a home meets the standard. That call sits with the Regulator. Your job is to evidence what you found and what you did.

The Statutory Timescales (Cited)

Awaab's Law came into force for the social rented sector on 27 October 2025. For emergency hazards and for damp and mould that presents a significant risk of harm, the timeframes are set out in the government's guidance for social landlords.

- Emergency hazards. Investigate, and carry out safety work, as soon as reasonably practicable and within 24 hours of becoming aware. If you can't make it safe in 24 hours, you must offer suitable alternative accommodation.
- Significant hazards. Investigate within 10 working days of becoming aware.
- Written summary. Give the tenant a written summary of the investigation findings within 3 working days of the investigation concluding.
- Safety work. Carry out relevant safety work within 5 working days of the investigation concluding.
- Preventative work. Begin work to stop it recurring within 5 working days of the investigation concluding, or if that isn't possible, as soon as practicable and physically started within 12 weeks.

The scheme is being phased. From 2026 it extends to further hazards that present a significant risk of harm, and in 2027 to all remaining HHSRS hazards apart from overcrowding. Check the current position, and these exact timeframes, in the GOV.UK guidance before you rely on them. Source: Awaab's Law: guidance for social landlords, GOV.UK.

The Frame: Five Stages, Each One Evidenced

1. Report logged

Capture the date and time the issue came in, who reported it, and in their own words. A screenshot or a photo of the message beats a note from memory. The clock starts here, so the timestamp matters.

2. First inspection

Get to the property and capture the condition as you find it. Photograph every affected room and the source, not just the worst patch. Note any readings you take, the rooms affected, and anything the tenant tells you about heating, ventilation or how long it's been there. Tie every photo to the room it came from.

3. Assessment of the issue

Record what you think is driving it, penetrating damp, a leak, condensation, a ventilation gap, and how serious it looks. Keep it factual. You're describing the condition and the evidence, not signing off the outcome.

4. Action and timescales

Log what you're doing, who's doing it, and the date it's booked for. If it's urgent, capture why. Keep the tenant in the loop and record that you did. Every promise made should have a date and an owner against it.

5. Close-out and proof

When the work's done, capture the after: the same rooms, same angles, dated. Record any follow-up visit. The trail should read start to finish without a gap, so anyone picking it up can see what happened and when.

A Good Trail, Filled In

Here's what the record looks like when it's done well. Names and dates are an example.

- 3 March, 09:14. Report logged. Tenant at 14 Elm Court reported black mould to the main bedroom wall by text. Screenshot saved. Reported by tenant, logged by J. Owens.
- 11 March. First inspection, within the 10 working days. Photos of all four rooms and the affected wall, tied to each room. Reading taken at the bedroom wall, noted. Tenant said the room is hard to heat and it's been building since December.
- 11 March. Assessment. Condensation-driven mould, moderate, ventilation gap suspected. Factual note, no outcome signed off.
- 13 March. Written summary sent to tenant, within the 3 working days. Copy filed against the property.
- 17 March. Safety work done, within the 5 working days. Mould wash completed, before and after photos, same angles, dated. Carried out by M. Rees.
- 24 March. Preventative work started. Extractor upgrade booked and begun to stop it recurring. Owner and date recorded.
- 2 April. Follow-up visit. Wall clear, dated photos. Trail closed with no gap.

Read top to bottom, it shows what happened, when, and who did it, with a photo behind each step.

What Good Evidence Looks Like

Dated. Tied to the room. Named to the person who captured it. Filed in one place, not scattered across phones and inboxes. A record with gaps is the one that gets picked apart.

The One Rule

Capture as you go, not after. The tidy version written up a week later is the version you can't stand behind. Photograph the condition on the visit, tie it to the item, and let the trail build itself.

HIC

HOW HOUSECOMPLY HELPS YOU

The inspection becomes the finished report at one button, and the trail's ready before the Regulator asks.

A clock you can't evidence against is just pressure. We make the trail build itself as you work.



Time back.

The record forms on the visit, not in a late write-up.



Nothing missed.

Each stage is captured in order, so no step drops out of the trail.



Audit-ready as you go.

Photos dated, tied to the room, filed against the property.



Grows with the team.

Anyone can pick up a trail and see exactly where it's at.

HHC

THE POINT

Want To See It On One Of Yours?

We'll set your first property up inspection-ready, free. See a sample report: <https://www.housecomply.co.uk/property-compliance-report-sample.html>. No pitch, just a look.

The screenshot displays the HouseComply web application interface. At the top, the header includes the 'HouseComply' logo, the stage 'STAGE B - ON-SITE INSPECTION', and a user profile 'rec1W9cfdm1n5ZB - Inspector' with a timestamp '19 Jun 2026, 03:28' and a 'Saved' status '03:27'.

The main content area is divided into two columns. The left column, titled 'INSPECTION', contains a list of sections: 01 Property context (auto), 02 Compliance documents, 03 Defects, 04 Alarms, 05 Damp & ventilation, 06 Energy upgrade, 07 Inspection photos (0), 08 Property-condition observations, 09 Confirm occupants, and 10 Sign-off. The right column, titled 'SECTION 07', is for 'Inspection photos'. It includes a description: 'Inspection-level photos batch — room walk-throughs, external elevations, and signatures. Photos attached directly to defects, alarms, or documents are managed in their own sections.'

Under 'SECTION 07', there are three photo upload sections: 'ROOM PHOTOS (0)' for living areas, kitchens, and bathrooms; 'EXTERNAL PHOTOS (0)' for front, rear, side, and roof elevations; and 'OTHER PHOTOS (0)' for anything not fitting the other categories. Each section has an '+ Add [type] photo' button. At the bottom of the right column is the 'INSPECTOR SIGNATURE' section, which includes a text box for the signature and 'Save signature' and 'Clear' buttons.

Set your first property up free →

HIC

HouseComply

Built by HouseComply. We help you organise and evidence the property's condition and produce the audit-ready pack. The statutory decision stays with the Regulator.