

Sample evidence pack

A closed damp and mould case, from the tenant's report to the re-survey.

SAMPLE, fictional data

This is real output from the evidence pack generator in Zaviira Assure, run on a fictional case in a demonstration organisation. Every name, address and date is invented. Nothing in it relates to a real person or home.

The photographs in this pack are real photographs from a licensed library.

What it shows

- The tenant's report, including a request for an in person inspection.
- The investigation record: who carried it out, whether it included a physical inspection, and the outcome.
- The dates the app calculated from the Regulations, with what was recorded against each one.
- The written summary, safety advice, temporary rehousing, a further investigation and updates to the tenant.
- The repair, the re-survey and the closing of the case.
- The audit log, and the verification hash printed on every page.

The document reference and verification hash on each page were generated with this sample. They apply to this sample only.

A pack records what the system calculated and what people recorded. It does not say whether a landlord has complied with the law.

Location Evidence Pack

Flat 9, Ashcombe Court (fictional)

Property address	Ashcombe Court, Valeside Road, Exampleton, ZZ1 1ZZ (fictional address)
UPRN	999000010000
Organisation	Ashcombe Vale Housing Association (fictional)
Date range covered	All records to date
Generated	19/10/2026, 18:01:52 BST by Hannah Whitcombe
Document reference	ZA-LOC-F64537AB
Verification hash	5cc44be8b8bab8141bfb37e9f9d66dabf6de8e5c218ae594c94fff0865b585c4

This document was generated automatically from the Zaviira Assure platform. The underlying records are held in an append-only audit log that cannot be edited or deleted after the fact. Document reference ZA-LOC-F64537AB reflects the complete record held for this Location as of 19/10/2026, 18:01:52 BST, generated by Hannah Whitcombe. Its content is fixed at that moment and checkable against the verification hash printed on every page.

1. Property context

Building age	1945-1964
Wall construction	Solid brick
Insulation standard	Partial
Mechanical ventilation	No

2. Summary

Total hazards	Open	Closed
1	0	1
Currently past deadline	Ever breached	
0	0	

Hazard history

Section 3, HHSRS hazard category

Damp and mould growth

3.1 At a glance

Confirmed severity	Significant
Statutory deadline met	Yes, resolved within the statutory deadline
Final outcome	Resolved, re-survey by the surveyor passed

3.2 Diagnosis

Status	Closed
Reported	28/09/2026, 09:10:00 BST
Begin permanent repair work by (outer limit)	23/12/2026, 23:59:59 GMT
Attested by Daniel Okoro (MRICS (fictional demo)) on 01/10/2026, 14:30:00 BST	
Root cause	Condensation
Location	Bathroom, Above the bath, external wall
Condition grade	Significant defect
HHSRS category (confirmed)	Category 2
Likelihood	1 in 100 per year
Spread of harm	Class I 0% / Class II 0% / Class III 30% / Class IV 70%
Calculated HHSRS score	1.0 (Category 2, calculated per HHSRS methodology as advice. A qualified person confirms the category)
Relative humidity	78%
Surface temperature	12.5°C

Observed indicators & evidence

3.2.1 Visible mould growth (black or green spotting)



No embedded capture metadata
Required remediation

Install or repair extractor fan (kitchen/bathroom); Install trickle vents or improve background ventilation; Improve insulation to raise internal surface temperatures; Advise tenant on heating, ventilation and moisture-producing activities; Treat mould and redecorate affected areas

Diagnosis comments
No working extractor in the bathroom and the window is kept shut. Consistent with the tenant's report of mould returning after showers.

3.3 Legal basis and deadline calculation

Calculated under the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025, SI 2025/1042 (in force 27 October 2025). This has not been reviewed by a housing solicitor. Confirm it before relying on it in a dispute. For Damp and mould growth, regulation 13 requires supplementary preventative work to begin, or steps to begin it to be taken, within 5 working days beginning on the relevant day. If that is not reasonably practicable, the work must begin as soon as reasonably practicable and before the end of 12 weeks beginning on the day after the investigation was completed. The date shown is the end of that 12 week period. The work must then be completed within a reasonable period, which the Regulations do not define.

Investigation completed (permanent01/10/2026, 14:30:00 BST
repair clock starts)

3.4 Original tenant report

Condensation on every window and mould on the bathroom grout and ceiling.



No embedded capture metadata

3.5 Completion evidence

Carried out by	Sam Pritchard (Damp and mould treatment, Ventilation), Verified credential: Other PCA-DEMO-2041 (verified 18/10/2026, 00:56:58 BST)
Completion notes	Fitted a humidity sensing extractor fan and a trickle vent. Treated the wall with a mould wash and redecorated. Talked the tenant through running the fan after showers.
Attestation	Sam Pritchard · 07/10/2026, 16:00:00 BST

Remediation items confirmed

- 3.5.1 Install or repair extractor fan (kitchen/bathroom), Confirmed
- 3.5.2 Install trickle vents or improve background ventilation, Confirmed
- 3.5.3 Improve insulation to raise internal surface temperatures, Confirmed
- 3.5.4 Advise tenant on heating, ventilation and moisture-producing activities, Confirmed
- 3.5.5 Treat mould and redecorate affected areas, Confirmed



Before work

No embedded capture metadata



After work

No embedded capture metadata

3.6 Re-survey comparison

Originally required

Install or repair extractor fan (kitchen/bathroom); Install trickle vents or improve background ventilation; Improve insulation to raise internal surface temperatures; Advise tenant on heating, ventilation and moisture-producing activities; Treat mould and redecorate affected areas

Contractor claimed complete

Install or repair extractor fan (kitchen/bathroom); Install trickle vents or improve background ventilation; Improve insulation to raise internal surface temperatures; Advise tenant on heating, ventilation and moisture-producing activities; Treat mould and redecorate affected areas

Verified by the surveyor

Install or repair extractor fan (kitchen/bathroom); Install trickle vents or improve background ventilation; Improve insulation to raise internal surface temperatures; Advise tenant on heating, ventilation and moisture-producing activities; Treat mould and redecorate affected areas

Re-survey outcome

Surveyor's findings

Passed, hazard closed

Re-inspected: surface dry, fan running, no new mould. Surveyor verified every item.

Re-inspection evidence



No embedded capture metadata

3.7 Assignment history

- 1. Sam Pritchard, Accepted, work completed, offered 02/10/2026, 15:00:00 BST, responded 02/10/2026, 15:20:00 BST

3.8 Survey dispatch history

- 1. Daniel Okoro, accepted, dispatched 29/09/2026, 09:30:00 BST

3.9 Awaab's Law record

The dates are calculated by the system from the Regulations and the times recorded on the case. The record shows what was calculated and what people recorded. It does not state whether the landlord has complied.

Awaab's Law dates, as calculated

Investigation completed (Regulation 6(2)(b)): due before the end of Monday, 12 October 2026, done in time. Standard date (10 working days from becoming aware): before the end of Monday, 12 October 2026. Recorded 1 October 2026 at 14:30.

Note: The tenant asked for a physical inspection, so the extended investigation period applies: 10 working days beginning the day after the request.

Written summary given to the tenant (Regulations 9 and 10): due before the end of Tuesday, 6 October 2026, done in time. Recorded 2 October 2026 at 11:00.

Safety work completed (Regulation 11): due before the end of Thursday, 8 October 2026, done in time. Recorded 7 October 2026 at 16:00.

Permanent repair work begun, or steps taken to begin it (Regulation 13(2)): due before the end of Tuesday, 13 October 2026, done in time. Recorded 5 October 2026 at 08:30.

Note: A further investigation had to be completed first, so the 5 working days begin the day after it was completed (regulation 13(6)).

Permanent repair work begun (outer limit) (Regulation 13(3)): due before the end of Thursday, 24 December 2026, done in time. Recorded 5 October 2026 at 08:30.

Note: If it was not reasonably practicable to begin within 5 working days, work must begin as soon as reasonably practicable and before the end of 12 weeks beginning the day after the investigation that determined the hazard was completed.

Safety advice given to the tenant (Regulation 17): due before the end of Thursday, 8 October 2026, done in time. Recorded 2 October 2026 at 12:00.

Note: Due before the end of the initial remediation period (regulation 15(2)), or as soon as reasonably practicable after. Required where Part 6 applies. The initial remediation period here is 5 working days beginning the day after the investigation was completed.

Investigation record

Investigation completed 1 October 2026 at 14:30 by Daniel Okoro (Surveyor). Physical inspection: yes. Investigator is on the landlord's approved list: yes. Landlord confirms this investigator is competent: yes, ticked by Hannah Whitcombe on 1 October 2026 at 16:00. Outcome: significant hazard.

Tenant requests for a physical inspection

Requested before the investigation was complete (regulation 6): 28 September 2026 at 09:10 by the tenant on the report form.

Temporary rehousing (regulations 5 and 16)

Hotel or similar: Fictional Serviced Apartments, Unit 12. Start 2 October 2026, expected end 9 October 2026. Arranged by Hannah Whitcombe. Recorded 2 October 2026 at 14:00 by Hannah Whitcombe.

Booking confirmation: none uploaded.

Suitable alternative accommodation has been provided to the household at no cost to the tenant: ticked by management.

Days out of home: 5 (ended 7 October 2026. The work was completed).

Safety advice (regulation 17)

Document given: "Steps you can take to reduce the risk". Given 2 October 2026. In person. Recorded 2 October 2026 at 12:00 by Hannah Whitcombe.

Included: Use the extractor fans in the kitchen and bathroom when you cook or bathe, and keep trickle vents open and unblocked.

Included: Open a window for a short time each day to let moist air out, especially after cooking and bathing.

Included: Keep internal doors closed while you cook or shower, so steam does not spread to other rooms.

Included: Put lids on pans when cooking. Dry washing outdoors where you can.

Included: Leave a gap between furniture and outside walls so air can move.

Included: Wipe small patches of mould with a mould or mildew cleaner rather than bleach. Wear a mask, gloves and goggles and keep the room ventilated. Bag and dispose of anything that cannot be cleaned.

Included: Do not clean large areas of mould yourself. Ask your landlord to arrange for it to be done properly.

Included: Tell your landlord straight away if the damp or mould spreads, or if anyone in the home has breathing problems, skin or eye problems that seem to be getting worse.

Written summary and reminders (regulations 9 and 10)

Written summary given: First class post. 2 October 2026 at 11:00 by Hannah Whitcombe.

Further investigations (regulation 8)

Started 5 October 2026: Trace the moisture source behind the bathroom wall before the wall is treated. Must finish before work begins: yes. Recorded 5 October 2026 at 09:00 by Hannah Whitcombe.

Completed 6 October 2026. Physical inspection: yes. Recorded 6 October 2026 at 16:00 by Hannah Whitcombe.

Updates to the tenant (regulation 14)

Update on 5 October 2026 (Telephone call): Told the tenant the extractor fan is being fitted and the wall will be treated this week. Recorded 5 October 2026 at 16:00 by Hannah Whitcombe.

Tenant told the work is complete on 7 October 2026. Recorded 7 October 2026 at 17:30 by Hannah Whitcombe.

3.10 Lifecycle timeline

Hazard created

28/09/2026, 09:10:00 BST

Tenant requested an in person inspection

28/09/2026, 09:10:00 BST

Report dispatched for survey

29/09/2026, 09:30:00 BST · Hannah Whitcombe

Investigation started

30/09/2026, 10:00:00 BST · Daniel Okoro

Severity assessed: Significant

01/10/2026, 14:30:00 BST · Daniel Okoro

Hazard marked assessed

01/10/2026, 14:30:00 BST · Daniel Okoro

Landlord confirmed the investigator is competent

01/10/2026, 16:00:00 BST · Hannah Whitcombe

Written summary given to the tenant (regulation 9)

02/10/2026, 11:00:00 BST · Hannah Whitcombe

Safety advice given to the tenant (regulation 17)

02/10/2026, 12:00:00 BST · Hannah Whitcombe

Temporary rehousing recorded

02/10/2026, 14:00:00 BST · Hannah Whitcombe

Offered to a contractor

02/10/2026, 15:00:00 BST · Hannah Whitcombe

Permanent repair work begun (regulation 13)

05/10/2026, 08:30:00 BST · Hannah Whitcombe

Further investigation started

05/10/2026, 09:00:00 BST · Hannah Whitcombe

Update given to the tenant

05/10/2026, 16:00:00 BST · Hannah Whitcombe

Further investigation completed

06/10/2026, 16:00:00 BST · Hannah Whitcombe

Contractor marked work complete

07/10/2026, 16:00:00 BST

Temporary rehousing ended

07/10/2026, 17:00:00 BST · Hannah Whitcombe

Tenant told the work is complete

07/10/2026, 17:30:00 BST · Hannah Whitcombe

Re-survey passed, closed

13/10/2026, 11:00:00 BST · Daniel Okoro

4. Audit log, this Location only

Hazard created

28/09/2026, 09:10:00 BST

Tenant requested an in person inspection

28/09/2026, 09:10:00 BST

Tenant report submitted

28/09/2026, 09:10:00 BST

Report dispatched for survey

29/09/2026, 09:30:00 BST · Hannah Whitcombe

Investigation started

30/09/2026, 10:00:00 BST · Daniel Okoro

Severity assessed: Significant

01/10/2026, 14:30:00 BST · Daniel Okoro

Hazard marked assessed

01/10/2026, 14:30:00 BST · Daniel Okoro

Landlord confirmed the investigator is competent

01/10/2026, 16:00:00 BST · Hannah Whitcombe

Written summary given to the tenant (regulation 9)

02/10/2026, 11:00:00 BST · Hannah Whitcombe

Safety advice given to the tenant (regulation 17)

02/10/2026, 12:00:00 BST · Hannah Whitcombe

Temporary rehousing recorded

02/10/2026, 14:00:00 BST · Hannah Whitcombe

Offered to a contractor

02/10/2026, 15:00:00 BST · Hannah Whitcombe

Permanent repair work begun (regulation 13)

05/10/2026, 08:30:00 BST · Hannah Whitcombe

Further investigation started

05/10/2026, 09:00:00 BST · Hannah Whitcombe

Update given to the tenant

05/10/2026, 16:00:00 BST · Hannah Whitcombe

Further investigation completed

06/10/2026, 16:00:00 BST · Hannah Whitcombe

Contractor marked work complete

07/10/2026, 16:00:00 BST

Temporary rehousing ended

07/10/2026, 17:00:00 BST · Hannah Whitcombe

Tenant told the work is complete

07/10/2026, 17:30:00 BST · Hannah Whitcombe

Re-survey passed, closed

13/10/2026, 11:00:00 BST · Daniel Okoro

Location evidence pack generated

19/10/2026, 12:45:23 BST · Hannah Whitcombe

Location evidence pack generated

19/10/2026, 12:45:53 BST · Hannah Whitcombe

Location evidence pack generated
19/10/2026, 12:48:14 BST · Hannah Whitcombe

Location evidence pack generated
19/10/2026, 13:16:41 BST · Hannah Whitcombe

Location evidence pack generated
19/10/2026, 13:21:32 BST · Hannah Whitcombe

Location evidence pack generated
19/10/2026, 14:00:52 BST · Hannah Whitcombe

Location evidence pack generated
19/10/2026, 14:03:05 BST · Hannah Whitcombe

Location evidence pack generated
19/10/2026, 14:05:03 BST · Hannah Whitcombe

Location evidence pack generated
19/10/2026, 14:05:46 BST · Hannah Whitcombe

Location evidence pack generated
19/10/2026, 14:10:12 BST · Hannah Whitcombe

Location evidence pack generated
19/10/2026, 18:00:58 BST · Hannah Whitcombe

5. Integrity statement

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