

A Landlord's Guide to Awaab's Law

Breathe Easy Vol 2

Don't risk non-compliance.

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What Awaab's Law is — and why it matters

Awaab's Law has brought into focus a Landlord's obligations to quickly address damp and mould in their properties to safeguard their tenants' health. It obliges them not only to investigate and fix dangerous damp and mould within a set time frame, but also repair all category 1 emergency hazards within 24 hours.

The new law that came into power in October 2025 will have additional requirements in 2026, and by 2027 the requirements of Awaab's law will expand to the remaining hazards as defined by the Housing Health and Safety Rating System (HHSRS).

Who it applies to (now and next)

- **Now:** Awaab's Law currently applies to social housing providers in England.
- **Phase 1:** Emergency hazards + significant damp & mould (in force).
- **Roadmap:** Government intends to extend to additional HHSRS hazards over time.

Time limits at a glance

Emergency hazards (Category 1)

- **Within 24 hours: Investigate and make safe category 1 emergency hazards.**
- **Within 3 working days:** Send a **written summary** of findings and next steps (unless fully resolved within that period).
- **Within 5 working days** (from investigation conclusion): **Begin** or **take steps to begin** supplementary works.
- **Within 12 weeks: Works must start.**
- If you cannot keep the home safe in time, **offer suitable temporary accommodation.**

Significant damp & mould (Category 2)

- **Within 10 working days: Investigate.**
- **Within 5 working days** (from investigation conclusion): **Make safe.**
- **Within 3 working days:** Provide **written summary** to the resident.
- **Within 5 working days: Begin** or **take steps to begin** supplementary works; works **must start within 12 weeks.**
- **Decant** if safety deadlines can't be met.

Evidence you must keep

- **Day 0: how/when you** became aware.
- **Resident risk factors** (children, health, cold/heat risk).
- **Investigation notes**, photos, sensor readings.
- **Written summaries** issued (date, method).
- **Make-safe actions** (what, when, by whom).
- **Works orders** (scope, target dates, delays & reasons).
- **Communications** with the resident (incl. decant, if used).
- **Completion** evidence and before/after data.



How Vericon helps: MouldSense

MouldSense is a targeted solution created by Vericon to help social housing providers meet the demands of Awaab's Law.

It's not a single product—it's a strategic combination of Vericon's proven technologies, packaged to support every step of damp and mould compliance. From early detection and investigation to tenant communication, repair tracking, and long-term reporting, MouldSense delivers the smart tools and data-driven insights needed to stay compliant, protect residents, and prevent issues before they escalate.

MouldSense includes:

- **Surveyor Cube** – Environmental health monitoring (includes MultiDot sensors)
- **BCM** – Boiler Control and Monitoring for diagnostics and telemetry
- **HomeHub** – In-property resident communication and engagement
- **Connect** – Centralised platform for data collation, interrogation, and analysis
- **Portal** – Secure access to view and manage data stored within Connect

Ecosystem Integration

MouldSense users gain full access to the Vericon ecosystem, enabling broader hazard management beyond damp and mould—including ventilation, heating, emergency lighting, Legionella risk, and more.

Where to learn more

- Awaab's Law hub: vericonsystems.com/awaabs-law
- MouldSense overview: vericonsystems.com/mouldsense/

Ideal for:

MouldSense is ideal for social housing providers, local authorities, housing associations, private landlords with multiple properties, and property managers. Whether managing a single estate or a large portfolio, MouldSense offers a scalable, data-driven solution that simplifies Awaab's Law compliance, reduces risk, and improves tenant communication.

Key Features



Hazard Identification

Environmental sensors detect risk conditions before mould becomes visible, enabling early intervention.



Initial Investigation

Captures sensor data and allows for photographic evidence to support accurate diagnosis and documentation.



Resident Communication

HomeHub provides automated updates and advice directly to residents via a 7-inch in-property screen—improving trust and transparency.



Safety Action & Repairs

Captures the works required, sets timelines for remediation, and validates completion.



Accommodation Flagging

Captures relocation discussions and outcomes via resident communication form, helping landlords document decisions and take appropriate action.



Monitoring & Reporting

Connect and Portal provide timestamped audit trails and compliance-ready reports to support inspections and legal obligations.



Predictive Technology

Combines environmental sensors with boiler diagnostics to anticipate and prevent damp and mould risks.