



Case Study: Strengthening Position in Damp & Mould Claims

How one UK housing association moved from fragmented records to a defensible audit trail and started challenging claims with confidence.

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When a Damp and Mould Claim Arrives, the Evidence Either Exists or It Doesn't

This case study outlines how a UK housing association strengthened its response to damp and mould cases, moving from fragmented evidence to a clear, defensible audit trail—improving outcomes when claims arise.

The Situation

The housing association was experiencing an increase in damp and mould complaints, with a growing number escalating into formal claims. Evidence relating to each case was spread across inspection reports, repairs systems, email correspondence, and contractor notes.

This fragmentation made it difficult to demonstrate, with confidence:

- What conditions were present at each stage
- What had been communicated to residents
- What actions had been taken and when
- Whether those actions had resolved the issue

As a result, teams were often forced to reconstruct case histories under pressure, particularly when complaints escalated or legal claims were initiated.

What Changed

Vericon was implemented to create a connected, end-to-end audit trail for damp and mould cases. This brought together multiple sources of evidence into a single, structured record, from the first sensor signal through to resolution.

The audit trail included:

- Continuous environmental data from in-property sensors
- Time-stamped photographic evidence of conditions
- Records of inspections and actions taken
- Documented communication with residents

This created a clear, chronological narrative of each case, moving from fragmented information to a defensible evidence base.

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Outcome

When damp and mould claims were raised, the housing association was able to present a complete, evidence-backed record of events. This included what conditions were present, the actions taken in response, and how the situation evolved over time.

In practice, this level of evidence strengthened the organisation's position significantly.

In several cases, presenting a clear audit trail supported by time-stamped data and photographic evidence helped challenge claims early in the process, leading to them being withdrawn before progressing further.

Impact

- Stronger, defensible position in damp and mould cases
- Reduced time spent reconstructing case histories
- Greater confidence when responding to complaints and legal enquiries
- Earlier visibility of issues, enabling faster intervention

Instead of reacting under pressure, the organisation was able to respond with evidence: early, clearly, and with confidence.

Ready to build your own defensible evidence chain?

If your team is managing damp and mould cases without a connected audit trail, the risk is already there.

Vericon works with social landlords across the UK to close that gap — before complaints escalate and before claims arrive.

Book a MouldSense workflow review

A focused 30-minute conversation about where your evidence currently sits and what needs to change before winter.

Visit: vericonsystems.com/mouldsense/

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