

AWAAB'S LAW

What landlords & letting agents
should know about damp & mould

A practical guide to responding to mould reports, documenting action and
understanding the current requirements in England.

Prepared for property professionals • Bionex Cleaning & Decontamination Specialists

1. Why damp & mould needs a structured response

Reports of damp and mould should not be treated as a simple cleaning request. Visible mould can be a symptom of condensation, ventilation issues, leaks, penetrating damp, defects, insulation problems or other building-related causes.

A good response starts with understanding what has been reported, assessing the condition of the property and deciding what immediate and further action is appropriate.

The key principle

Treat the immediate problem, investigate the likely cause, document what was found and make sure any required remedial work is passed to the appropriate person or contractor.

Where Awaab's Law currently applies

Awaab's Law currently applies to almost all social housing occupied under a tenancy and let by a registered provider in England. Phase 1 came into force on 27 October 2025 and covers emergency hazards and significant damp and mould hazards. Phase 2 comes into force on 30 November 2026 and expands the prescribed hazards covered by the regulations.

The current Government guidance is specifically for the social rented sector. The Government has also announced an intention to extend Awaab's Law to the private rented sector through the Renters' Rights Act, but the private rented sector is not currently subject to Awaab's Law itself.

2. Current Awaab's Law: the practical timeframes

For social landlords in England, the current rules set maximum timeframes for investigating and addressing hazards that fall within the scope of Awaab's Law. These are legal requirements for the social rented sector, not a blanket statutory timetable for private landlords.

Stage	Current requirement for social landlords
Emergency hazard	Investigate and, where identified, undertake relevant safety work as soon as reasonably practicable. The guidance describes an emergency as an imminent and significant risk of harm.
Potential significant hazard	Investigation must be carried out within 10 working days of becoming aware of the potential hazard.
Written investigation summary	A written summary is generally required within 3 working days of the investigation being concluded.
Making safe	Where a significant hazard is identified, relevant safety work must be completed within the applicable timeframe; the guidance describes a maximum of 5 working days for the initial safety work following investigation.
Preventative work	Where further preventative work is needed, the landlord must take specified steps within the applicable timeframe and, where required, physically begin works within 12 weeks.

Always check the current regulations and Government guidance for the exact circumstances. Landlords should act faster where circumstances require it.

3. Don't just clean the mould

Cleaning visible mould can be an important part of making an area safe, but it may not resolve the reason mould developed in the first place.

A professional response should consider:

- Where the mould is located and how extensive it is.
- Whether there are signs of condensation, excess moisture, leaks or penetrating damp.
- Ventilation, heating and building-fabric factors where relevant.
- Whether there are obvious defects or repairs that need to be referred elsewhere.
- The circumstances of the occupier and any information that may affect risk.
- What immediate measures are appropriate and what further work is required.

Government guidance says social landlords should focus on fixing the issue and should consider temporary measures where appropriate while wider works are arranged.

4. Damp & mould response checklist

Use this as a practical prompt when a mould report is received. It is not a substitute for a formal risk assessment, inspection or legal advice.

- ☐ Record when the issue was reported and who reported it.
- ☐ Record the rooms/areas affected and the nature of the complaint.
- ☐ Obtain photographs where appropriate.
- ☐ Consider the tenant's circumstances and any information relevant to risk.
- ☐ Arrange an inspection or appropriate investigation where required.
- ☐ Record observations, including visible mould, moisture indicators and obvious defects.
- ☐ Consider whether immediate safety measures are needed.
- ☐ Identify potential underlying causes and refer repair issues appropriately.
- ☐ Arrange specialist mould cleaning where appropriate.
- ☐ Record what was cleaned, treated or otherwise completed.
- ☐ Provide clear recommendations for further action where required.
- ☐ Keep photographs, reports, communications and completion evidence together.

5. Documentation matters

Clear records help property professionals understand what happened, what action was taken and what remains outstanding. Government Awaab's Law guidance specifically recommends accurate, up-to-date records covering residents, homes, investigations, engagement and communications.

A useful completion record should clearly distinguish between:

- What was found — condition observed at attendance.
- What was done — cleaning, treatment or immediate measures completed.
- What could not be resolved — limitations or areas requiring further work.
- What happens next — repairs, investigation, monitoring or other recommendations.
- Evidence — photographs, readings where appropriate and completion documentation.

For estate agents and property managers, this creates a clearer audit trail and makes it easier to pass accurate information between landlord, tenant, contractor and repair teams.

6. A simple response pathway

01	REPORT Receive and record the concern.
02	TRIAGE Understand the reported condition and circumstances.
03	INVESTIGATE Inspect where appropriate and consider likely causes.
04	MAKE SAFE Take appropriate immediate action.
05	ADDRESS THE CAUSE Refer or arrange remedial work where required.
06	DOCUMENT Record findings, actions, photographs and recommendations.
07	FOLLOW UP Check that outstanding actions are progressed where appropriate.

The aim is not simply to remove what can be seen. The aim is to respond appropriately, reduce risk and make sure the underlying property issue is not lost in the process.

7. Specialist mould response from Bionex

Bionex Cleaning & Decontamination Specialists provides reactive mould cleaning and specialist cleaning support for property professionals across Somerset and the South West.

Our approach

- Reactive response, including out-of-hours support where required.
- Professional mould cleaning and treatment.
- Moisture readings where appropriate as part of the assessment.
- Anti-fungal paint application where appropriate to help slow regrowth while the underlying cause is addressed.
- Photographic evidence and professional completion reporting.
- Clear next-step recommendations where further remedial work may be required.
- Support for estate agents, landlords, housing providers and commercial property clients.

We understand that mould reports can become a property-management problem very quickly. Our role is to deal with the specialist cleaning element professionally, document what we find and give the property professional clear information to help determine what needs to happen next.

Bionex Cleaning & Decontamination Specialists Ltd • Somerset • South West • 24/7 reactive response available
This guide is provided for general information only and is not legal advice. Awaab's Law currently applies to the social rented sector in England. Requirements relating to any extension to the private rented sector are subject to the Government's implementation timetable and further regulations/guidance.

WHEN TO CALL A MOULD SPECIALIST

Consider specialist support when any of these situations apply.

VULNERABLE OCCUPANTS

Children, older residents or other vulnerable people may be living in the property.

HEALTH CONCERNS

A tenant reports asthma, respiratory problems, allergies or other health concerns that may be affected by damp or mould.

MOULD KEEPS RETURNING

Mould returns after cleaning or treatment, suggesting the moisture source may still need investigating.

WIDESPREAD OR SEVERE MOULD

Mould affects multiple rooms, large areas, hidden spaces or materials that may need specialist assessment.

UNCLEAR CAUSE OR COMPLEX PROPERTY

There are signs of leaks, persistent damp, strong musty odours or uncertainty about the cleaning and follow-up needed.

WORRIED YOUR PROPERTY HAS MOULD?

Call Bionex to book your FREE site survey.

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