

Thirty Years of Warnings Vindicated: 81% Damp and Mould Maladministration Rate Shows Why Housing Management Must Change

35 years of warnings meet AI as Building Forensics launches a system designed to tackle the management failures behind damp and mould complaints

BECKENHAM, KENT, UNITED KINGDOM, August 26, 2026 /EINPresswire.com/ -- **[Building Forensics](#)**

launches a new management system designed to address the communication, vulnerability, escalation and completion failures that allow housing problems to become serious claims.**

“

An 81% maladministration rate tells us this is not simply a damp and mould problem. It is a management failure. After 35 years of warnings, we now have the tools to tackle it.”

Jeff Charlton, Lead Author

For more than three decades, building pathologist and indoor environmental hygienist Jeff Charlton has criticised the way water damage, damp, mould and biological contamination are investigated, managed and remediated.

Those criticisms have sometimes put him at odds with established industry practice.

Today, independent evidence is providing powerful vindication of many of those longstanding concerns.

A 2026 House of Commons committee report records evidence from the Housing Ombudsman that the maladministration rate in investigations concerning damp and mould had reached ****81% — compared with 46% four years earlier****.

The death of two-year-old Awaab Ishak brought the potential consequences of failure into devastating public focus.

Subsequent regulatory findings identified weaknesses including information management, internal communications, recognition of risk and failures that allowed important information to

be missed.

Charlton believes the lesson extends far beyond mould.

> “For more than 30 years I have argued that we repeatedly concentrate on the visible damage while failing to manage the chain of events that allowed it to develop.”

> “The significance of the evidence emerging today is not that it proves everything I have ever said. It is that many of the systemic weaknesses I have spent my career warning about are now being independently exposed.”

From Criticism to a Practical Solution

Charlton has now brought those lessons together in a new **[Housing Management System](https://buildingforensics.ai/housing-management)**, available through **<https://buildingforensics.ai/housing-management>**

The system is designed around a simple principle:

****A complaint should never be allowed to disappear between departments, contractors, inspections and management systems while the underlying risk continues to escalate.****

Rather than treating damp and mould as an isolated repair, the system brings together tenant history, property information, vulnerability and health alerts, severity triage, response deadlines, inspection findings, contractor actions, outstanding work and escalation warnings.

It creates a continuing evidence trail from the original notification through investigation, action and verification of completion.

Management can therefore see not only what has been reported, but ****what has not been completed and where risk is increasing****.

81% Is More Than a Mould Statistic

Charlton argues that an 81% maladministration rate should not simply be interpreted as evidence that Britain has a mould problem.

It raises a more fundamental question about ****management systems****.

If complaints are repeatedly progressing to findings of maladministration, organisations need to understand where information, responsibility, escalation or completion is breaking down.

That has consequences extending beyond housing compliance.

Housing providers, directors, insurers and brokers are operating against a background of increasing scrutiny of damp and mould, housing-condition claims and organisational responsibility.

Failures that begin as relatively modest maintenance problems can become significantly more complicated when vulnerability is missed, investigations are delayed, contractors fail to complete appropriate work or management cannot demonstrate what happened and when.

Turning 35 Years of Experience Into Prevention

Charlton's work following the Awaab Ishak inquest included a series of books examining the publicly available evidence and considering what housing providers and professionals could learn from the failures exposed.

The objective was not simply to catalogue what went wrong.

It was to ask:

****How do we stop it happening again?****

The resulting Housing Management System converts many of those lessons into practical management controls.

It does not replace competent professionals, legal duties or professional judgement.

Instead, it is designed to connect them.

> "We cannot change what happened to Awaab. But we can learn from it."

> "The real test is whether we continue documenting the same failures or build systems that make those failures much harder to repeat."

The Housing Management System forms part of a wider suite of environmental risk, housing and evidence-management resources developed by Building Forensics. The system is available for a free trial, and a review of its powerful systems can be seen on screen.

Further information is available through ****<https://buildingforensics.ai/housing-management>****.

****ENDS****

About Jeff Charlton

Jeff Charlton is an Indoor Environmental Hygienist and Building Pathologist with more than 35

years' experience in water damage, damp, mould, biological contamination, remediation and building-related environmental risk.

He founded Building Forensics Ltd and was the founding chairman of the British Damage Management Association (BDMA). His work has included technical guidance, professional training, investigation, remediation and development of systems intended to improve environmental risk and evidence management.

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