

PROPERTY EVIDENCE FILE

PROPERTY

EVIDENCE PACK

Bathroom damp and mould case

PROPERTY

17 Oak Street, Birmingham, B1 1AA

PACK ID

PEF-DEMO-2026-00142-A

CASE

CASE-00142**CASE CLOSED**

PACK PURPOSE

A single, readable record of the report, response, access, inspection, remedial work, communications and supporting files connected with this case.

Generated

22 September 2026, 14:04 BST

DEMONSTRATION NOTICE

This pack is a fictional product demonstration. It is not a legal opinion, does not establish compliance and must not be submitted as evidence in a real matter.

Case summary

A quick orientation before the detailed evidence. Every statement below is linked to an underlying record or file later in the pack.

EXECUTIVE SUMMARY

The tenant reported recurring condensation and black mould around the bathroom window. The landlord acknowledged the report within 21 minutes, arranged an inspection for the following morning and authorised remedial work after receiving the contractor report.

The extractor fan was replaced, affected surfaces were treated and failed silicone was renewed. The tenant later confirmed improvement. The case was closed after a monitoring period.

21 min

to acknowledge

23 h 46 min

to inspection

4 days

to works completed

18 days

case open

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RECORD SCOPE

This pack presents what was recorded in the system. It does not independently prove that every statement made by a participant is true.

Case chronology

System-created timestamps are shown in BST. Where an event time was supplied by a participant, that distinction is stated in the underlying record.

DATE / TIME	EVENT	ACTOR	RECORD
03 Sep 09:42	Tenant report received	Tenant link	EV-001
03 Sep 10:03	Report acknowledged	Landlord	LOG-002
03 Sep 10:17	Initial photograph added	Tenant	EV-002
03 Sep 10:31	Contractor instructed	Landlord	LOG-004
03 Sep 11:18	Access options offered	Tenant	MSG-006
03 Sep 14:34	Appointment confirmed	Landlord	ACC-001
04 Sep 09:28	Contractor check-in recorded	Contractor	ACC-002
04 Sep 10:05	Inspection completed	Contractor	LOG-008
04 Sep 11:37	Inspection report received	Contractor	EV-003
04 Sep 12:10	Remedial works authorised	Landlord	LOG-010
07 Sep 13:05	Remedial works completed	Contractor	LOG-011
07 Sep 13:22	Invoice received	Landlord	EV-004
07 Sep 14:15	Completion photograph added	Contractor	EV-005
07 Sep 14:26	Tenant notified of completion	Landlord	MSG-014
09 Sep 18:02	Tenant confirmed improvement	Tenant	EV-006
21 Sep 12:00	Case closed after monitoring	Landlord	LOG-016

TIMELINE INTEGRITY

16 events are linked in sequence. The final audit-chain digest recorded when this pack was generated is:

2198271ab53f725fbba32345afb81692de1574ae8f9142fc7139b029d6d382b5

Original tenant report

The report below is reproduced as received. Formatting has been normalised for readability; the original structured record remains Evidence Item EV-001.

ORIGINAL SOURCE

Bathroom mould and condensation

Black mould has started appearing again around the bathroom window and along the silicone by the bath. The window is wet most mornings and the extractor fan has become noisy and does not seem to pull much air. I first noticed it getting worse over the weekend.

Please can someone inspect it? I am available tomorrow morning or Friday after 13:00.

REPORTED BY TENANT

SUBMITTED

03 Sep 2026, 09:42 BST

CHANNEL

Secure tenant report link

TENANT-SUPPLIED EVENT DATA

FIRST NOTICED

30 Aug 2026 (user supplied)

CATEGORY

Damp / mould / ventilation

INTAKE METADATA

EVIDENCE ID

EV-001

RECORD CREATED

03 Sep 2026, 09:42:18 BST

SOURCE

Tenant report link / token ending 7QF2

ACCOUNT REQUIRED

No

ORIGINAL FORMAT

application/json + submitted text

ATTACHMENT COUNT

1 image linked separately as EV-002

PROVENANCE NOTE

The system verifies when the record was received. It does not independently verify the tenant-supplied date on which the condition was first noticed.

Communications and access

A concise log of relevant exchanges. Messages are shown as extracts; complete source records remain linked to the case.

03 Sep 10:03

Landlord -> Tenant

Thank you for reporting this. I have opened a case and will arrange an inspection. Please keep the area ventilated where practical and let me know if the condition changes.

03 Sep 10:31

Landlord -> Contractor

Bathroom mould around window, poor extraction and failed silicone reported. Please inspect ventilation, rule out visible leak and advise remedial works.

03 Sep 11:18

Tenant -> Landlord

Tomorrow morning works. You have permission to attend with the contractor; I will be at the property.

03 Sep 14:34

Landlord -> Tenant

Inspection confirmed for 04 September between 09:30 and 10:30. Contractor: Redbridge Property Repairs.

07 Sep 14:26

Landlord -> Tenant

Works are complete. Please monitor the window and bath edge for the next 14 days and report any recurrence.

09 Sep 18:02

Tenant -> Landlord

The fan is much stronger and the window has been drier. No new mould showing so far. Thank you.

ACCESS RECORD



Permission recorded

Tenant present

No failed access

Contractor check-in: 04 Sep 2026, 09:28 BST

Inspection and remedial decision

The contractor's findings are reproduced as a structured summary. The source PDF remains Evidence Item EV-003.

CONTRACTOR

Redbridge Property Repairs

VISIT

04 Sep 2026, 09:28-10:05 BST

JOB REFERENCE

RP-24091

INSPECTION FINDINGS

VENTILATION

Existing 100 mm extractor fan operating but airflow materially reduced; unit noisy.

MOISTURE

Condensation staining and localised surface mould around the window reveal.

SEALANT

Bath-edge silicone failed in two sections and showed surface mould.

LEAK CHECK

No active plumbing leak visible during non-invasive inspection.

RECOMMENDED AND AUTHORISED WORKS

- Replace bathroom extractor fan with like-for-like humidistat unit.
- Clean and treat affected window reveal with fungicidal wash.
- Remove and renew failed silicone at bath edge.
- Advise tenant to continue ventilation and report recurrence.

AUTHORISED

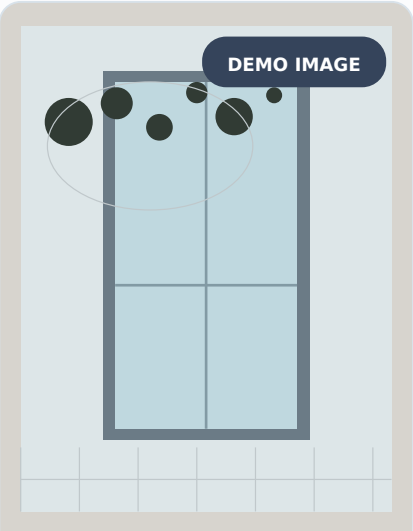
04 Sep 2026, 12:10 BST

INVOICE

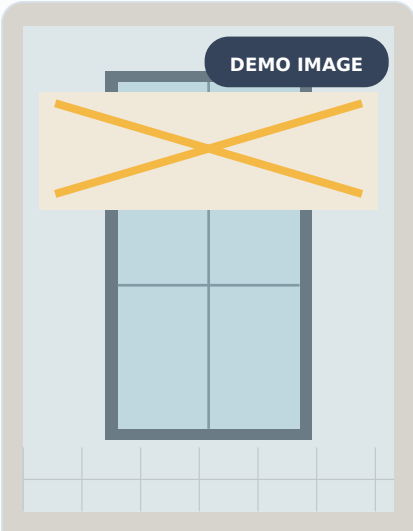
INV-24091 / GBP 286.40

Photographic evidence

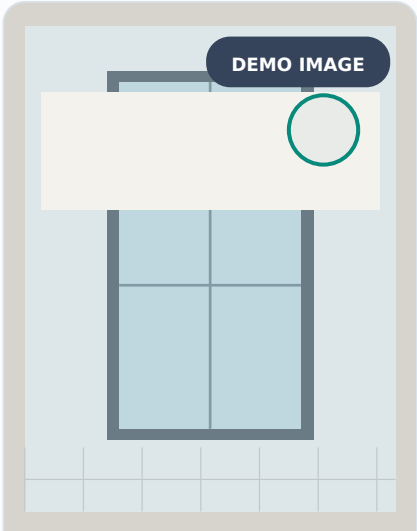
Illustrative demo images show how original photographs would be presented. In a live pack each panel would link to its untouched original Evidence Object.



BEFORE / EV-002
03 Sep 2026, 10:17 BST



DURING / JOB LOG
07 Sep 2026, 11:46 BST



AFTER / EV-005
07 Sep 2026, 14:15 BST

PHOTO NOTES

BEFORE

Localised dark surface growth around the upper-left window reveal; condensation visible on glazing.

DURING

Affected surface isolated during treatment; old silicone removed before renewal.

AFTER

Treated reveal repainted, silicone renewed and replacement fan installed.

ORIGINAL FILE HANDLING

The live product would preserve each original upload unchanged, retain embedded metadata where present, generate a separate preview, record the uploader and calculate a SHA-256 digest at ingestion.

DEMO LIMITATION

These illustrations are not photographs of a real property and carry no evidential value.

Compliance snapshot - as at 03 Sep 2026

This section reconstructs the status of documents stored against the property on the report date. It is an evidence-context view, not a legal compliance certificate.

DOCUMENT	SOURCE FILE	FROM / DATE	TO / TYPE	SYSTEM VIEW
Gas Safety Record	GS-2026-0211.pdf	11 Feb 2026	10 Feb 2027	Stored / in date
Electrical Installation Condition Report	EICR-2024-0618.pdf	18 Jun 2024	17 Jun 2029	Stored / in date
Energy Performance Certificate	EPC-17OAK-2025.pdf	09 Jan 2025	08 Jan 2035	Stored / in date
Smoke and CO alarm check	CHK-2026-0815.pdf	15 Aug 2026	Recorded event	Record present
Property inspection	INS-2026-0612.pdf	12 Jun 2026	Recorded event	Record present

WHY THE DATE MATTERS

A document can be valid today but may not have been valid when an incident occurred. The snapshot therefore uses the case report date rather than the pack generation date.

COMPLETENESS CHECK

-  Original report

 Initial photo

 Inspection report

 Tenant closure confirmation
-  Acknowledgement

 Access permission

 Completion evidence

 Independent damp survey

Completion, notification and outcome

This section records what was completed, how the tenant was informed and what happened during the monitoring period.

WORKS COMPLETE

07 September 2026, 13:05 BST

Extractor fan replaced, affected surfaces treated and bath-edge silicone renewed. Completion was recorded by the contractor and supported by a photograph and invoice.

CLOSURE EVIDENCE

TENANT NOTIFIED

07 Sep 2026, 14:26 BST

Message delivered

TENANT RESPONSE

09 Sep 2026, 18:02 BST

Improvement confirmed

MONITORING PERIOD

07-21 Sep 2026

No recurrence reported

CASE CLOSED

21 Sep 2026, 12:00 BST

Landlord action

RECORDED OUTCOME

The immediate condition improved following the works. No recurrence was reported during the 14-day monitoring period. This records the observed outcome only; it is not a warranty against recurrence.

USER RESULT

A reader can see the initial report, the response, the decision path, the work completed and the tenant's later confirmation without reconstructing the story from separate apps and folders.

Audit history and corrections

Entries are appended rather than silently overwritten. A correction creates a new event and leaves the original entry visible.

RECORDED CORRECTION

Original entry

07 Sep 2026, 13:05 - Contractor attendance recorded as 06 Sep 2026.

Correction added 07 Sep 2026, 13:18

Attendance date corrected to 07 Sep 2026. Source: contractor job sheet RP-24091.

AUDIT CHAIN SAMPLE

#	TIME	EVENT	EVENT HASH (PREFIX)
1	03 Sep 09:42	Tenant report received	bf41affa56a045ad3128c73d...
2	03 Sep 10:03	Report acknowledged	2acb90db6309e3d9080d9605...
3	03 Sep 10:17	Initial photograph added	4897e4e01c9cb17f3ca4f87d...
4	03 Sep 10:31	Contractor instructed	9327f5c84119826401641dcf...
5	03 Sep 11:18	Access options offered	77e666788df783f9c4bd4ecb...
6	03 Sep 14:34	Appointment confirmed	ced94cb251aa00b9967179ef...
7	04 Sep 09:28	Contractor check-in recorded	0e03f50f51aa0ebfacf7bef2...
8	04 Sep 10:05	Inspection completed	3f0098093792739fe698d105...

TAMPER-EVIDENT, NOT 'LEGALLY IMMUTABLE'

Each event digest includes the previous event digest. Altering an earlier event would change the chain that follows. This design makes alteration detectable; it does not by itself determine legal admissibility or evidential weight.

Final chain digest

2198271ab53f725fbba32345afb81692de1574ae8f9142fc7139b029d6d382b5

Integrity manifest and verification

The manifest identifies each source file, when it entered the case and the SHA-256 digest calculated from its original bytes.

ID	FILE	SOURCE	RECEIVED	SHA-256
EV-001	tenant-report.json	Tenant report link	03 Sep 2026 09:42	1b2cde61c409b2655711f8dca63f3617c7c0a431fb3dd70c8d0e3d507b6ff237
EV-002	IMG_2031_original.jpg	Tenant upload	03 Sep 2026 10:17	fe0c618c0afe84e886a9ec64600f12e60ea92ff41e7549706673b2f0633700da
EV-003	RP-24091_inspection.pdf	Contractor upload	04 Sep 2026 11:37	ffc636368f2923dd58ad0c3512fa19caf3c2c5df63305b2c93ead2908fa6368d
EV-004	INV-24091.pdf	Landlord upload	07 Sep 2026 13:22	317a630e4c0b9c81ddaed44df0b2228b4cd253be6cde2074062799e29ef1bf1d
EV-005	IMG_2077_after.jpg	Contractor upload	07 Sep 2026 14:15	ce61a3aad47259d89da533463824c1836cbd0821da6763ce7934675984f4659d
EV-006	tenant-confirmation.eml	Evidence inbox	09 Sep 2026 18:02	be414755c4d90cfc467afb30524bb36407a7841867d728ed1371eb32d85520f8

PACK VERIFICATION

PACK ID

PEF-DEMO-2026-00142-A

GENERATED

22 September 2026, 14:04 BST



DEMO QR / INACTIVE

VERIFICATION NOTE In production, verification would confirm that a presented pack matches the pack generated by the service. It would not certify the truth of participant statements.