

Customer FAQs

What is Awaab's Law?

Awaab's Law is there to help make sure social housing residents live in homes that are safe, secure and well maintained. As your landlord, it means we must meet clear deadlines for checking and fixing serious problems that could affect your health or safety. The law is named after Awaab Ishak, who sadly died in 2020 after long-term exposure to mould in his home.

Who does Awaab's Law apply to?

Awaab's Law applies to social landlords in England, including housing associations and councils that provide social housing. This means it applies to us as your landlord.

Is Awaab's Law only about damp and mould?

No. The law starts with damp, mould and emergency hazards. More types of serious health and safety issues will be added in future phases, so we will continue to update how we respond as the law expands.

When did Phase 1 come into force?

Phase 1 came into force on 27 October 2025.

What hazards are covered under Phase 1?

Phase 1 covers two main types of issue that we need to respond to within set timescales:

Significant damp and mould that could put your health or safety at risk.

Emergency hazards that need urgent action because they could put you or someone in your home at immediate and serious risk.

What is considered an emergency hazard?

An emergency hazard is something that needs to be made safe quickly because it could put you or someone in your home at immediate and serious risk. This could include things like a dangerous electrical fault, a major leak, unsafe windows or doors, or another issue that creates an immediate risk.

How quickly should my landlord respond to emergency hazards?

If you report an emergency hazard to us, we need to investigate it and make your home safe within 24 hours.

How quickly should my landlord investigate reports of damp and mould?

If you report significant damp or mould to us, we need to complete an investigation within 10 working days.

Will I be told what the investigation found?

Yes. We need to send you a written summary within 3 working days of finishing the investigation. This will explain what we found and what happens next.

How quickly must safety work be carried out?

If we find a significant hazard, we need to complete the work needed to make your home safe within 5 working days of the investigation ending.

What happens if the property cannot be made safe within the required timescale?

If we cannot make your home safe within the required timescale, we need to arrange suitable temporary accommodation for you.

When is Phase 2 expected to apply?

Phase 2 is due to start on 30 November 2026.

What additional hazards will be included in Phase 2?

Phase 2 will cover more hazards where they create a significant risk of harm. This means we will need to respond within the required timescales for issues including:

- Excess cold
- Excess heat
- Falls on stairs, level surfaces, and in bathrooms
- Structural collapse and explosions
- Fire hazards
- Electrical hazards
- Domestic hygiene, personal hygiene, and food safety hazards where they present a significant risk of harm.

Will the same response times apply in Phase 2?

Yes. We expect the same response times to apply to the extra hazards included in Phase 2.

Why is Phase 2 important?

Phase 2 means we will need to deal with more serious housing issues quickly. This helps you get a faster response when a problem could affect your health or safety.

What are you doing before Phase 2 starts?

We are preparing now so you can get the right help quickly. This includes:

- Making it easier for you to report problems.
- Making sure our colleagues know what to look for and how quickly to act.
- Keeping you updated in a clear and timely way.
- Keeping clear records of reports, visits, decisions and next steps.
- Making sure contractors are available when urgent work is needed.

What happens if my landlord does not comply with Awaab's Law?

If you have reported a problem to us and do not feel it has been dealt with properly, you can make a complaint. If you are still unhappy after our final response, you can contact the Housing Ombudsman or seek independent legal advice.

Will there be a Phase 3?

Yes. More housing health and safety hazards are expected to be added in 2027. We will update our approach as more information becomes available. Overcrowding is not expected to be included.