

Awaab's Law & HCHA

A tenants' guide to
Awaab's Law





Introduction

Awaab's Law is named after Awaab Ishak, a young boy who died due to prolonged exposure to mould in his social housing home. It places strict requirements on us as a social landlord to respond to prescribed hazards within specific timeframes. Phase 1 covers damp and mould hazards and all emergency hazards. From 30 November 2026, Phase 2 extends the significant-hazard requirements to a wider range of housing hazards. The law aims to ensure tenants live in safe and healthy homes by requiring landlords to investigate hazards, provide written findings, carry out relevant safety work and, where necessary, provide suitable alternative accommodation within set deadlines.

This booklet is designed to help you understand what it means to you as a tenant, and what we need to do as your responsible landlord to address any identified problems.



What do we need to do?

The law says we need to



Investigate potential emergency hazards and, if one is identified, carry out work within 24 hours to make your property safe.



For hazards that are significant, but not an emergency we will investigate within 10 working days – but please let us know if you think the hazard has got worse since reporting!



Provide you with a written summary of what we find within three working days of us investigating.



If we find a significant hazard, we need to carry out works to make your home safe within 5 working days of the investigation concluding.



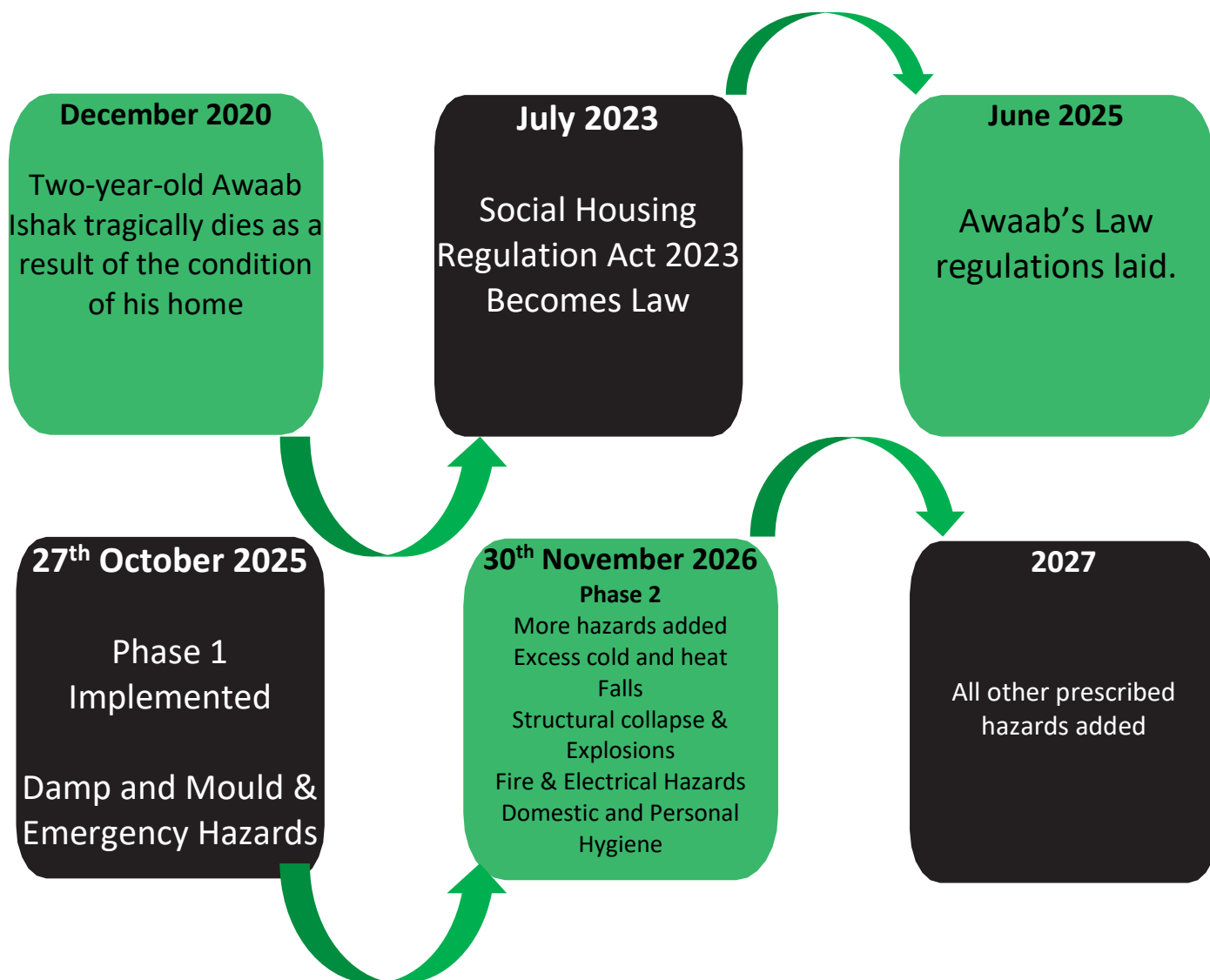
If needed, we will also carry out further works to make sure that the problem doesn't happen again – we look to do this within 5 days, but we have 12 weeks to start work, and we need to be finished in a reasonable timeframe. Don't worry, we will keep you updated throughout.



If relevant safety work cannot be completed within specified timeframes we will offer suitable alternative accommodation for the household at no expense to you.

When does this come into force?

Phase 1 of of Awaabs Law came into force on **27th October 2025**. Phase 2 comes into force on **30th November 2026**. It extends the significant-hazard requirements to excess cold, excess heat, falls, electrical hazards, explosions, structural collapse and domestic hygiene hazards. The requirements will be extended further in 2027.



What hazards are now in the scope?

As well as damp and mould and other emergency hazards, phase 2 now includes the below. It's important to note, we need to take individual circumstances into account at all times.



Excess cold: indoor temperatures that are low enough to pose a significant risk to health, taking account of the condition of the home, the heating system and the needs of the household.



Excess heat: indoor temperatures that are high enough to pose a significant risk to health, including overheating caused or worsened by the design, condition or operation of the home.



Falls: significant risks of falling on stairs, between levels, on level surfaces, or in baths and other facilities. Examples may include unsafe stairs or handrails, damaged floors, trip hazards and unsafe changes in level.



Electrical hazards: risks from electrical installations or equipment associated with the home, including electric shock, burns and fire caused by defective wiring, fittings or appliances for which HCHA is responsible.



Explosions: risks arising from gas, vapours or other substances that may ignite or explode, including unsafe gas installations, cylinders or stored fuels.



Structural collapse: risks from the failure or movement of the structure of the home, or falling structural elements, where there is a significant threat to an occupier's health or safety.



Domestic hygiene: risks caused by deficiencies that make it difficult to keep the home and facilities hygienic, including inadequate sanitation, drainage, refuse storage, food preparation facilities or protection from pests.

When does a hazard trigger Awaab's Law?

Hazards will trigger requirements under Awaab's Law if they present a significant risk of harm or are an emergency.



Significant Hazard – presents a significant risk of harm

A "significant risk of harm" means a risk of harm to your health and safety meaning that we need to take steps to make safe as a matter of urgency, taking into account your individual needs.

We will consider these on a case-by-case basis.



Emergency Hazard – presents a significant and imminent risk of harm

A "significant and imminent risk of harm" means a risk of harm to your health or safety meaning that we need to take steps to make safe within 24 hours. This means issues that could cause immediate harm to your health or safety if we don't address them quickly.

This will include things like electrical failures, no water supply, broken boilers in winter months and major leaks.

Finding out the problem

When a hazard is reported or identified we need to investigate to find out what's happened, why it's happened, and to make sure it doesn't happen again.

We will need your help to make sure we can carry out an investigation



Where possible, we might try and carry out an investigation remotely, by asking you to send us some photographs. But we will aim to investigate in person for most reports. We will take notes during the visit, and may take photographs.



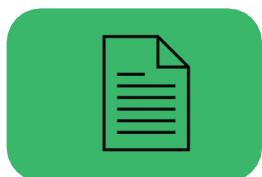
When arranging an appointment, we will try and contact you in the way which suits your preference – please let us know this from time to time when you speak to a member of our team.



If for any reason you're not in when we visit (but please keep your appointment or let us know if you can't) – then we will leave a note asking you to contact us to rearrange.



We will take into account your circumstances and try to find a suitable appointment time. Keep us informed if your circumstances change.



After the investigation, we will write to you to tell you what we found, and if we need to do anything, what we will do and when we will do it.

What if we can't complete your work on time?

If, for any reason, we can't complete the relevant safety work within the initial remediation period, then we will offer you suitable alternative accommodation.



We will make sure there is enough space for you and your family, including an appropriate number of bedrooms given your family make up. This might mean that when our team visit you from time to time, we might ask a few more questions about your household.



We will make sure the location is suitable, considering distance from your workplaces or schools.



We will consider your disability or medical needs to ensure accommodation is accessible for tenants with mobility issues. Please keep us informed of anything you think we need to know to help.



You can choose to stay with friends or family, we will just need to discuss this with you and get some paperwork signed.



You can also decide to stay in your property, as long as we make sure you understand the risks of this, and you accept those by signing a form.

What to expect from us

When you report a hazard, or one is identified in your home – we will make sure that



We treat you with respect



We let you know the timescales we are working to.



We provide you with all the information you need so you know what is going on.



We keep you updated throughout – if in doubt, please ask us.



Our contractors will be considerate while in your home. We will try to keep disruption to a minimum.



If you are unhappy with anything throughout the process, talk to us, and please remember, our complaints procedure should be the first step you take before any other action.

Please contact us on 01482 210842 or info@hcha.co.uk if you would like this guide in any other format, or if you would like to talk about anything you have read



