

Awaab's Law Policy

Our Vision

Building better lives through social care and housing in local communities.

Our Mission

We co-design and deliver services that offer innovative social care solutions and support people to thrive.

Our Values

We are
caring and
compassionate



We are
inclusive
and **trusted**



We focus on
excellence
and
innovation



We work in
partnership
and are
one-team



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 **Look Ahead**
CARE, SUPPORT AND HOUSING

Quick Links

[Routes to Hazard Identification](#)

1. Introduction

- 1.1 Awaab's Law came into force for the social rented sector from 27 October 2025. From this point on, social landlords are required to address all emergency hazards and all damp and mould hazards that present a significant risk of harm to Customers within clearly defined statutory timeframes.
- 1.2 In 2026 Awaab's Law will be extended to include the following hazards where they present a significant risk of harm:
 - excess cold and excess heat
 - falls associated with baths etc., on level surfaces, on stairs and between levels
 - structural collapse, and explosions
 - fire, and electrical hazards
 - domestic and personal hygiene and food safety
- 1.3 In 2027, Awaab's Law will be extended to all remaining HHSRS (Housing Health & Safety Rating System) hazards (apart from overcrowding) where they present a significant risk of harm.
- 1.4 We have aligned the first Awaab's Law policy with MHCLG draft guidance. It reflects our values around safeguarding, dignity and responsive care for vulnerable individuals in supported housing.
- 1.5 Current guidance indicates that the regulations under Awaab's Law do not extend to properties occupied under licence agreements. However, we consider it essential that all customers benefit from the protections and standards set out in Awaab's Law. Therefore, we will be applying its requirements across our entire housing portfolio, regardless of tenure type, to ensure consistent safety, quality and responsiveness for every Customer.

2. Purpose

- 2.1 This policy outlines our commitment to comply with Awaab's Law, ensuring timely investigation and resolution of damp, mould, and other health-related hazards in our supported and unsupported housing services. It reflects our duty to protect Customer wellbeing, uphold housing standards, and act with compassion and urgency.

2.2 This policy applies to:

- All properties owned or managed by us
- All staff, contractors, and partner agencies involved in housing, support, and maintenance
- All hazards covered under Awaab's Law, including damp, mould, and emergency risks (with phased inclusion of other HHSRS hazards)

3. Our Commitment

3.1 we are committed to:

- Acting swiftly to protect Customer health
- Communicating clearly and empathetically
- Communicating in a language and format that meets individual customer needs
- Ensuring accountability across all levels of service delivery
- Providing safe, secure, and dignified housing environments
- Providing training and support to all staff to enable effective management of actions and support to our customers

4. Awaab's Law Requirement on Social Landlords

4.1 In line with the regulations we will:

- investigate any potential emergency hazards and, if the investigation confirms emergency hazards, undertake relevant safety work as soon as reasonably practicable, both within 24 hours of becoming aware of them
- investigate any potential significant hazards within **10 working days** of becoming aware of them
- produce a written summary of investigation findings and provide this to the named Customer within **3 working days** of the conclusion of the investigation
- undertake relevant safety work within **5 working days** of the investigation concluding, if the investigation identifies a significant hazard
- begin, or take steps to begin, any further required works within **5 working days** of the investigation concluding, if the investigation identifies a significant or emergency hazard. If steps cannot be taken to begin work in 5 working days this must be done as soon as possible, and work must be physically started within **12 weeks**
- satisfactorily complete works within a reasonable time period subject to the scope of works and materials required – progress will be monitored at contractor review meetings
- secure the provision of suitable alternative accommodation for the household, at the social landlord's expense, if relevant safety work cannot be completed within specified timeframes

- keep the named Customer updated throughout the process and provide information on how to keep safe

4.2 Upon becoming aware of a potential hazard, we will use all available information to initially determine if the hazard is a potential significant or emergency hazard and take steps to complete relevant safety work within stated timeframes.

5. Hazard Response Protocols

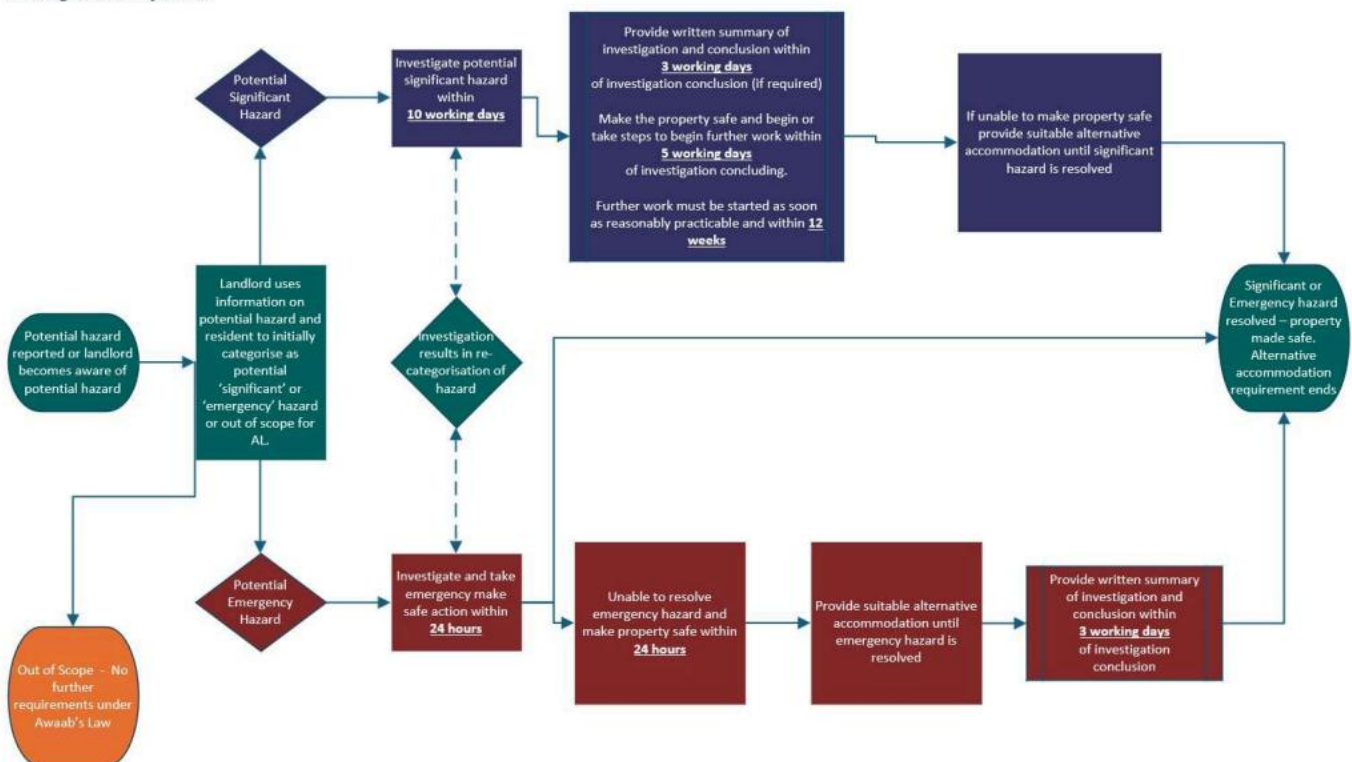
5.1 We have adopted the MHCLG Awaab's Law process flow as highlighted below

- Day Zero is the date we become aware of the hazard.
- If works cannot begin within the timeframe, suitable alternative accommodation must be offered.

Diagram 1: Awaab's Law Process Flow

Diagram 1 - Awaab's Law Process Flow

Note : Does not include, renewed and further Investigation timeframes



6. Customer-Centred Approach

- We will never attribute damp or mould to “lifestyle” factors.

- Customers will be kept informed at every stage, with updates provided in accessible formats.
- Support staff will advocate for Customers where additional needs or vulnerabilities are present.
- We will ensure trauma-informed communication and safeguarding awareness in all interactions.

7. Staff Responsibilities

- Any member of staff who sees a potential hazard: Must report hazards promptly and support Customers through the process.
- Living Standard checks will be undertaken, in accordance with service requirements and monitored by the Health and Safety Team via Quality Checks and Health and Safety audits.
- Repairs & Property Teams: Must investigate and act within legal timeframes.
- Service Managers & Compliance Leads: Must monitor performance and escalate concerns.
- Executive Leadership: Holds strategic accountability for compliance and cultural alignment.

. Contractor Duties

- All contractors must be trained in hazard identification and escalation protocols.
- Repairs must meet quality standards and be completed without delay meeting agreed KPIs targets for remediation.
- Contractors must act respectfully and sensitively, especially in supported living environments.

9. Monitoring & Governance

- Monthly compliance reports will be reviewed by the Senior Leadership Team via performance monitoring information.
- Non-compliance incidents will be advised to the Board, via ARC performance HHSRS monitoring, and addressed through service improvement plans.
- Annual audits will assess policy effectiveness, Customer outcomes, and staff training needs.
- All incidents will be recorded on CX. Any HHSRS Category 1 failures will also be recorded in the Asprey asset management system and classified as a non-decent property. This status will be retained until all remedial actions have been completed, verified through our formal quality-assurance process, and closed in accordance with regulatory and internal compliance standards.

10. Training

- Staff across property services and Housing have attended HHSRS training

- Mandatory eLearning has been introduced and Managers are responsible for ensuring that all staff required to complete this training do so in full.
- Managers will discuss and action the need for training via 1-1s.

11. Decant requirements

11.1 An Emergency Decant under Awaab's Law is when a housing provider must move a resident out of their home immediately because the property is judged to be unsafe to live in, usually due to severe damp, mould, or another serious hazard that poses an immediate risk to health or safety.

11.2 In an emergency decant, immediate safety takes priority and planning is accelerated. We will:

- Ensure resident safety and assist with evacuation
- arrange emergency accommodation if needed - decant unit, hotel, serviced apartment or supported housing via local authority.
- If hazards cannot be fixed within 24 hours, suitable alternatives are provided as per our legal duty.
- Customers will be promptly informed about temporary relocation and next steps.
- Within 24-48 hours, we will assess property damage, determine duration and nature of the decant (temporary or permanent) and address immediate needs such as food or clothing. Support services may be coordinated depending on the customer's needs.
- For multiple customers or services, managers must activate the Business Continuity Plan and co-ordinate briefings and information.
- If interim housing extends beyond a few days, a formal license is issued confirming that the tenancy remains intact.
- We secure properties and help retrieve or store belongings as conditions allow.
- Customers receive written updates on repair timelines and weekly check-ins from their Housing Officer.
- If repairs are feasible, customers will return home. If not, we will prioritize permanent rehousing.

12. Access

12.1 Under Awaab's Law, social landlords have a defence if they have taken all reasonable steps to comply with the requirements but have been unable to comply for reasons beyond their control (Section 10A(5) of the Landlord and Tenant Act 1985). The guidance is currently available in section 9 MHCLG – Draft guidance for Awaab's Law - [Awaab's Law: Draft guidance for social landlords - GOV.UK](#)

12.2 We will make every effort to obtain access to the property to investigate and/or complete relevant safety works as quickly as possible.

12.3 Reasonable steps to gain access will include:

- Working with the Customer to arrange a suitable time to visit the property, offering a range of timeslots and considering the Customers' needs (e.g. their working pattern, any accessibility requirements or adjustments);
- Making three attempts at various times of the day to contact Customers and using different routes if one fails (eg phone calls, emails or letters); One attempt will be by recorded or hand delivered letter
- If we are unable to access the property within the agreed timeslot, leaving the customer a notice stating that an attempt was made and providing contact details to arrange an alternative slot. If the hazard is considered an elevated risk for immediate resolution a safeguarding risk will be raised whilst attempts continue to remediate the risk and undertake a welfare check to the customer.

13. Other Landlords Buildings

13.1 Where we manage services out of other landlord's buildings, we should review all service agreements to ensure clarity in our responsibilities.

13.2 Where we have repair and maintenance responsibilities, the primary duty lies with the landlord under Awaab's Law. However, even though we are not directly liable, we are responsible for helping the landlord meet their legal duties. Therefore, our actions affect the landlord's compliance and we could be liable if we contribute to their non-compliance.

13.3 In these circumstances, we will

- Review our service level agreements and develop a shared hazard response plan with the landlord.
- Agree a process of escalation and documentation, defining roles and responsibilities for identifying, reporting, and repairing hazards.
- Respond within the statutory timeframes set by the landlord's obligations.
- Log all actions and communications to help the landlord maintain an audit trail.
- Notify the landlord immediately if you identify a hazard or cannot meet a deadline.
- Keep detailed logs of inspections, repairs, and communications.

13.4 Where we only manage support services in other landlord's buildings, we recognise that while the legal responsibility for repairs rests with the property owner, we retain a duty of care for the residents that we support. Therefore, we need to ensure that we act as follows:

- Swift escalation of concerns to the landlord.
- Clear documentation of hazard identification and communication.
- Support for customers in navigating the landlord's repair process.
- Monitor and follow-up to ensure resolution.
- Document and escalate unresolved issues to the landlord or regulator.

13.5 For all new contracts with other landlords, these should include clear reference to roles in hazard identification, management, monitoring and reporting.

Record Keeping and Confidentiality

We will comply with our Data Protection and Confidentiality Policy which can be found by clicking [Here](#) or visiting our website at www.lookahead.org.uk

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Version History			
Version	Date	Description of Changes	Author
1.0	March 2026	New Policy	Jason Hapgood