# Navigating changing obligations **under Awaab's Law**



Reimagining places
for people to thrive

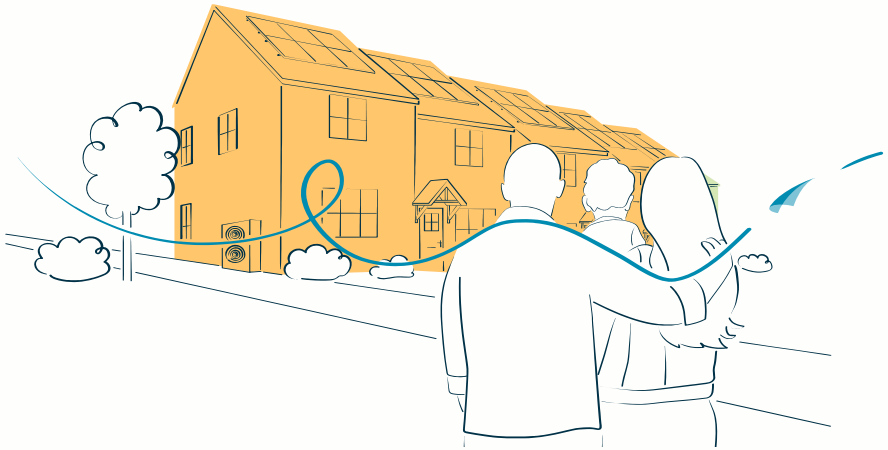
# **Awaab's Law:** key changes

Phase 2 marks a significant shift from responding to hazards once they arise to identifying and addressing them before they pose a risk to residents.

**Since 27 October 2025, housing providers have been legally required to investigate and address emergency hazards, including damp and mould, within prescribed timescales.**

**The legislation was introduced to ensure that the circumstances which led to Awaab Ishak's tragic death are never repeated.**

**Strict investigation and repair timescales will be extended to a wider range of serious housing hazards, placing greater emphasis on proactive asset management, effective triage and early intervention.**






From **30 November 2026**, landlords are required to meet statutory deadlines for investigating and addressing:

## Excess heat and excess cold

Hazards arising from inadequate heating, poor insulation and homes that are unable to maintain safe and comfortable temperatures.

## Falls

Risks associated with uneven surfaces, stairs, steps and changes in level within and around the home.

## Fire and electrical hazards

Deficiencies that increase the risk of fire or electric shock, including issues with smoke detection, electrical installations and associated safety systems.

## Structural collapse, falling elements and explosions

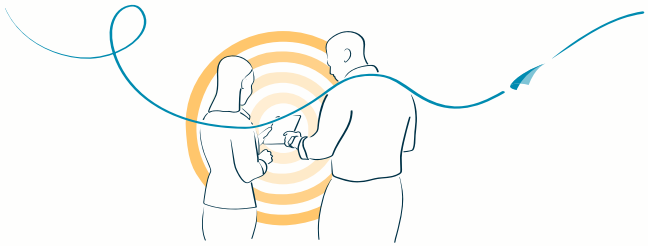
Risks relating to structural failure, unstable building elements and explosion hazards, including gas-related defects.

## Domestic hygiene, sanitation and food safety

Conditions that may adversely affect residents' health, including failures of sanitation and other hygiene-related hazards.

# **Hazard response** timeframes

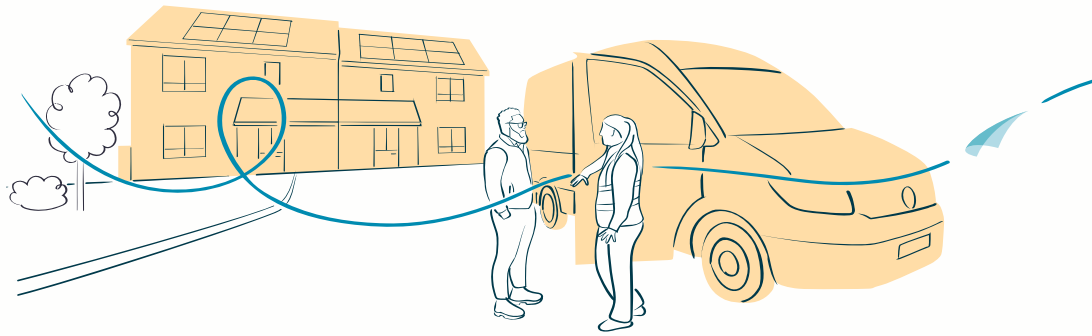
Housing providers will need greater confidence in their ability to identify hazards early, assess risk consistently and ensure remedial action is prioritised within the required timescales.



| | 01 | 02 | 03 | 04 | 05 | 06 | 07 |
|---|---|---|---|---|---|---|---|
| **Stage** | Awareness | Triage | Initial investigation | Written summary | Make safe | Further preventative works | Alternative accommodation |
| **Action** | Landlord becomes aware of a potential hazard through a resident report, inspection or other means. | Assess whether the hazard presents an emergency risk. | Investigate the reported hazard. | Provide findings and proposed actions to the resident. | Complete any actions required to make the hazard safe. | Undertake longer-term remedial works to address the root cause and prevent recurrence. | Provide suitable temporary accommodation where required. |
| **Timescale** | **Day 0** | **Within 24 hours** | **Within 10** working days | **Within 3** working days of the investigation concluding | **Within 5** working days of the investigation concluding | **Begin, or take steps to begin, within 5 working days.** If not reasonably practicable, physical works must start within **12 weeks.** | **Immediately** |
| **Key requirement** | The next working day is when the statutory clock starts. | Emergency hazards must be investigated and made safe within 24 hours. If this is not possible, tenant must be moved to safe accommodation. | Applies where a potential significant hazard has been identified. | Information should be clear, accessible and easy to understand. | Applies where a significant hazard is confirmed. | Examples may include insulation improvements, ventilation upgrades or structural repairs. | Applies where the property cannot be made safe within the prescribed timescales. |

# From compliance to prevention: the wider impact of Phase 2

While the extension of statutory investigation and repair timescales is a significant change, Phase 2 also places greater emphasis on how housing providers identify, assess, manage and evidence housing hazards. The updated guidance introduces clearer expectations around resident-focused risk assessment, communication, record keeping and prevention.



## Resident-focused hazard triage

Phase 2 requires landlords to assess hazards in the context of the people living in the home, not just the condition itself.

Landlords should consider:

- Resident vulnerabilities
- Existing health conditions
- Household composition
- The likelihood and severity of harm

This represents a more resident-centred approach to risk assessment, recognising that the same hazard may present different levels of risk depending on who is affected.



## Robust evidence and record keeping

The updated guidance places greater emphasis on maintaining a clear audit trail that demonstrates compliance with statutory requirements.

Housing providers should be able to evidence:

- Investigations and assessments undertaken
- Attempts to gain access
- Resident communications and engagement
- Actions taken by contractors and supply chain partners
- Compliance with statutory timescales

Accurate records will be essential for demonstrating compliance, providing assurance and evidencing reasonable efforts where circumstances are outside a landlord's control.

## Clearer written communication

Following an investigation, landlords are expected to provide residents with a written summary of the findings and proposed actions, unless all required works are completed within the prescribed timeframe.

The guidance provides greater clarity on both the content and format expected, helping to ensure residents receive consistent, accessible and transparent information.

## Increased expectations around resident engagement

Phase 2 introduces a stronger focus on communication throughout the lifecycle of a case.

Housing providers are expected to:

- Inform residents of their rights under Awaab's Law
- Maintain clear and transparent communication
- Keep residents updated on progress and next steps
- Record engagement and communication activities

This reflects a broader shift towards improving the resident experience alongside compliance.

## Addressing root causes, not just symptoms

The legislation distinguishes between immediate actions required to make a home safe and longer-term works needed to prevent the issue from recurring.

For many landlords, this will require a greater focus on proactive asset management, ensuring that underlying causes are identified and addressed rather than relying solely on short-term remedial repairs.

The emphasis is increasingly on sustainable solutions that improve the long-term safety, health and quality of residents' homes.



# **Key considerations** for housing providers



## 1. A data-driven approach to hazard management

The more housing providers understand their homes, the better they can identify, assess and manage risk. By combining stock condition data, repairs history, compliance information and resident insights, landlords can identify patterns and emerging risks across their portfolios.

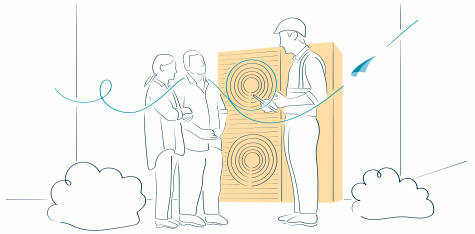
Trend analysis can help reveal property types, building characteristics or locations that are more susceptible to hazards such as damp and mould, excess cold, excess heat or structural issues. This insight enables housing providers to prioritise interventions, target investment more effectively and make informed decisions that improve resident safety and wellbeing.



## 2. Embracing technology to identify risk earlier

Technology is playing an increasingly important role in helping housing providers move from reactive repairs to proactive risk management. Environmental sensors can monitor conditions including humidity, temperature, condensation risk, indoor air quality and $CO_2$ levels, providing valuable insight into how homes are performing.

Connected monitoring systems can generate real-time alerts, helping landlords identify potential hazards before they escalate. Combined with digital records and performance reporting, technology can support earlier intervention, improved decision-making and stronger compliance assurance.

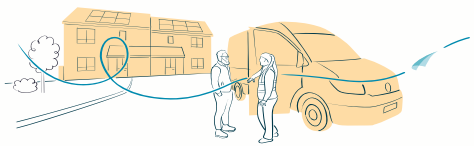


## 3. Putting residents at the heart of the journey

Resident engagement is a fundamental component of Awaab's Law Phase 2. Effective communication helps housing providers identify hazards sooner, improve access for inspections and repairs, and ensure residents understand what action is being taken.

The updated guidance places greater emphasis on keeping residents informed throughout the investigation and repair process, recording engagement activities and providing clear information about their rights.

When residents are actively engaged, housing providers are better able to understand vulnerabilities, assess risk accurately and deliver solutions that improve both resident safety and trust.



## 4. A holistic approach to asset management

Awaab's Law Phase 2 reinforces the importance of addressing the root causes of housing hazards rather than simply treating symptoms, ensuring a more joined-up approach to investment, maintenance and compliance.

Planned improvements can often deliver multiple benefits simultaneously. For example, retrofit and energy efficiency programmes can help address excess cold, reduce condensation risk, improve resident comfort and support wider sustainability objectives. Similarly, investment in ventilation, building fabric and property condition can contribute to healthier, safer homes while reducing future maintenance demand.

By combining property data, compliance intelligence and resident insight, housing providers can prioritise investment where it will have the greatest impact, helping to manage risk, improve housing quality and maximise value from available resources.

# **Supporting compliance** in practice

Meeting the requirements of Awaab's Law Phase 2 requires more than responding to repairs within prescribed timescales. Housing providers need the ability to identify hazards early, assess risk consistently, maintain robust records and address both immediate risks and underlying causes.

Many organisations are therefore reviewing how responsive repairs, compliance activities, asset management and resident engagement work together to support a more proactive approach to hazard management.

**WPS supports housing providers across the full lifecycle of hazard management, including:**

- Hazard identification, categorisation and triage.
- Emergency response and make-safe works.
- Compliance surveys and vulnerability-led inspections.
- Resident communication and access support.
- Audit-ready documentation and reporting.
- Digital compliance records and performance monitoring.
- Damp and mould investigations and remediation programmes.
- Ventilation, insulation and wider building fabric improvements.
- Roofing, drainage and water ingress investigations.
- Structural repairs and remedial works.
- Electrical safety improvements and compliance programmes.
- Fire safety inspections, remediation and compliance works.

# **For more information** contact one of our experts




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