

AWAAB'S LAW

Complete Compliance Pack

2026 Edition | Version 7.0 | 9 September 2026

- ✓ **PART 1** Hazard Triage Decision Framework (emergency vs significant)
- ✓ **PART 2** Statutory Deadline Timeline with Clock Rules
- ✓ **PART 3** Vulnerability & Household Assessment Form
- ✓ **PART 4** Damp & Mould Inspection Record
- ✓ **PART 5** Written Summary of the Investigation Findings (Reg. 9, SI 2025/1042)
- ✓ **PART 6** Three Template Tenant Letters (Reg. 10 compliant)
- ✓ **PART 7** Reasonable Endeavours Defence Log
- ✓ **PART 8** Evidence Documentation Log

Section 42, Social Housing (Regulation) Act 2023 | SI 2025/1042

Phase 1 in force: 27 October 2025 | Phase 2 commencement: 30 November 2026

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PART 1

Hazard Triage Decision Framework

Use this framework every time a damp or mould report is received.

Complete before any other part of this pack.

See next page ↓

PART 1 | Hazard Triage Decision Framework

Classifying the Hazard: Emergency vs Significant vs Non-Significant

The single most common landlord failure identified in post-October 2025 Ombudsman decisions is incorrect hazard classification. The MHCLG guidance states classification is 'fact specific' and landlords must make 'their own judgement' — but the consequences of misclassification are severe. Use this decision framework every time a damp or mould report is received.

■ Ombudsman warning

Landlords should not add Awaab's Law repairs to long-term capital or cyclical work programmes. Regeneration timelines, budget constraints, and contractor availability are not valid reasons for delay under SI 2025/1042.

Step 1 — Record the moment of awareness

The Awaab's Law clock starts on the working day after the landlord becomes aware of a potential hazard. Document this precisely. This Day 1 / working-day rule applies to the working-day duties — the Reg 6 investigation (10 working days), the Reg 9 written summary (3 working days) and the Reg 11 / Reg 13 clocks. It does NOT apply to the 24-hour emergency duty under Reg 5, which runs from the moment the landlord becomes aware of the emergency hazard, in calendar time, and is not paused by weekends or bank holidays.

Date/time landlord became aware	
How report was received	() Phone call () Email () App () Letter () In person () Third party
Who received the report (name/role)	
Report reference number assigned	
Day 0 (awareness date)	
Day 1 (first working day after awareness)	

Step 2 — Emergency classification (24-hour response required)

An emergency exists if the hazard poses an imminent and significant risk of harm to the health or safety of an occupier of the social home. Answer ALL of the following questions:

■ Water ingress: Is there a burst pipe, roof leak, or flooding that is actively causing damp inside the property right now?
■ Mould spread: Is the mould covering a large area (bigger than roughly 1 square metre), or is it visibly spreading quickly?
■ Child's sleeping area: Is there mould present in the bedroom of a child aged under 5?
■ Vulnerable household member: Does anyone in the household have a weakened immune system, a serious respiratory condition (such as asthma or COPD), or another serious illness that could be made worse by damp or mould? <i>See Part 3 — if yes, a lower threshold applies — treat as emergency.</i>
■ Acute health symptoms: Is the tenant or any member of their household currently experiencing breathing difficulties, chest tightness, or other symptoms they believe are caused by the damp or mould?
■ Structural or safety risk: Is there any sign of structural damage, electrical risk, or fire hazard connected to the damp — for example, water near electrics, crumbling walls, or ceiling collapse risk?

■ Unfit to live in: Is the property, in your judgement, currently unsafe or unfit for the tenant to remain living in?

These are recommended conservative thresholds, not statutory tests; hazard classification is fact-specific.

If ANY box above is ticked: this is an EMERGENCY. The 24-hour clock has started **from the moment of awareness** (calendar time — weekends and bank holidays do **not** pause the clock). Within 24 hours, attend the property, **investigate the hazard, and make it safe** — taking immediate steps to remove or reduce the risk. Document all actions taken with timestamps. Complete this triage form and proceed immediately to Parts 3, 4, and 5.

Step 3 — Significant hazard classification (10-working-day investigation required)

If no emergency trigger applies, answer the following:

■ Mould visible in any room of the property?

■ Resident has reported recurring or persistent damp or mould?

■ Cold, damp, or water ingress reported but not immediately dangerous?

■ Resident is in a vulnerable category (elderly, young children, long-term health condition)? *See Part 3. Vulnerability lowers the significance threshold even below Category 1 HHSRS level.*

■ Previous reports of the same issue at this property within 24 months? *Recurring issues must not be treated as new reports requiring a fresh assessment from scratch.*

If ANY box above is ticked: this is a SIGNIFICANT HAZARD. The 10-working-day investigation clock has started from Day 1. The written summary (Part 5) must be sent to the tenant within 3 working days of the investigation concluding.

Step 4 — Triage outcome record

CLASSIFICATION	() EMERGENCY — 24-hour response () SIGNIFICANT — 10-working-day investigation () NOT SIGNIFICANT — document reasons below
Reasons if not significant	
Classified by (name/role)	
Date/time of classification	
Approved by (line manager)	

PART 6

Template Tenant Letters

Three ready-to-use letters — one for each statutory communication stage.

Copy onto your letterhead, complete all [bracketed fields], and send.

See next page ↓

PART 6 | Template Tenant Letters

Three template letters are provided, one for each statutory communication stage. Complete all fields in [square brackets] before sending. Keep a copy of every letter. Note: under Regulation 10, written summaries can be delivered electronically, in person, left at the property, or by first class post. The 3-working-day deadline is for sending, not receipt.

■ Ombudsman warning on tone

Never use language that apportions blame or leaves residents feeling blamed for damp and mould. Avoid references to 'lifestyle,' 'internal environmental factors,' 'cultural practices,' or 'condensation from cooking.' Everyday activities — cooking, bathing, drying laundry — are unlikely to constitute breach of tenancy. (Spotlight Report, 'It's Not Lifestyle.')

LETTER 1 of 3

Initial Acknowledgement

Send the same day the report is received. Confirm awareness, name a contact, and state next steps.

LETTER 1 — Initial Acknowledgement (send same day report received)

[Your organisation name and address]

[Date]

[Tenant full name]

[Property address]

[Postcode]

Dear [Tenant name],

Re: Report of Damp / Mould at [Property address] — Reference [Ref No.]

Thank you for reporting the [damp / mould / condensation] issue at your home on [date of report]. We want you to know that we take reports of this nature extremely seriously, and we are committed to responding in line with our obligations under Awaab's Law (Section 42, Social Housing (Regulation) Act 2023, SI 2025/1042).

We are writing to confirm we have received your report and are taking the following immediate action:

[Describe action — e.g. "We have classified this as requiring an emergency response and our team will attend within 24 hours." OR "We are arranging a full inspection of your property. Our inspector will contact you within [X] working days to arrange a convenient time to visit."]

[NAMED CONTACT]: Your named contact for this case is [Name], [Role], who can be reached on [phone number] or [email address] between [hours]. Please quote your reference number [Ref No.] in any correspondence.

[IF VULNERABLE HOUSEHOLD — include this paragraph]:

We note that [you / a member of your household] has a health condition that may be relevant to our assessment. We will take this into account in how we prioritise and plan our response. If your circumstances or health change before we attend, please contact [Named Contact] immediately.

Under Awaab's Law, we are required to complete a full investigation and provide you with a written summary of our findings and planned actions within a statutory timeframe. We will be in touch again once our investigation is complete.

In the meantime, if you notice the condition worsening, or if you or any member of your household experiences health symptoms you believe may be related to the damp or mould, please contact us immediately on [emergency contact number].

Yours sincerely,

[Name]

[Role / Department]

[Organisation name]

[Contact details]

[Ref: Ref No. | Date of awareness: Day 0 date | Investigation deadline: Day 10 working day date]