AWAAB'S LAW

Phase 2 Extension Pack

2026 Edition | Version 8.1 | 2 November 2026

Awaab's Law rollout guide for registered providers of social housing in England — Phase 1 (in force), Phase 2 (from 30 November 2026), Phase 3 (expected 2027).

- ✓ **PART 1** Introduction — What Phase 2 Changes
- ✓ **PART 2** Phase 1 vs Phase 2 — Side-by-Side Comparison
- ✓ **PART 3** HHSRS Hazard Reference Guide (with phase marking)
- ✓ **PART 4** Expanded Hazard Triage Framework
- ✓ **PART 5** Phase 2 Inspection Record
- ✓ **PART 6** Deadline Timeline & Worked Examples
- ✓ **PART 7** Enforcement, Liability and Statutory Defences
- ✓ **PART 8** Phase 2 Readiness Checklist
- ✓ **PART 9** Case Closure Checklist
- ✓ **PART 10** Staff Quick Reference Card
- ✓ **PART 11** Tenant Information Sheet
- ✓ **PART 12** Regulation Update Summary
- ✓ **LETTER** Written Summary of Findings — Letter Template

Social Housing (Regulation) Act 2023, s.42 | SI 2025/1042 | Phase 2 from 30 November 2026

Information current as of 2 November 2026. Phase 2 comes into force on 30 November 2026; Parliament approved the amending regulations on 20 October 2026.

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PART 4

Expanded Hazard Triage Framework

Work through Steps 1–4 for every hazard report.

Record answers on the Inspection Record (Part 5).

PART 4 | Expanded Hazard Triage Framework

Work through Steps 1–4 for every hazard report. Record answers on the Inspection Record (Part 5).

STEP 1 — Identify the HHSRS Category

■ Ask the tenant to describe the hazard in their own words
■ Match to the Hazard Reference Guide (Part 3) — identify the relevant hazard
■ Where a report involves multiple hazards, treat each separately
■ Record the HHSRS category on the Inspection Record before attending the property

STEP 2 — Assess Imminent Risk: Emergency or Significant?

■ Could the hazard cause serious harm or death within 24 hours?
■ Is there a vulnerable occupant? (child under 5, elderly 70+, respiratory/cardiac condition, disability, immunocompromised)
■ Has the tenant reported symptoms directly linked to the hazard?
■ Is the hazard in a form that could escalate rapidly (gas, structural, live electrical)?

Decision: Treat as an emergency where the hazard, taking vulnerability into account, presents an imminent and significant risk of harm — investigate the hazard and make it safe within 24 calendar hours of having reasonable grounds to believe there is an emergency hazard (Reg 5(8)(a); calendar time — weekends and bank holidays do not pause the clock). Vulnerability raises the risk but does not by itself convert every hazard into an emergency. Otherwise the hazard is SIGNIFICANT — proceed to Step 3.

STEP 3 — Calculate Statutory Deadlines

Day 0 = date landlord became aware of the hazard. For an emergency, the 24 hours run from when the landlord had reasonable grounds to believe there is an emergency hazard, usually the report itself (Reg 5(8)(a)); if a standard investigation is the one that finds it, from that investigation's completion (Reg 5(8)(b)).

For EMERGENCY hazards:

• Investigate AND make safe within 24 calendar hours of having reasonable grounds to believe there is an emergency hazard (calendar time — weekends and bank holidays do not pause the clock)

• Written summary of the findings of the investigation to tenant: within 3 working days of investigation concluding

• Supplementary preventative works physically started on site: **within 5 working days** of the day after the investigation is completed — Regulation 13(2) default. Where beginning within 5 working days is not reasonably practicable, work must instead begin as soon as reasonably practicable and in any event before the end of 12 weeks (84 calendar days) beginning the day after the investigation is completed — Regulation 13(3) backstop. Completion within a reasonable period thereafter (Reg 13(4)).

• All works complete: within a reasonable time period — no statutory fixed completion date

For SIGNIFICANT hazards:

• Investigation complete: within 10 working days of Day 0

• Written summary of the findings of the investigation to tenant: within 3 working days of investigation concluding (not mechanically from Day 10 — runs from actual conclusion date)

• Relevant safety work completed within 5 working days of investigation concluding. Where completion within 5 working days is not reasonably practicable, the only Regulation 11(2)(b) fallback is compliance with Part 6 — the duty to provide suitable temporary alternative accommodation under Regulations 15–17 (under which the

safety work duty becomes a duty to complete as soon as reasonably practicable thereafter). Document the reasons fully.

• Supplementary preventative works physically started on site: **within 5 working days** of the day after the investigation is completed — Regulation 13(2) default. Where beginning within 5 working days is not reasonably practicable, work must instead begin as soon as reasonably practicable and in any event before the end of 12 weeks (84 calendar days) beginning the day after the investigation is completed — Regulation 13(3) backstop. Completion within a reasonable period thereafter (Reg 13(4)).

• All works complete: within a reasonable time period — no statutory fixed completion date

■ Clock starts from actual conclusion, not Day 10
The 3-working-day and 5-working-day clocks start from when the investigation actually concludes — which may be before the 10-working-day deadline. Do not calculate mechanically from Day 10.

STEP 4 — Assign Specialist if Required

■ Electrical hazards: NICEIC or NAPIT registered electrician
■ Gas / CO hazards: Gas Safe registered engineer
■ Structural hazards: Structural engineer
■ Asbestos: Licensed asbestos contractor (if ACM suspected)
■ Legionella: Legionella risk assessor
■ Radon: PHE accredited radon measurement laboratory
■ Pest / hygiene: BPCA member contractor

Decision: Record specialist name, qualification / registration number, and date instructed on the Inspection Record.