

What's in this pack

The accompanying DOCX file contains eleven editable letter templates. Each letter is keyed to a specific Awaab's Law deadline or escalation step.

#	Letter	Trigger	Recipient
L1	Initial hazard report	Day 0 — the day you reported it to your landlord (or the day they otherwise became aware of it)	Landlord
L2	Emergency 24-hour deadline missed (Reg 5)	Landlord misses Reg 5	Landlord
L3	Escalation: missed 10-working-day investigation deadline	Landlord misses Reg 6	Landlord
L3a	Escalation: missed 3-working-day written summary deadline	Landlord misses Reg 9	Landlord
L4	Escalation: missed 5-working-day safety-work completion deadline	Landlord misses Reg 11	Landlord
L5	Escalation: missed Reg 13 begin-by deadline (Reg 13(2) 5-working-day default or Reg 13(3)(b) 12-week backstop)	Landlord misses Reg 13	Landlord
L6	Respond to the Reg 9 written summary (accept or dispute the plan)	After landlord delivers Reg 9 summary	Landlord
L7	Pre-Action Protocol Letter Before Claim	Awaab's Law deadlines missed; preparing court action	Landlord
L8	Complaint to the Housing Ombudsman	Landlord's final (Stage 2) complaint response received (or via Dispute Support)	Housing Ombudsman Service
L9	Subject Access Request	At any point	Landlord (data controller)
L10	Part 6 alternative accommodation request	Hazard cannot be made safe with you in the property	Landlord

All eleven letters are in the accompanying DOCX file. Each letter has yellow-highlighted [BRACKETED VARIABLES] for you to replace with your own details. Send by a method that creates a dated record (Royal Mail Signed For, email with read receipt, or recorded portal submission with screenshot).

L1 — Initial Hazard Report

Use this letter to formally report any hazard in your home to your landlord.

If you are in immediate danger, call 999 and your landlord's emergency line now — do not wait to send this letter.

[TENANT FULL NAME]

[TENANT ADDRESS LINE 1]

[TENANT ADDRESS LINE 2]

[TOWN]

[POSTCODE]

[TENANT EMAIL]

[TENANT PHONE]

[DATE]

[LANDLORD NAME]

[LANDLORD ADDRESS]

[LANDLORD CONTACT EMAIL]

By recorded delivery and email

Formal report of hazard at [TENANT ADDRESS LINE 1] — Awaab's Law (SI 2025/1042) and section 10A Landlord and Tenant Act 1985

Dear **[LANDLORD NAME]**,

I am writing to formally report a hazard at the property listed above, which has been my home since **[TENANCY START DATE]**.

The hazard

The hazard is **[HAZARD DESCRIPTION]** located at **[HAZARD LOCATION IN PROPERTY]**. I first identified this hazard on **[DATE FIRST IDENTIFIED]**. To assist your investigation I enclose **[ADDITIONAL EVIDENCE ENCLOSED]** as evidence.

Vulnerability disclosure (omit if not applicable)

The household includes individuals who are particularly vulnerable to the effects of this hazard: [VULNERABILITY DISCLOSURE — e.g. children, elderly residents, disabled residents, immunocompromised residents, pregnancy, mental health conditions]. I draw this to your attention because vulnerability is a relevant factor under the Housing Health and Safety Rating System (HHSRS) when assessing the severity of a hazard.

Your statutory obligations

Awaab's Law — the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (SI 2025/1042), made under sections 10A(3) and 10B of the Landlord and Tenant Act 1985 (inserted by section 42 of the Social Housing (Regulation) Act 2023) — sets statutory deadlines that apply to this report:

If the hazard presents an imminent and significant risk of harm to the health or safety of an occupier of the social home, you must investigate and make safe within 24 calendar hours of becoming aware (the emergency hazard track).

If the investigation identifies a significant hazard, you must:

complete that investigation within 10 working days of this report;

provide me with a written summary of the findings of the investigation within 3 working days of the investigation concluding (Regulation 9 of SI 2025/1042);

complete safety works within 5 working days of the investigation concluding (or, where the lessor complies with Part 6 (temporary rehousing under Regulations 15–17), as soon as reasonably practicable thereafter);

begin any supplementary preventative works within 5 working days of the day after the investigation is completed (Regulation 13(2)) — or, where 5 working days is not reasonably practicable, as soon as reasonably practicable and within 12 calendar weeks (84 calendar days) of that day (Regulation 13(3)).

Day 0 for the 24-hour and 10-working-day deadlines is today, **[DAY 0 DATE]**. The 3-working-day, 5-working-day and 12-week deadlines run from the day after the investigation is completed — those clocks have not yet started.

What I am asking you to do

Please:

As a matter of courtesy, acknowledge receipt of this letter within 3 working days, confirming the date you received it. The statutory written summary of any investigation conducted under Regulation 9 of SI 2025/1042 is a separate document and is due within 3 working days of the investigation being concluded.

Confirm whether you classify the hazard as an emergency hazard or a significant hazard, and what action you propose to take, including expected dates;

Provide a single point of contact at **[LANDLORD NAME]** who will be responsible for handling this matter.

I will retain copies of all correspondence and evidence relating to this hazard. If you do not respond within the statutory deadlines under SI 2025/1042, I will progress to a formal escalation, including (where appropriate) a Pre-Action Protocol Letter Before Claim or a complaint to the Housing Ombudsman.

Yours sincerely,

[TENANT FULL NAME]

[DATE]

Statutory basis: Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (SI 2025/1042); section 10A Landlord and Tenant Act 1985 (inserted by section 42 Social Housing (Regulation) Act 2023); Regulation 9 of SI 2025/1042.

This letter is a template provided for information only and is not legal advice. Consult a qualified housing solicitor for case-specific advice.