

Agenda item 2

Housing Advisory Board Briefing – Awaab’s Law Implementation – November 2025

1.0 Summary

1.1 This report outlines the steps that the Housing Service’s Safety and Compliance team alongside Housing Property Services have taken to address the implementation of Awaab’s law on 27th October 2025 in relation to damp, mould and condensation (DMC) specifically.

2.0 Awaab’s Law - summary

2.1 The ‘Hazards in Social Housing (Prescribed Requirements) Regulations 2025’, also known as ‘Awaab’s Law’ came into force on the 27th October 2025.

2.2 The Government has released [guidance](#) on how social landlords will have to deal with damp & mould issues when they are identified as being either an ‘Emergency’ or a ‘Significant’ hazard. It has provided the following guidelines for classification:

- Emergency is defined as a hazard with an imminent & significant risk of harm to the occupier that would cause immediate harm if not addressed quickly e.g. impacting ability to breathe.
- Significant is defined as a significant risk of harm to the occupier following knowledge of age, physical and mental health, etc. based on the likelihood of harm and potential severity in specific circumstance.
- All other repairs relating to damp and mould that fall outside of these two groups will be classed as routine. These will fall into HPS’s current inspection time frames.

2.3 Once classified as either a routine repair, a significant hazard or an emergency repair the guidance sets out specified time frames for:

- dealing with inspections
- investigations
- time frames for making safe properties
- Finishing up and completing works.

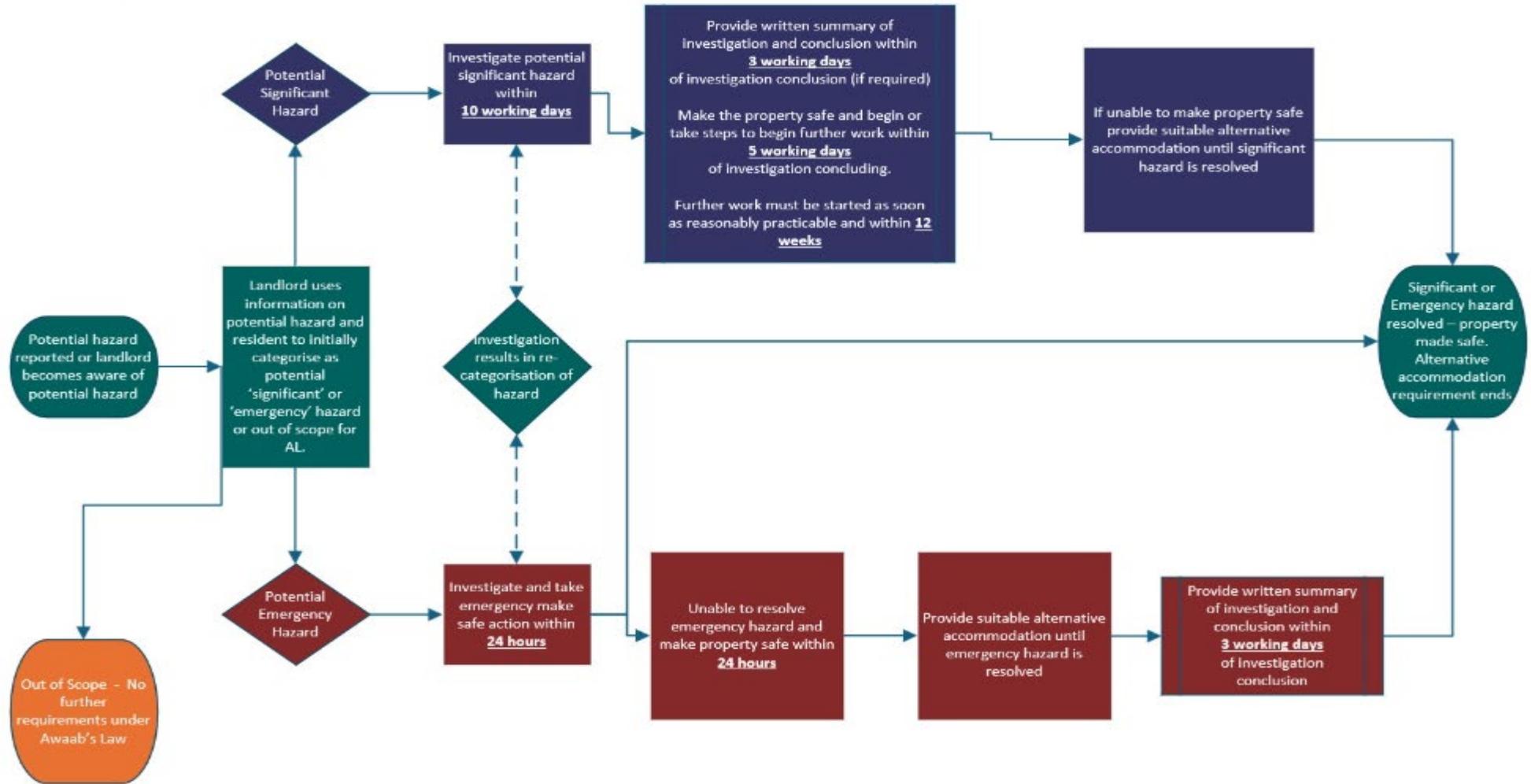
A summary is shown in the diagram overleaf.

2.4 Once an inspection has been carried out, a written report must be supplied to the tenant highlighting the hazard, steps taken, timeframes for possible completion, amongst other information. This must be sent within 3 working days of the investigation and inspection taking place

Agenda item 2

Diagram 1 - Awaab's Law Process Flow

Note : Does not include, renewed and further Investigation timeframes



Agenda item 2

3.0 Preparation for Awaab's Law

- 3.1 The Housing Services set up an Awaab's law task group to meet every 2/3 weeks to prepare the service for the implementation of the legislation. The task group involved managers from across the Council who would need to be aware of the changes. These included responsive repairs managers, Housing Managers, Call Centre TL's, Allocations Managers, Legal team, and Homeless teams.
- 3.2 The task group has undertaken the following to ensure the service is prepared for Awaabs Law:
 - Developed a clear, triaging flow chart for Customer Contact centre staff to assess the severity of calls reporting damp, mould and condensation cases.
 - Ensured that Housing Property Services have resources, materials, and trades staff to deal with any emergency or severe cases in the time frames stipulated
 - Ensured process in place to produce the required written summaries within time frames stated. Including circulating templates to be worked against in future, for different scenarios.
 - Updated the internal damp, mould and condensation tracker used by the Compliance and Safety team to enable reporting on Emergency & Severe cases as required.
 - Produced and delivered a training packages to be delivered across the council by the Compliance and Safety team. There were two training packages delivered – a more in-depth training aimed at Repairs Inspectors and Repair Team Leaders to ensure they were clear on their responsibilities and a broader session presented to all housing staff to increase their awareness.
 - Reviewing information provided to tenants on Damp, Mould and Condensation issues and identifying any changes that were needed
 - Prepared information to go onto the website.

4.0 Assurance of being able to meet requirements

- 4.1 Prior to the implementation of Awaabs Law Housing Property Services had already started classifying existing DMC cases into the relevant category.
- 4.2 Call centre staff have implemented a simple, user friendly flow chart which will triage cases at the earliest stage.
- 4.3 Chesterfield Borough Council will go above the Awaabs classifications and treat any small patches to bedrooms as significant cases, and all larger areas within bedrooms etc. as emergency cases. This approach will be taken as the staffing

Agenda item 2

resource is already in place and will prevent any potential disrepair claims for under classifying cases.

- 4.4 The Compliance and Safety team has started reporting emergency and severe cases on the landlord compliance report.
- 4.4 Team members are working with members of Legal and Homelessness Teams to be able to potentially re-house tenants if action cannot be taken.

5.0 Summary

- 5.1 Chesterfield Borough Council Housing Service is well placed to deliver the requirements of Awaab's Law. The work taken by Housing Property Services / and the Compliance team to combat existing cases have enabled us to be starting from a strong position rather than trying to catch up.
- 5.2 The Contact Centre staff and Housing Property Services staff started to classify cases before the implementation date and prioritise the emergency and severe cases.
- 5.3 The above and beyond approach of classification trying to deal with all cases where key phrases are met rather than filtering out cases due to a tenants age / health conditions should enable CBC to avoid any failures to comply with the legislation.