

Awaab's Law Policy

Governance Information

Applicable Legislation	• Housing Act 2004 • Housing Health and Safety Rating System (HHSRS) 2006 • Decent Homes Standard 2006 (updated 2016) • The Homes (Fitness for Human Habitation) Act 2018 • Environmental Protection Act 1990 • Awaab's Law 2025 (and subsequent amendments)
Policy Owner	Director of Operations
Approved By	Board
Regulatory Reference	Safety & Quality Standard
Date Approved	24 th September 2026
Review Date	September 2029
Stakeholders Consulted	Resident scrutiny completed with group of 24 involved residents.

Version Control

Version	Date	Author	Change
V1	April 2024	Consultant review	New policy
V2	April 2026	Head Of Contract Management/Director of Operations	Incorporating Awaab's Law Guidance – updating policy name from Damp and Mould Policy to Awaab's Law Policy.
V3	July 2026	Director of Operations	Timescales for response updated

1. Policy Statement

1.1 At the Industrial Dwellings Society (IDS), we are committed to providing safe, healthy, and well-maintained homes. This policy sets out how we will prevent, identify, assess and remediate hazards in line with Awaab's Law and the Housing Health and Safety Rating System (HHSRS).

1.2 This policy applies to all relevant hazards, including but not limited to:

- Damp, mould and condensation
- Excess cold and excess heat
- Fire and electrical hazards
- Structural hazards
- Falls and trip hazards
- Water supply, sanitation and hygiene hazards
- Pest infestations

1.3 We will implement Awaab's Law in line with the Government's phased approach and will proactively prepare for future legislative expansion from October 2026 and beyond, ensuring that:

- Systems and processes are scalable to additional hazards
- Staff are trained to identify a broad range of HHSRS risks
- Data and reporting frameworks support compliance monitoring

1.4 We will deliver services that meet all legal, statutory and regulatory requirements, with resident safety and wellbeing as our primary priority.

2. Purpose

2.1 This policy sets out how we will manage housing hazards through:

- Timely identification, investigation and remediation
- A risk-based approach, including consideration of resident vulnerability
- Preventative asset management and investment planning
- Clear communication, advice and support to residents
- Ensuring staff and contractors are trained, competent and accountable

2.2 This policy is supported by operational procedures, including the Hazard Identification and HHSRS Reporting Process, which sets out how hazards are recorded, triaged and managed.

3. Scope

3.1 This policy applies to:

- All residential properties and communal areas owned or managed by IDS
- All hazards defined within HHSRS
- All tenants (excluding leaseholders and shared owners unless specified)
- All employees, contractors and agents acting on behalf of IDS

3.2 This policy should be read in conjunction with related policies, including Repairs, Health & Safety, Decants, Disrepair, Allocations and Complaints.

4. IDS Responsibilities – Our Commitment to You

4.1 Prevention and Proactive Management

We will take reasonable steps to prevent hazards through:

- Stock condition surveys and HHSRS-informed assessments
- Planned maintenance and investment programmes
- Provision and maintenance of heating, insulation and ventilation systems
- Resident advice and guidance on maintaining a healthy home

4.2 Hazard Identification and Risk Assessment

We will operate a risk-based approach to hazard management, taking into account:

- The severity and likelihood of harm
- The condition of the property
- The vulnerability of occupants

Hazards will be assessed using the HHSRS and categorised as Category 1 or Category 2 hazards to determine the level of risk and urgency of action

All reports of potential hazards will be treated seriously and investigated regardless of any initial assumptions about cause, occupant behaviour, or lifestyle factors.

4.3 Response Times (Awaab's Law Compliance)

Where statutory regulations prescribe specific response and remediation timescales, those statutory requirements will take precedence over the operational targets set out in this policy.

- Emergency hazards: Action taken within 24 hours to remove or reduce risk
- Investigation: Completed within 10 working days of report
- Post-inspection actions:
 - Outcome and next steps confirmed promptly
 - Works commenced within 5 working days where required
 - A written summary of findings to be shared with the resident within 3 working days

Works will be completed within a reasonable timeframe, taking into account risk and complexity.

Where timescales cannot be met, we will:

- Implement interim safety measures
- Maintain regular communication with residents
- Provide temporary or permanent alternative accommodation where the property cannot be made safe for occupation within the required timescales."

4.4 Resident Communication and Support

We will:

- Keep residents informed throughout the lifecycle of the case
- Provide clear explanations of findings and actions
- Offer advice on managing conditions within the home
- Provide additional support where vulnerability is identified

Residents will be informed of their right to make a complaint if they are dissatisfied with our response and of their right to refer unresolved complaints to the Housing Ombudsman Service

4.5 Contractors and Delivery

Through contract management, we will ensure that contractors:

- Comply with Awaab's Law requirements
- Deliver works within required timescales
- Are monitored through KPIs, audits and contract management

4.6 Record Keeping and Compliance

We will maintain accurate and auditable records, including:

- Hazard reports and risk assessments
- Inspections and surveys
- Communications with residents
- Works orders and completion evidence

This will support compliance monitoring and regulatory assurance.

4.7 Approach to Responsibility

We operate a no-blame approach. Hazards will be addressed regardless of perceived cause, with the focus on protecting resident health and safety.

Residents will not be charged for inspections, investigations, temporary safety measures, or remedial works undertaken to address hazards.

5. Resident Responsibilities

Residents are expected to:

- Report hazards or defects promptly
- Use heating and ventilation systems appropriately
- Report faults affecting the home environment
- Follow advice provided, or inform us where this is not possible
- Provide access for inspections, surveys and works

Where access is refused or repeatedly missed, IDS will take proportionate steps to secure access, including legal remedies where necessary, while continuing to assess risks to resident safety.

6. Reporting and Response

Medical or other evidence of health impacts will be considered when assessing risk and determining priority, although such evidence will not be required before action is taken

6.1 We operate a zero-tolerance approach to hazards that pose a risk to health and safety.

6.2 All hazards will be:

- Logged on the HHSRS Tracker
- Assessed and triaged based on risk and vulnerability
- Managed in line with Awaab's Law timescales

6.3 Internal prioritisation categories (Emergency, Urgent, Routine) will support operational delivery.

6.4 Quality assurance will include:

- Post-inspections for high-value or high-risk works

- Sample checks of completed works

6.5 Decants will be considered where:

- Risks cannot be mitigated within required timescales
- There is a significant risk to health and safety
- Vulnerable residents are impacted

7. Definitions

Hazards are defined in accordance with HHSRS and extend beyond damp and mould.

Examples include:

- Damp and mould (rising damp, penetrating damp, condensation)
- Excess cold or heat
- Fire and electrical hazards
- Structural instability
- Falls hazards
- Hygiene and pest-related risks

8. Roles and Responsibilities

Board

- Provides strategic oversight and policy approval

Director of Operations

- Accountable for policy implementation and compliance

Head of Contract Management

- Oversees delivery, compliance, monitoring and reporting

Team Managers

- Assess hazards, confirm category, and arrange investigations and works

Staff and Contractors

- Identify and report hazards, follow procedures, and escalate risks

9. Equality and Vulnerability

9.1 We recognise that some residents are more vulnerable to harm from housing hazards, including:

- Older residents
- Children
- Disabled residents
- Those with long-term health conditions

9.2 We will prioritise cases based on vulnerability and ensure appropriate support is provided.

9.3 An Equality Impact Assessment has been undertaken for this policy.

10. Policy Review and Monitoring

10.1 This policy will be reviewed every three years, or sooner if required

10.2 Performance will be monitored via the HHSRS Tracker and reported:

- Monthly to CMT
- Quarterly to Board / Operations Committee

Reports will include compliance with statutory timescales, number and severity of hazards, overdue cases, decants, complaints, and lessons learned.

10.3 Resident feedback will inform ongoing review and improvement.

Equality Impact Assessment

Group	Impact	Notes
Protected characteristics – Equality Act (2010)		
Disability	Y	We know that residents living with a disability are more likely to be impacted by damp and mould. We will provide additional support to these residents and prioritise their cases where required.
Gender reassignment	N	
Marriage or civil partnership	N	
Pregnancy, maternity and parenthood	Y	We know that exposure to damp and mould is harmful to pregnant women. We will prioritise these cases where required.
Race	N	
Religion or belief	Y	We will ensure that all of our staff are appropriately trained and our communications are culturally sensitive. We will respond to all reports of damp and mould regardless of the cause.
Sexual Orientation	N	
Sex / Gender	N	
Age	Y	We know that residents who may be vulnerable due to their age or health condition may be at an increased risk if they are exposed to damp and mould. We will prioritise these cases where required.
Other factors for consideration		
Socio-economic background	Y	We know that fuel poverty may increase the likelihood of damp and mould. We will provide support and guidance and sign post our residents to other support agencies where required.
Caring responsibility	Y	We know that residents who may be vulnerable due to their health condition may be at an increased risk if they are exposed to damp and mould. We will prioritise these cases where required.

Final Decision	- Barriers or impact identified; policy adapted to eliminate or mitigate.
Date Completed	April 2024 – Updated in April 2026