



Awaab's Law Policy

1.0 Introduction

- 1.1 In October 2025, [The Hazards in Social Housing \(Prescribed Requirements\) \(England\) Regulations 2025](#) came into effect.

The Regulations are also known as 'Awaab's Law' in memory of two-year-old Awaab Ishak. Awaab died tragically in 2020 as a result of a severe respiratory condition due to prolonged exposure to mould in his home.

- 1.2 Awaab's Law requires social landlords to investigate all potential hazards and fix emergency and significant hazards within set timescales. The hazard only becomes an Awaab's Law case if we were notified or became aware of it on or after 27 October 2025.

- 1.3 A hazard is anything with the potential to cause harm, damage, or adverse health effects.

- 1.4 Awaab's Law initially covers damp and mould, and emergency hazards. In 2026, the requirements will expand to include the following hazards where they present a significant risk of harm:

- Excess cold
- Excess heat
- Falls associated with baths etc. on level surfaces, on stairs, and between levels
- Structural collapse
- Fire
- Electrical
- Explosions
- Domestic and personal hygiene and food safety.

- 1.5 In 2027, the requirements will expand again to include all the remaining hazards (excluding overcrowding) listed in the [Housing Health and Safety Rating System \(HHSRS\)](#).

This includes emergency hazards to Higher-Risk Buildings as defined in the [Building \(Higher-Risk Buildings Procedures\) \(England\) Regulations 2023](#).

- 1.6 This Policy applies to all buildings or land for which we're responsible under Awaab's Law, including all temporary or supported accommodation let under a tenancy agreement. This includes communal areas in which we're responsible for repairs. It does not apply to:

- Long leasehold homes

- Other owner-occupied accommodation including shared ownership
- Housing occupied under a licence.

- 1.7 Hazards may occur in buildings or land we don't directly own or control, for example, where there's an external managing agent. In these circumstances, we'll make all reasonable efforts to contact and work with the organisation(s) responsible to resolve these hazards as quickly as is practicably possible.
- 1.8 Where the defect is within our responsibility and it's affecting neighbouring properties for which we're not responsible, we may need to fix these hazards even if they're not in the scope of Awaab's Law. For example, if a burst pipe within one of our homes is leaking and causing a hazard in a neighbouring private residence.
- 1.9 The terms 'you' and 'your' in this Policy mean residents. The terms 'we', 'our' and 'us' mean Southern Housing.
- 1.10 You should read this Policy in conjunction with all other Southern Housing policies and guidance.
- 1.11 If you feel we're not addressing your concerns promptly, you can follow our complaints process (see [Complaints Policy](#)).

2.0 How we'll identify hazards

2.1 We'll identify hazards at every opportunity. This includes:

- Contact from residents, or third parties on behalf of residents (e.g. solicitors, local authorities, general practitioners etc.), advising us of hazards
- Being notified by a third party
- During formal inspections (e.g. void, routine safety, or repair inspections)
- Stock condition surveys
- During estate inspections/visits to our estates (see our [Neighbourhood & Community Policy](#))
- Home visits
- Whilst undertaking other repairs to homes, estates, and schemes we're responsible for maintaining.

3.0 What we'll do if we identify a hazard

3.1 If we identify a potential hazard, we'll make all reasonable attempts¹ to gather the following information:

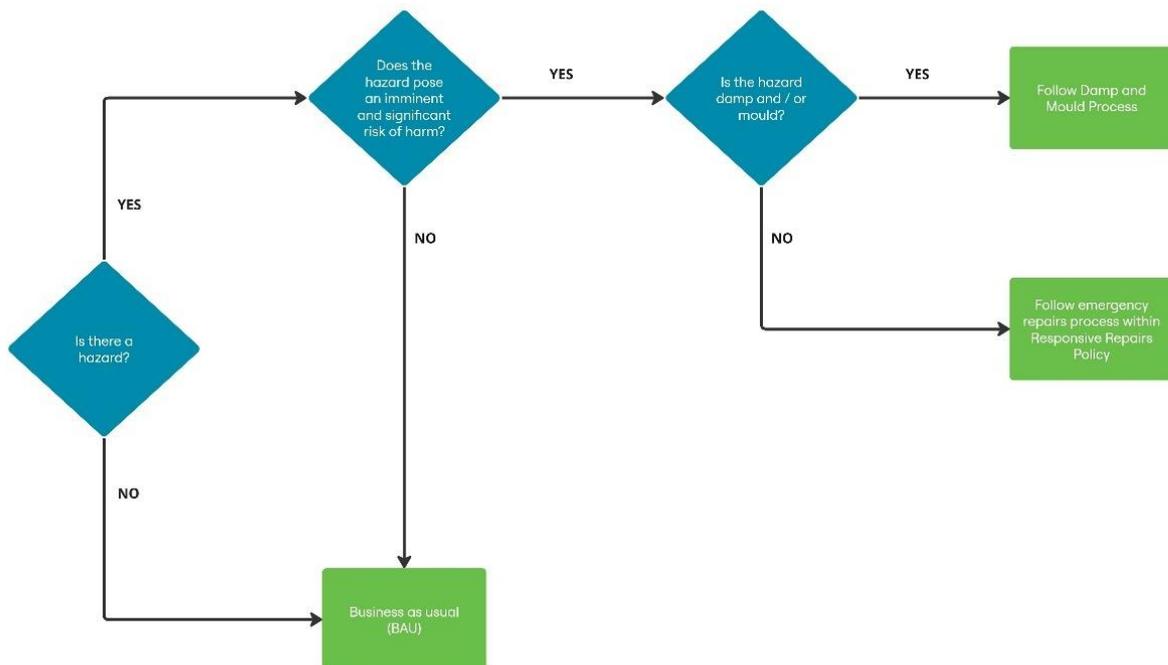
- What is the hazard?
- Where is the hazard?
- Is it in an area we're responsible for?
- Who is, or could be, at risk?
- Are any of the people in the household vulnerable? If so, we'll take details and assess the impact.

¹ The [Awaab's Law government guidance for social landlords](#) gives examples of 'reasonable steps' we could take

- Do any vulnerabilities increase the risk to the person/people at risk? If so, we'll prioritise them.
- If you won't be able to stay in your home because of the hazard. If so, we'll work with you to ensure you have suitable temporary alternative accommodation, following our [Replacement Homes Policy](#).

We will do this using the Hazard Impact Colleague Guidance.

3.2 We'll use the process map below to define how we respond to hazards in the first instance:



4.0 Hazard definitions

4.1 Emergency hazards

4.1.1 An **emergency hazard** is one that:

- Poses an **imminent and significant risk of harm to the health or safety of our residents**, and
- We, as a landlord, must take steps to make safe within 24 hours of becoming aware.

4.1.2 This includes hazards where urgent action is required to prevent harm, irrespective of whether the resident has vulnerabilities.

4.1.3 We acknowledge resident vulnerabilities can escalate a non-emergency hazard into an emergency.

4.2 Significant hazards

4.2.1 A **significant hazard** is one that:

- Poses a **significant risk of harm to the health or safety of our residents**, and
- Requires us, as a landlord, to steps to make safe as a matter of urgency upon becoming aware.

4.2.2 These hazards are serious enough to warrant prompt investigation and repair, especially when resident vulnerabilities are present.

4.2.3 We'll investigate **significant** hazards within 10 working days, and commence remediation works within five working days of investigation.

4.2.4 If these hazards affect vulnerable residents (e.g. children under five, elderly people, pregnant women, or those with respiratory or cardiovascular conditions), we escalate these hazards to emergency status.

This Awaab's Law Policy recognises other hazards that aren't defined as an emergency in the [Responsive Repairs Policy](#), may be classed as an emergency under Awaab's Law.

4.3 Escalation from significant hazard to emergency hazard

From time to time, we'll need to escalate significant hazards to emergency hazards based on resident vulnerabilities. We'll seek to find out about these vulnerabilities by:

- Checking the information we already hold on file (our [Reasonable Adjustments and Vulnerable Needs Policy](#) explains how we define, assess, and record vulnerabilities)
- Asking you, when assessing the hazard (using the Hazard Impact Colleague Guidance)
- Asking you to inform us of any changes at the first opportunity.

The list below provides examples of situations and vulnerabilities where this may happen. This is not an exhaustive list, and we'll always review the requirements to escalate on a case-by-case basis:

Hazard type	Description	Vulnerability that escalates it
Damp and mould	Moderate mould in living areas	Child under five, asthma/COPD, pregnant woman
Excess cold	Heating not working in winter as defined in Responsive Repairs Policy	Elderly (65+), cardiovascular disease, infant <1yr
Excess heat	Overheating due to poor ventilation	Heart condition, heat-sensitive medication, disabled person

Falls	Loose flooring, poor lighting	Mobility issues, elderly, visually impaired
Electrical hazards	Flickering lights, faulty sockets	Medical equipment user, young children
Water supply issues	Intermittent or no clean water	Immunocompromised, infant formula needs

4.4 Escalation from minor to significant hazard

Hazard	Vulnerability	Reason for escalation
Minor damp/mould	Child under five, asthma/COPD, pregnant woman	Increased respiratory risk
Mild excess cold	Elderly, cardiovascular disease, infant <1yr	Hypothermia risk, worsened health outcomes
Minor trip hazards	Mobility issues, elderly, visually impaired	Higher fall risk and injury potential

4.5 We will:

- Address emergency hazards **as soon as possible** and within **24 hours** (at a maximum) to mitigate risk
- Investigate any potential significant hazards within **10 working days** of becoming aware of them
- Produce a written summary of investigation findings and provide this to the named tenant within **three working days** of the conclusion of the investigation
- If the investigation identifies a significant hazard, complete relevant safety work within **five working days** of the completion of the investigation
- If the investigation identifies a significant or emergency hazard, begin, or take steps to begin, any further required works within **five working days** of the completion of the investigation.

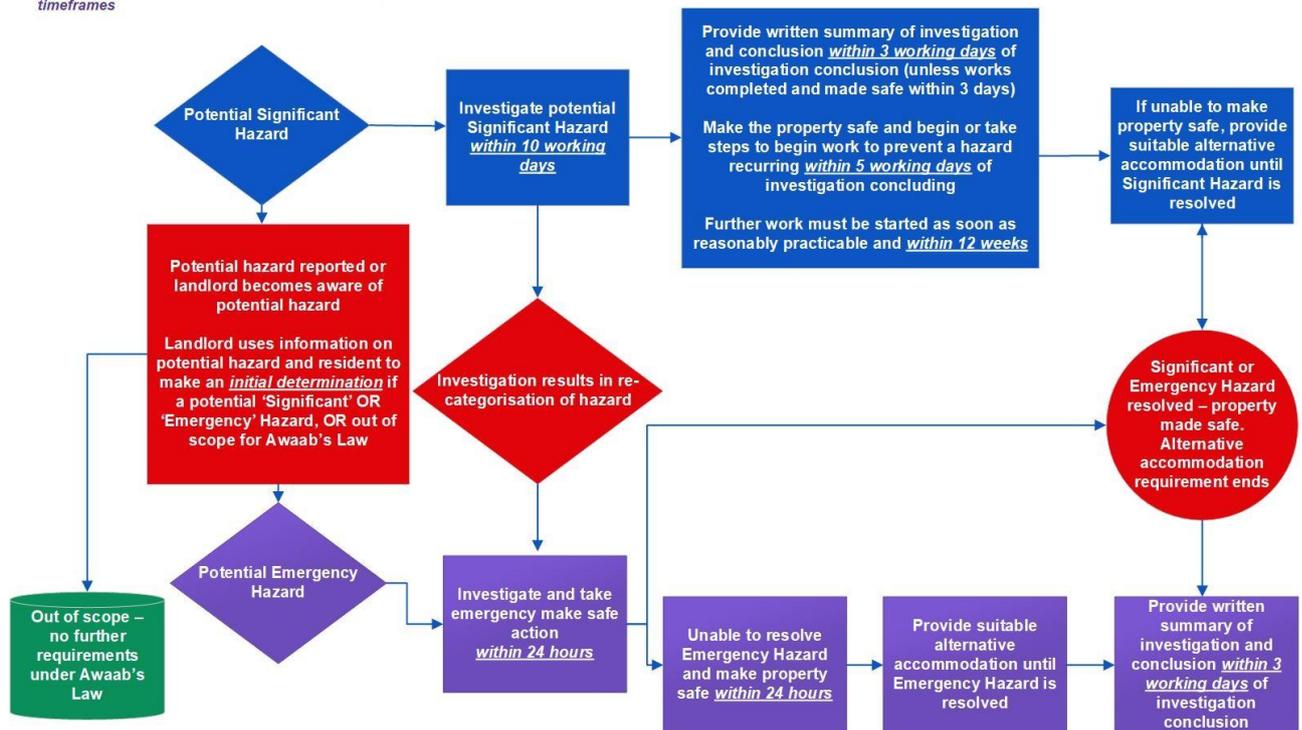
In circumstances where it's not reasonably practicable to begin further work within **five working days**, we must ensure we begin work as soon as reasonably practicable and **within 12 weeks**.

- Work with you to ensure you have suitable temporary alternative accommodation (following our [Replacement Homes Policy](#)) if we're unable to complete the relevant safety work within the initial remediation period (**five working days** from the completion of the investigation that identified the hazard for a significant hazard or **24 hours** for an emergency hazard)
- Keep you updated throughout the process, including if we're unable to begin further work within five working days and the reasons for this, and provide information on how to keep safe.

4.6 You must ensure you give us access to your home to investigate and rectify hazards to keep you and your household safe. Our [Access Policy](#) and your occupancy agreement explain your responsibilities in relation to providing access to your home.

4.7 Diagram 1 (below) provides a simplified overview of the process and timeframes under Awaab’s Law for addressing significant or emergency hazards. It does not include renewed and further investigations.²

Diagram 1: Awaab’s Law Process Flow
NB: Does not include renewed and further investigation timeframes



5.0 Monitoring

5.1 We will:

- Report performance to our Executive Team monthly to monitor compliance and address any issues identified, including (for example) % completion of the following within Awaab’s Law targets:
 - Emergency repairs
 - Damp and mould cases assessed
 - Damp and mould written reports
 - Damp and mould cases commenced.
- Report performance to our Board quarterly to ensure they have effective oversight and allow them to scrutinise how we’re performing against current legislation
- Undertake monthly quality assurance checks of our data and processes to ensure we are meeting the requirements of this Policy

² Reference: [Awaab’s Law government guidance for social landlords](#)

- Test all risks and controls on a quarterly basis and work with our Risk Assurance Team to address any weaknesses.

6.0 What we've done to make sure this Policy is fair

- 6.1 We've carried out an Equality Impact Assessment to consider the positive and negative impacts this Policy may have on people with protected characteristics under the [Equality Act 2010](#).

7.0 Review

- 7.1 We will review this Policy to address legislative, regulatory, best practice, or operational issues.

Policy controls

Version 1.0 – effective 2 March 2026
