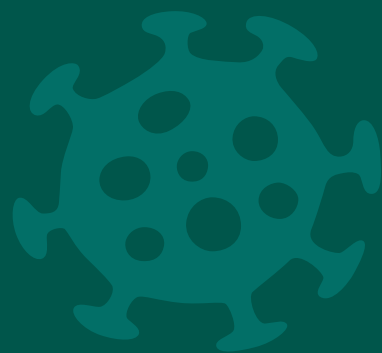


# DEALING WITH DAMP CASES UNDER AWAAB'S LAW

What to do if you have damp in your home,  
how to report it, and how we will respond  
to keep you safe.



Encircle Housing has put the requirements of **Awaab's Law** into practice and updated our Damp and Mould Policy. It is very important that all damp issues are reported to our Repairs Team straight away.

Our Repairs Team will investigate the damp case and prepare a report for tenants and care providers. This report will confirm our response time:

**EMERGENCY DAMP  
ISSUE – ROUTE 1:**

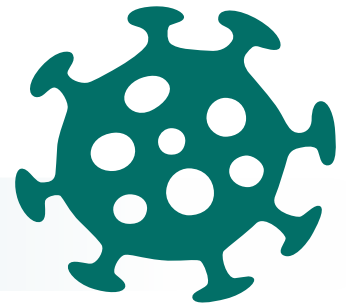
 INVESTIGATION WITHIN  
24 HOURS

**SIGNIFICANT DAMP  
ISSUE – ROUTE 2:**

 INVESTIGATION WITHIN  
10 WORKING DAYS

**ISSUE OUTSIDE AWAAB'S  
LAW – ROUTE 3:**

 NO ACTION IS REQUIRED  
UNDER THIS LAW

**ROUTE 1: EMERGENCY DAMP ISSUE**


**1. Report and assess:** A potential damp issue is reported, or we become aware of it. We assess the issue and tenant circumstances

**2. Investigation:** If it is determined to be an emergency damp issue, we must investigate within 24 hours

**3. Action:**

- Complete all relevant safety works and make the property safe within 24 hours
- If the property cannot be made safe within 24 hours, provide alternative accommodation where available until works are completed
- Provide a written summary of the investigation within 3 working days, if required

**4. Completion:** Once the emergency damp issue is resolved and all works are done, the obligation to provide alternative accommodation ends


**ROUTE 2: SIGNIFICANT DAMP ISSUE**

**1. Report and assess:** A potential damp issue is reported, or the landlord becomes aware of it. The landlord reviews the information and decides if it is a significant or emergency damp issue, or outside the scope of Awaab's Law

**2. Investigation:** If it is determined to be a significant damp issue, we must investigate within 10 working days



**3. Action:**

- **Written summary:** Provide a written summary of the investigation to the tenant within 3 working days of the investigation concluding
- **Safety works:** Start relevant safety works and begin any additional works to prevent recurrence within 5 working days of finishing the investigation
- **Further works:** If further works cannot start within 5 working days, they must begin as soon as reasonably possible and be completed within 12 weeks

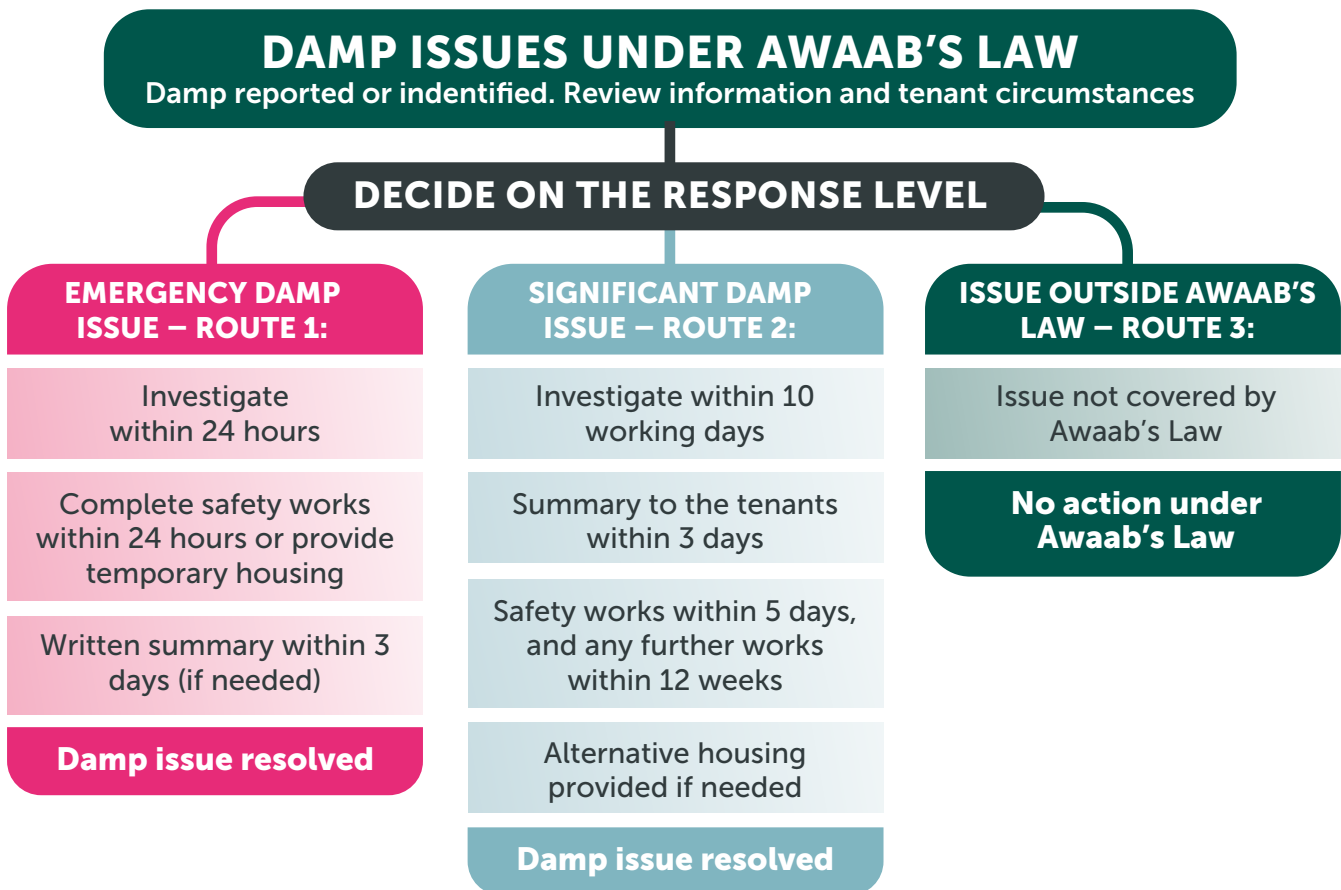
**4. Alternative accommodation:** If the property cannot be made safe, offer suitable alternative housing until the damp issue is resolved

**5. Completion:** Once all works are done, and the damp issue is resolved, the obligation to provide alternative accommodation ends



**ROUTE 3: ISSUE OUTSIDE AWAAB'S LAW**

**1. Assessment:** A potential damp issue is reported, or the landlord becomes aware of it. The landlord reviews the situation and decides it does not fall under Awaab's Law





## CONTACT US

If you have any questions or would like some help and advice, please get in touch:

Call: 0330 390 0517

Email: [contactus@encircleha.co.uk](mailto:contactus@encircleha.co.uk)

To report a repair call: 0330 094 0142

Email: [repairs@encircleha.co.uk](mailto:repairs@encircleha.co.uk)

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