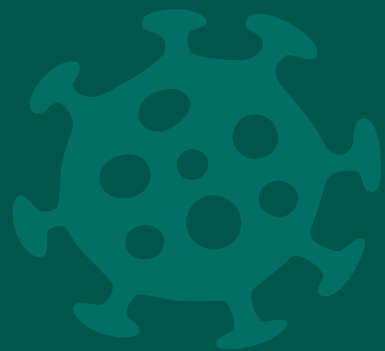


DEALING WITH DAMP, MOULD AND OTHER HAZARDS UNDER AWAAB'S LAW

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





How we deal with damp, mould and other hazards under Awaab's Law

This guide explains what to do if you have damp, mould or other hazards in your home, how to report it, and what you can expect from us to help keep you safe.



WHAT IS AWAAB'S LAW?

Awaab's Law is a legal requirement for social landlords. It means we must respond quickly when tenants report damp, mould or other serious hazards in their home.

We use the Housing Health and Safety Rating System (HHSRS) to help us assess hazards. This helps us decide how serious the problem is, what risk it may pose to people living in the home, and how quickly we need to act. We will also consider any health conditions, vulnerabilities or other needs in the household.

Not every defect or repair issue falls within Awaab's Law. The law applies where the condition creates a significant or emergency risk to the health or safety of tenants.



ABOUT THIS GUIDE

Encircle Housing has updated our policies and ways of working to meet the requirements of Awaab's Law. Please report any damp, mould or other hazards in your home to our Repairs Team as soon as possible.

Our Repairs Team will review your report, arrange an investigation where needed, and provide an update for tenants and care providers.





WHICH HAZARDS ARE COVERED?

The hazards in your home covered by Awaab's Law include damp and mould, as well as excess cold, excess heat, falls, structural collapse or falling elements, fire and explosion risks, electrical hazards, domestic hygiene, personal hygiene and food safety hazards where there is a significant or emergency risk.

When assessing hazards, we will consider the circumstances of household members, vulnerable tenants and individuals with health conditions.

EMERGENCY HAZARD ROUTE 1:

**INVESTIGATION
WITHIN 24
HOURS**

SIGNIFICANT HAZARD ROUTE 2:

**INVESTIGATION
WITHIN 10
WORKING DAYS**

ISSUE OUTSIDE AWAAB'S LAW ROUTE 3:

**NO ACTION
IS REQUIRED
UNDER THIS
LAW**





ROUTE 1: EMERGENCY HAZARD

- 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 hazard, we must investigate within 24 hours
- 3. Action:**
 - **Safety works:** We will complete all relevant safety works and make the property safe within 24 hours
 - **Keeping tenants informed:** Where works cannot be completed immediately, we will keep tenants informed of progress, expected timescales and any temporary measures being put in place
- **Written summary:** We will provide a written summary of the investigation within 3 working days, if required
- 4. Alternative accommodation:** If the property cannot be made safe within 24 hours, provide alternative accommodation where available until works are completed
- 5. Completion:** Once the emergency hazard is resolved and all works are done, the obligation to provide alternative accommodation ends



ROUTE 2: SIGNIFICANT HAZARD

- 1. Report and assess:** A potential hazard is reported, or the landlord becomes aware of it. The landlord reviews the information and decides if it is a significant or emergency hazard, or outside the scope of Awaab's Law
- 2. Investigation:** If it is determined to be a significant hazard, 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 hazard is resolved
- 5. Completion:** Once all works are done, and the hazard is resolved, the obligation to provide alternative accommodation ends

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

1. Assessment: A potential hazard is reported, or the landlord becomes aware of it. The landlord reviews the situation and decides it does not fall under Awaab's Law. Whilst the issue may not fall within Awaab's Law, it will still be managed through our normal repairs and maintenance service where appropriate

HAZARDS UNDER AWAAB'S LAW

Damp reported or identified. Review information and tenant circumstances

RESPONSE LEVELS**EMERGENCY HAZARD –
ROUTE 1:**

Investigate
within 24 hours

Complete safety works
within 24 hours or provide
temporary housing

Written summary within 3
days (if needed)

Hazard resolved

**SIGNIFICANT HAZARD –
ROUTE 2:**

Investigate within 10
working days

Summary to the tenants
within 3 days

Safety works within 5 days,
and any further works
within 12 weeks

Alternative housing
provided if needed

Hazard resolved

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

Issue not covered by
Awaab's Law

No action under
Awaab's Law

**Managed through
our repairs and
maintenance service
where appropriate**

HELP US TO HELP YOU

Please report damp, mould, and other hazards in your home straight away to our Repairs Team, call **0330 390 0517** or email repairs@encircleha.co.uk





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

To report a repair call: 0330 094 0142

Email: repairs@encircleha.co.uk

Encircle Housing, First Floor, Lister House, Lister Hill, Horsforth, Leeds LS18 5AZ

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