

Awaab's Law Policy

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1. Policy Statement

- 1.1 This Policy affirms Tuntum Housing Associations commitment to comply with, and where possible surpass, the requirements of Awaab's Law and all related legislation.
- 1.2 We aim to provide and maintain dry, healthy and hazard free homes for our Tenants
- 1.3 This Policy sets out the measures we will take to meet the requirements of this legislation.

2. Scope

This policy applies to:

- 2.1 All domestic dwellings owned by the Association and occupied under a tenancy agreement, excluding those let under a licence agreement, extensive leasehold agreement or shared or low-cost home ownership schemes.
- 2.2 All hazards resulting from defects, disrepair or lack of maintenance provided those are not caused by the tenant breaching their obligations.

3. Roles and responsibilities

- 3.1 The Board holds overall governance responsibility for ensuring this Policy is fully implemented.
- 3.2 The Executive Team holds strategic responsibility for the delivery of this Policy.
- 3.3 The Senior Management Team (SMT) is responsible for strategic oversight of operational performance and delivery of this Policy.
- 3.4 The Head of Asset Management & Compliance holds strategic responsibility for managing the implementation of this Policy and associated procedures.
- 3.5 The Compliance & Safety Manager, Property Services Manager, Property Services Team Leader, Customer Excellence Manager, Housing Services Manager and Head of Supported Housing & Outreach Services hold tactical and operational responsibility for delivery of this Policy and ensuring compliance with procedural documentation.
- 3.6 All Tuntum agents are responsible for adhering to all procedural documentation.
- 3.7 All tenants are responsible for promptly reporting hazards and providing access for inspections and repairs.

4. Our Commitments

- 4.1 We will investigate any reported emergency or significant hazards within the legal timeframe, including (but not limited to) damp and mould.
- 4.2 Where there is an imminent risk to health or safety, we will aim to make the property safe within the legal timeframe.
- 4.3 We will complete remedial works within the statutory repair timescales, or sooner where required by Awaab's Law, and in line with our customer service level agreements.

- 4.4 Where we are unable to make the property safe within the required timeframes, we will offer suitable alternative accommodation until the identified hazard is resolved.
- 4.5 We will maintain clear, concise records of inspections, decisions, communications and works carried out.
- 4.6 We will conduct property condition surveys at least every five years, or more frequently where necessary, to ensure our buildings provide dry, healthy, and hazard-free living environments.
- 4.7 We will provide tenants with clear guidance on their rights under Awaab's Law and on how to report potential hazards.
- 4.8 We will train all staff to recognise a wide range of health and safety hazards and to respond appropriately, in line with legal and policy requirements.
- 4.9 We will incorporate tenant feedback to assess the effectiveness of our services and identify improvements.

5. Legislation, guidance, and regulatory standards.

- 5.1 This policy ensures compliance with current legislation and also operates within the framework of the following legislation, regulations and guidance.

External Reference
Social Housing (Regulation) Act 2023; Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025; Defective Premises Act 1972; Health and Safety at Work Act 1974; Landlord and Tenant Act 1985; Environmental Protection Act 1990; Housing Act 2004; The Regulatory Reform (Fire Safety) Order 2005; Building Regulations 2010; The Construction (Design and Management Regulations 2015; Homes 9Fitness for Human Habitation) Act 2018; The Building Safety Act 2022; Awaab's Law: Draft guidance for social landlords (MHCLG); and The Decent Homes Standard (DHS).

- 5.2 This policy also operates within the context of the following internal policies, and supporting processes and procedures:

Internal references
Asset Management Strategy 2021 – 2026; Electrical Safety Policy; Fire Safety Policy; Gas & Heating Policy; Damp, Mould and Condensation Policy; Repairs and Maintenance Policy; Asbestos Safety Policy; Legionella Policy; Safeguarding policy and Decant Policy.

6. Processes and procedures

- 6.1 Clear Standard Operating Procedures (SOPs) and process maps will support our approach to meeting the requirements of Awaab's Law in relation to the proactive management of damp, mould and condensation repairs, and compliance. By setting out agreed steps for identifying issues, coordinating responses, and recording actions, these tools will help staff work consistently and reduce the risk of delays.

They are intended to guide good practice and improve communication between teams, while recognising that individual cases may still require professional judgment and flexibility.

7. Monitoring and Review

7.1 Performance against Awaab's Law requirements will be tracked through a clear set of Key Performance Indicators (KPIs) agreed with each oversight group. Operational teams will monitor day-to-day compliance; senior management will review service-level trends and risks; the Executive Team will examine organisation-wide performance; and the Board will receive high-level assurance reports. Regular reporting at each tier will highlight progress, flag any non-compliance, and drive timely corrective action to maintain legal and service standards.

7.2 We will report KPI performance to the following groups:

Report recipient	Frequency
Regulator of Social Housing	Annual
Senior Management Team	Monthly
Board	Quarterly
Customer Experience Committee	Quarterly
Tenants	Annual report

8. Quality assurance

8.1 To provide ongoing assurance of compliance with Awaab's Law, all functions contributing to the Association's duties (including damp, mould and condensation management, repairs, and statutory safety checks) will be incorporated into both our internal and external audit programmes. Audit scopes will be reviewed and updated regularly to reflect emerging risks and legislative changes, ensuring that key controls, records, and practices are tested for effectiveness. Findings will be reported to the SMT and the Board, with agreed action plans to address any gaps or weaknesses identified.

9. Significant Non-Compliance and Escalation

9.1 Any instance of significant non-compliance with Awaab's Law will be reported immediately to the relevant line manager or operational lead. The operational lead is responsible for assessing the issue and, where it falls outside routine processes or poses a serious risk, escalating it to the SMT and/or Executive Team. The Executive Team will determine whether Board input or approval is needed, including recommending any potential referral to the Regulator of Social Housing in line with the regulatory framework. Where other mandatory notifications apply (such as reporting to the Health and Safety Executive) these will follow the same escalation route, ensuring that statutory duties are met and that the Board remains informed of all significant breaches.

10. Equality Impact Assessment

10.1 Tuntum Housing Association is committed to Equality, Diversity and Inclusion and will make reasonable adjustments to this Policy to recognise, accommodate and support

individual needs where required. This Policy aligns with the Association's approach to Equality and Diversity.

All staff members are expected to take a proactive approach to ensure that no individual or group is discriminated against or treated differently, whether directly or indirectly, as a result of this Policy.

11. Statutory Timescales and Definitions Glossary

Timescales and Definitions	
Action	Deadline/Timescale
Emergency Repairs	For hazards assessed as emergency, the landlord must investigate and complete works to make the hazard safe within 24 Hours.
Investigation of a potential significant hazard	Investigate the potential hazard within 10 working days of becoming aware of it.
Produce a written summary of investigation findings to tenant	Within 3 working days of completing the investigation.
Make property safe where a significant hazard has been identified	Within 5 working days of concluding the investigation.
Commence further remedial works	Where further works are required beyond interim measures steps to begin the works must be taken within 5 working days and commenced no later than 12 weeks if not possible immediately.
Completion of works	Completed within a "reasonable time period" (i.e. as soon as practicable given the nature and complexity of the works).
Alternative accommodation	If the property cannot be made safe within the required timescales, suitable alternative accommodation must be provided until the risk is resolved.
Definition of Hazards	
Emergency Hazard	An emergency hazard is one that poses 'an imminent and significant risk of harm' to the health or safety of the tenant in the social home. An 'imminent and significant risk of harm' is defined as 'a risk of harm to the occupier's health or safety that a reasonable social landlord with the relevant knowledge would take steps to make safe within 24 hours'. This means issues that could cause immediate harm to the health or safety of tenants if not addressed quickly
Significant Hazard	A 'significant hazard' is one that poses a 'significant risk of harm' to the health or safety of a tenant of the social home. A 'significant risk of harm' is defined as 'a risk of harm to the occupier's health or safety that a reasonable lessor, with the relevant knowledge, would take steps to make safe as a matter of urgency.

12. Contacts

- 12.1 If you have any queries on this policy, please contact Head of Asset Management & Compliance.