

Safe and Healthy Homes Policy (Awaab's Law)

Resident Consultation Feedback Log



Item	Detail
Original Policy Name	Awaab's Law Policy
Final Policy Name	Safe and Healthy Homes Policy (Awaab's Law)
Feedback source	Resident workshops, resident consultation responses, staff consultation responses, written comments and survey feedback received during the consultation period.
Survey feedback	Survey findings from online/paper form
Purpose	To record feedback, themes, response/action and status for this policy.
Consultation period	22 July 2026 - 17 August 2026
Number of responses received	17
Resident responses	17
Staff responses	0
Main themes raised	Plain English, Definitions and explanations, Policy title, Length and readability, Process clarity, Communication preferences, Resident support, Training, Headings and structure
Changes made following consultation	15
Feedback noted but no policy change required	2

1. Key themes from current feedback

Theme	No. of comments
Plain English	8
Definitions	2
Communication preferences	1
Headings	1
Jargon	1
Length	3
Policy title	3
Process clarity	1
Resident support	1
Training	1
Policy structure / Awaab's Law explanation	1

2. Resident Focus Group - Feedback log

Ref	Feedback source	Theme	Resident feedback	Response	Status
1	Resident meeting / Word document	Plain English / scope	Scope – difficult to understand the wording.	We simplified the Scope section and clarified which homes, residents and circumstances the policy applies to.	Policy updated

2	Resident meeting / Word document	Definitions / plain English	What is classed under significant – I do not like this word – not clear.	We added plain English explanations of key Awaab's Law terms and clarified what is meant by a significant hazard.	Policy updated
3	Resident meeting / Word document	Plain English	Please try to avoid using the word "practicable".	We reviewed the policy and replaced technical wording with clearer language where possible.	Policy updated
4	Resident meeting / Word document	Definitions	Under significant, what does "falls on the level" mean?	We added clearer explanations and examples to help residents understand Awaab's Law terminology, including hazards such as falls on the level.	Policy updated
5	Resident meeting / Word document	Headings / structure	Change heading – Initial determination and remote standard investigation.	We updated headings and section titles to make the policy easier to understand and navigate.	Heading amended
6	Resident meeting / Word document	Jargon / plain English	Language that is difficult – triage, triaging, deficiency, explicitly, likelihood of harm materialising and the potential severity, triggering, influencing, mitigating, directorates.	We reviewed the policy throughout, removed jargon where possible and added clearer explanations where technical terms were required.	Policy updated
7	Resident meeting / Word document	Process clarity	This does not make sense under surveyor assessment – "we will then arrange for the works identified to address the hazard to be raised within the appropriate repair category for the hazard identified."	We rewrote the inspection and repair sections to explain the investigation and repair process more clearly.	Policy updated
8	Resident meeting / Word document	Plain English	Top paragraph of the repairs section is difficult to understand.	We simplified the repairs section and used shorter, clearer wording to explain what residents can expect.	Policy updated
9	Resident meeting / Word document	Policy title	The policy title should include what it covers.	We reviewed the policy title and changed it to "Safe and Healthy	Policy updated

				Homes Policy (Awaab's Law)" to better reflect the purpose of the policy.	
10	Resident meeting / Word document	Length / structure	Initial determination section is far too wordy.	We reviewed the section, reduced unnecessary detail and simplified the wording to improve readability.	Policy updated
11	Resident meeting / Word document	Plain English	Do not use the word diagnose.	We reviewed technical language throughout the policy and replaced it with clearer, more resident-friendly wording wherever possible.	Policy updated
12	Resident meeting / Word document	Communication preferences	Resident advice section should include written letter if that is the resident's communication preference.	We updated the policy to explain that written information can be provided in line with residents' communication preferences, including by letter where requested.	Policy updated
13	Resident meeting / Word document	Resident support / communication	Resident support section should include notice boards.	We updated the policy to explain the various ways residents can access information about Awaab's Law and housing hazards, including through housing offices, our website, House Talk magazine and other resident communications.	To consider
14	Resident meeting / Word document	Training / named role	Training should include a specific designated housing officer or supervisor who deals with Awaab's Law issues.	Awaab's Law responsibilities are shared across several teams and are overseen through the HHSRS Panel. For this reason, a single named officer has not been included within the policy.	No change required

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3. All Survey feedback

Ref	Feedback source	Theme	Survey feedback	Response	Status
S1	Survey	Plain English / Length	You thought the policy is too wordy, repetitive and difficult to understand in places.	We reviewed the policy throughout, removed duplication, simplified language and shortened sections where possible.	Policy Updated
S2	Survey	Policy Structure / Awaab's Law Explanation	You wanted a clearer explanation of Awaab's Law, what it covers and what may be considered an emergency.	We updated the summary, purpose and introductory sections and added a new section explaining key Awaab's Law terms in plain English.	Policy updated
S3	Survey	Policy Title	You suggested the title should better reflect what the policy covers.	We reviewed the title and changed it to "Safe and Healthy Homes Policy (Awaab's Law)" to better describe the purpose of the policy.	Policy Updated

4. Draft You Said / We Did summary

You said	We did
You said the policy used technical language and some sections were difficult to understand.	We reviewed the policy throughout, simplified the wording, removed jargon where possible and shortened overly detailed sections.
You said it was not clear what terms such as significant hazard, emergency hazard and other Awaab's Law terminology meant.	We added a new "Understanding the Terms Used in This Policy" section with plain English explanations of key legal terms.

You wanted a clearer explanation of Awaab's Law, what the policy covers and what may be considered a significant or emergency hazard.	We updated the summary, purpose and hazard sections to explain Awaab's Law, the hazards covered by the policy and how we will respond when hazards are reported.
You said "The Scope " section was difficult to understand.	We simplified and restructured the Scope section to make it clearer which homes, residents and circumstances the policy applies to.
You said some headings were too technical and difficult to understand.	We replaced technical headings with clearer, more resident-friendly headings to improve navigation and understanding.
You wanted the investigation, inspection and repair process explained more clearly.	We rewrote sections relating to investigations, inspections, repairs and follow-up actions so residents can better understand what to expect.
You wanted communication preferences to be recognised, including receiving information by letter where needed.	We added wording confirming that written summaries and information will be provided in line with residents' communication preferences, including by letter where requested.
You wanted more information about support available where personal circumstances make resolving a hazard more difficult.	We added a dedicated Resident Support section explaining how we may work with residents and identify support where factors such as overcrowding or access issues affect the resolution of hazards.
You felt the policy title should better reflect what the policy is about.	We changed the title to "Safe and Healthy Homes Policy (Awaab's Law)" to better describe the purpose and subject matter of the policy.
You wanted reassurance that staff would be appropriately trained to identify and respond to housing hazards.	We strengthened the Training section and added information about staff responsibilities, hazard awareness and oversight through the HHSRS Panel.
You wanted information to be provided using residents' preferred communication methods.	We updated the policy to explain that information can be provided in line with residents' communication preferences, including by letter where requested.
"You said, We did" - Summary for Communications Team	

You said: Some parts of the policy were difficult to understand, particularly the technical terms used in Awaab's Law, the investigation and repair process, and what would happen if a significant or emergency hazard was identified. You also wanted clearer communication, a better explanation of support available to residents and a policy title that better explained what the policy covers.	We did: We changed the policy title to make its purpose clearer, simplified the language throughout the policy, added plain English explanations of key Awaab's Law terms, improved explanations of the investigation and repair process, strengthened information about resident support and communication preferences, and updated headings to make the policy easier to read and navigate.
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5. Cabinet Report

How consultation was undertaken
Portsmouth Homes has a duty to consult residents and take account of resident views when developing housing policies. The draft Safe and Healthy Homes Policy (Awaab's Law) was made available for consultation between 22 July 2026 and 17 August 2026. Residents were invited to provide feedback through consultation workshops, written comments and consultation survey responses. The consultation sought views on the clarity of the policy, residents' understanding of Awaab's Law, the proposed investigation and repair process, communication arrangements and the support available to residents where significant or emergency hazards are identified.
Who responded
Feedback was received from residents through consultation meetings, written comments and survey responses. Residents generally supported the purpose of the policy and the proposed approach to responding to hazards. Feedback primarily focused on the use of technical language, understanding Awaab's Law requirements, the clarity of the inspection and repair process, communication preferences and how support would be provided to residents affected by housing hazards.
What the key themes were
The main themes raised during consultation were: • Using clearer, more resident-friendly language and reducing technical terminology. • Explaining Awaab's Law and key legal terms in plain English. • Improving the clarity of the investigation, inspection and repair process. • Simplifying headings and improving the overall structure of the policy. • Making it clearer what hazards are covered by the policy.

- Recognising residents' communication preferences, including written communication where requested.
- Providing clearer information about support available to residents where personal circumstances may affect the resolution of hazards.
- Ensuring staff are appropriately trained to identify and respond to housing hazards.
- Improving the policy title so it better reflects the purpose of the document.

Residents were supportive of the overall purpose of the policy but wanted clearer explanations and reassurance about how Portsmouth Homes would investigate hazards, communicate with residents and comply with the requirements of Awaab's Law.

How feedback influenced the final policy

Resident feedback directly informed the final version of the policy.

Following consultation, the policy was amended to:

- Change the title from "Awaab's Law Policy" to "Safe and Healthy Homes Policy (Awaab's Law)" to better explain the purpose of the policy.
- Simplify the Scope and Purpose sections to make it clearer who the policy applies to and what it covers.
- Add a new "Understanding the Terms Used in This Policy" section to explain key Awaab's Law terminology in plain English.
- Review and simplify technical language, reduce jargon and improve readability throughout the policy.
- Update headings and section titles to make the policy easier to navigate and understand.
- Clarify the investigation, inspection and repairs process so residents can better understand what will happen after a hazard is reported.
- Add information about communication preferences, including providing written information where requested.
- Strengthen information about resident support and the assistance that may be available where personal circumstances affect the resolution of hazards.
- Strengthen information about staff training and the role of the HHSRS Panel in overseeing implementation of the policy.

The final policy attached at Appendix A reflects the amendments made following resident consultation.

Where feedback was considered but did not lead to policy changes and why

All feedback received during consultation was reviewed and considered. Most feedback resulted in amendments to the policy, additional explanations or improvements to the language and structure of the document. One suggestion was to identify a specific officer responsible for Awaab's Law matters. This was considered but not adopted because responsibilities for identifying, investigating and responding to hazards are shared across multiple service areas and are overseen through the HHSRS Panel. A single named officer would not accurately reflect how the service is delivered.

Portsmouth Homes is committed to meaningful resident engagement. Consultation feedback has been considered in line with the Transparency, Influence and Accountability Standard, and residents have been informed how their views have influenced the final policy and decision-making process.

