

Awaab's Law Policy

Summary

This policy outlines our approach to the management of Awaab's law to ensure all our properties are well maintained, including free of hazards that could risk the health and safety of residents living in our dwellings.

Ensuring we meet our statutory and legislative obligations.

Effective date

1 October 2026

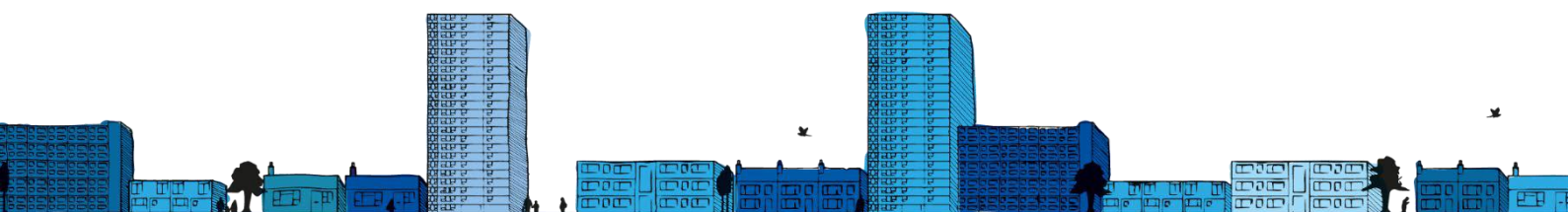
Review

Latest Review Date: 1 October 2029

We will review this Policy every 3 years or when there has been an update to legislative, regulatory, best practice or operational changes.

Version

Version 1.0



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Scope

The policy covers:

- All Portsmouth Homes dwellings occupied under a tenancy including communal areas, sheltered schemes, houses in multiple occupation, temporary and supported housing.

The policy excludes:

- Hazards that are not a significant or emergency hazard
- Hazards that are the result of breach of contract by the residents
- Building defect or deficiency that is outside our repair responsibility, and we are not responsible for
- Long leaseholds or other owner-occupied accommodation and low-cost ownership homes including shared ownership

Any reference in this policy to 'we', 'our' or 'us' refers to Portsmouth Homes.

Any reference in this policy to 'tenant', 'customer' 'resident' or 'you' refers to a Portsmouth Homes secure tenant.

Purpose

The purpose of the policy is to:

- Outline our approach to the management of Awaab's law to ensure all our properties are well maintained, including free of hazards that could risk the health and safety of residents living in our dwellings.
- Ensuring we meet our statutory and legislative obligations.

Significant and Emergency Hazards

Types of Hazards

- A '**significant hazard**' is a relevant hazard that poses a significant risk of harm to the health or safety of an occupier of the social home if not addressed within 15 days.
- '**Emergency hazards**' will be issues that could cause immediate harm to the mental or physical health or safety of tenants if not addressed within 24 hours. We will as soon as reasonably practicable, and within 24 hours investigate the hazard and complete the relevant safety works to make the property safe.

Types of Significant Hazards

The policy applies to the following significant hazards

- Damp and mould hazards



- Excess cold
- Excess heat
- Falls on the level (including falls on the level, falls on stairs etc. and falls between levels)
- Structural collapse
- Fire and explosions
- Electrical hazards
- Domestic hygiene (including personal hygiene and food safety).

Assessment of Hazards

Initial determination & remote standard investigation

We will triage your repair request or notification of a hazard to make an initial determination as to whether the hazard is a potential significant or emergency hazard. The date of your request is the triggering event for our policy.

We will take reasonable steps to understand your circumstances, including any vulnerabilities of the household which could worsen the potential impact of a hazard such as age, physical and mental health conditions or disability.

When triaging hazards, we will consider all relevant information about you and your home including existing repair records, stock condition data, previous reports about issues or maintenance work in your home, investigations and any other correspondence we have had with you, or information received from third parties, for example from medical professionals, social workers or schools.

We will make an initial determination using our knowledge of the condition of the home and the nature of the hazard, to assess the likelihood of harm materialising and the potential severity of that harm in the specific circumstances.

We will not make assumptions on the underlying causes of a potential hazard and may still need to arrange an investigation of the deficiency by a surveyor before deciding if it is out of scope for Awaab's Law. Also, if you explicitly request an in-person investigation we will arrange for a surveyor standard investigation.

If our initial determination is there is no suspected significant or emergency hazard, we may still raise a routine repair as appropriate or provide advice.

If the outcome of our initial determination is that there is a suspected significant hazard or an emergency hazard, we will either raise an urgent or emergency repair and/ or arrange for a surveyor to undertake a standard investigation.

Surveyor standard investigation

If the initial determination is a suspected significant hazard and at the initial determination, we have not raised the appropriate repairs to make the property safe, we will undertake a property inspection by our surveyor within ten working days after the initial determination or



when we are made aware of the potential significant hazard. Timeframes begin the day after the triggering event.

We will investigate any potential emergency hazards as soon as reasonably practical within 24 hours of becoming aware of them. Examples of hazards may include significant leaks or a hazard that will have an immediate impact on a resident's health.

Surveyor Assessment

At the property inspection we will investigate and diagnose the risk of the hazard and effective solutions dealing with the risk and not just the symptoms.

We will undertake a survey to assess the risk, the location of the hazard and how the room(s) it is present in are used, and how long the hazard has been present.

At the property inspection we will assess whether there are any Housing Health and Safety Rating System (HHSRS) category 1 hazards.

We will take reasonable steps to understand the circumstances of the residents, including any vulnerabilities of the household which could worsen the potential impact of the hazard such as age, health conditions or disability.

We will then categorise the hazard and assess whether the hazard is a significant or emergency hazard or it is outside the scope of Awaab's Law. We will then arrange for the works identified to address the hazard to be raised within the appropriate repair category for the hazard identified.

If the standard, emergency, or renewed investigation is unable to determine the extent of, or underlying cause of, a significant or emergency hazard, we will undertake a further investigation as soon as reasonably practicable to determine what work is required to make the property safe and prevent the hazard from reoccurring.

Written Summary

We will produce a written summary of the investigation findings and provide this to the named resident within 3 working days of the conclusion of the investigation. The written summary will include any communication preferences that you have made us aware of.

The written summary will include whether the investigation identified a significant or emergency hazard including what the hazard is, any action required and the timeframe to complete any repairs or the reason why no action is required. The written summary will also provide information on how to contact us.

We will not provide a written summary if a potential hazard has been triaged as out of scope of Awaab's Law and no investigation has taken place or all required works (both to make the home safe and prevent the problem recurring) are completed to address either a significant or emergency hazard before the end of the 3 working day period.

Resident advice

We will also provide general advice and guidance on hazards as appropriate, including how to report the hazards to us, including providing you with information on how to stay safe while the property is being repaired.

Advice regarding Awaab's Law and all hazards will be available at all housing offices, at sign



up of new tenancies, publicised on the website, social media and within our House Talk magazine.

We will take reasonable steps to keep you informed about the timing and progress of required work until the work is completed. If for any reason the work is no longer required we will explain this clearly, outlining the reasons so you are fully informed, and providing information about how you may contact us in the future.

Resident support

Where internal conditions within a home, such as overcrowding, domestic hygiene or excessive hoarding of personal belongings, are contributing to the hazard conditions, influencing health and wellbeing of the occupants or are preventing inspections or repairs works being carried out, our housing management team will provide support and assistance to review your options.

Repairs

If an emergency or significant hazard is identified, then an emergency or urgent repair will be raised as appropriate at the conclusion of the investigation to undertake relevant safety work. The relevant work may be temporary measures to make the property safe as necessary. We will commence any supplementary work as soon as reasonably practicable and within 12 weeks.

If any other works are required or the repair is outside the scope of Awaab's Law, then a routine or planned repair will be raised if appropriate.

If necessary, we will undertake reasonable improvement works as required to assist in the management and control of hazards.

We will not undertake any inspections or work if we have exhausted all reasonable endeavours to obtain consent for access to the property for the inspection or work to be carried out lawfully. Also, if our investigation concludes that a home is not affected by a significant or emergency hazard or an investigation concludes that there is no required work in relation to the hazard in question, we will not undertake any repairs.

Awaab's Law follow up

We will follow up with each completed emergency or significant hazard repair within six months of any investigation, by contacting you to check if any work undertaken and/or advice provided, has been completed and/or has been effective.

If the completed repairs have not resolved the hazard a new investigation will be arranged.

Alternative Accommodation

If we are unable to complete the relevant safety work for an emergency or significant hazard within the initial remediation period, we will provide suitable alternative accommodation for the household until the relevant safety work has been completed.

If you reject the offer of suitable alternative accommodation, you can choose to stay with family or friends instead or you can choose to remain in the property in the period before the relevant safety work is completed. If you choose to remain, we will provide written information on any actions that occupants could take or avoid, mitigating the risk of harm whilst remaining in the property.



Once the relevant safety work is completed or the property has been assessed as no longer having a significant or emergency hazard, we will no longer provide any alternative accommodation, and you must return to your home.

Training

Our Customer Repairs Officers who receive all repair demands will have appropriate training and guidance to enable them to triage emergency and significant hazards, if they are unable to triage, they will arrange for a surveyor standard investigation in your property.

All our surveyors are trained and competent in the assessment of hazards. They will have the skills and experience necessary to determine whether the home is affected by a significant or emergency hazard.

All our staff visiting residents in their homes (service provider operatives and housing officers) will be trained to be aware of how to identify hazards as well as reporting any hazards identified to our customer repairs team so that a surveyor can undertake an inspection, as well as provide residents with advice, directing residents to sources of information and support on energy costs.

HHSRS Panel

The panel will be chaired by the Head of Building Repairs and include appropriate Heads of Service from Buildings and Housing, together with appropriate representation from the Housing Need and Supply service and other directorates as appropriate. The panel will meet quarterly.

The panel will coordinate and communicate our response to Awaab's Law across all Housing, Neighbourhood and Building teams to ensure risks are managed consistently and are appropriately resourced, complying with all legislation and providing appropriate information to residents, staff and contractors.

The panel will have oversight of the process, changes to the legislation and effectiveness of the Awaab's Law policy.

The panel will review the following key areas and implement changes required to processes, policies or communication to residents as appropriate:

- Our response to Awaab's Law, surveys undertaken and data about our stock to proactively manage damp and mould.
- Training provided to staff and information provided to residents
- Record all Awaab's Law complaints and disrepair claims to review any learning

Your responsibility

To immediately report any hazards or faulty equipment that will affect the management of the property.

You should make us aware of any circumstances that might make your household more vulnerable to a specific hazard, and provide information on how best to contact you and



any reasonable adjustments we should make.

You may be required to provide photographs or videos to assist us to initially as part of the initial determination or standard investigation so we can determine remotely whether there is a significant or emergency hazard.

If you become aware of a material change relating to the hazard after an investigation or a change to the severity of the hazard or a change to the effect it is having on the your health: for example, if you report new symptoms or worsening symptoms that may be associated with the hazard, or if you report that the hazard has worsened since the time of investigating, then we will undertake a new standard investigation.

Residents must actively engage with the us to arrange a convenient appointment and allow access for inspections and for carrying out all remedial work and servicing of appliances (gas boilers and ventilation systems).

You should keep us informed of any communication preferences for any correspondence, such as written summaries or appointments, that we are required to make including mobile phone numbers and email addresses.

Your voice

We provide residents a wide range of meaningful opportunities to engage, influence and scrutinise the Landlord Strategies, policies and services, including the Resident Consortium together with repairs and maintenance focus groups.

If you would like to be included in future resident engagement focus groups and would like to know how to get involved, please contact us for more information:

You can contact our team by:

- Email: housing.engagement@portsmouthcc.gov.uk
- Phone: 02392 834835
- Website: visit the [Resident engagement and community resources on our website](#)

What have we done to make sure this Policy is fair?

We completed an Integrated Impact Assessment (IIA) to consider the positive and negative impacts this Policy may have on people with protected characteristics under the [Equality Act 2010](#). This Policy should have direct and positive equality and diversity impacts.

Regulation and legislation

We recognise the variety of legislation, and we will continue to monitor relevant legal guidance. The list below reflects some of the existing legal framework and relevant publications:

- [Housing Act 2004](#)



- [Landlord and Tenant Act 1985](#)
- [Environmental Protection Act 1990](#)
- [Social Housing \(Regulation\) Act 2023](#)
- [Homes \(Fitness for Human habitation\) 2018](#)
- [Social Housing \(Prescribed Requirements\) \(England\) Regulations 2025 \(also known as Awaab's Law\)](#)
- [Decent Homes Standard](#)

Related documents

This policy should be read in conjunction with:

- [Portsmouth Homes policies, strategies and reports](#)
- Tenancy Agreement / Leasehold Agreement
- Asset Management Strategy

How to feedback

If you have any questions around the policy or would like to know more about its application, please contact the relevant service in the first instance.

You can get this policy in large print, braille, audio or in another language by contacting your Housing Office. More information is available [translation, interpreting and audio information](#).

Compliments

To help us provide the best service we can. We would like to hear customer views on the services that they use. If the customer is pleased with a member of staff or service, please let us know.

- Telephone: 02392 606383
- Email address: HNBLandlordComplaints@portsmouthcc.gov.uk

Complaints

If a customer is unhappy, they can refer to our Landlord Complaints Policy.

- Online complaint form at [Make a housing complaint](#)
- Telephone: 02392 606383
- Email address: HNBLandlordComplaints@portsmouthcc.gov.uk

Housing Ombudsman Service

If a customer is unhappy, they can contact the Housing Ombudsman Service for advice and



guidance at any time.

- Online complaint form on [the Housing Ombudsman Service website](#)
- Telephone: 0300 111 3000
- For more information, visit [Housing Ombudsman's Complaint Handling Code](#)

