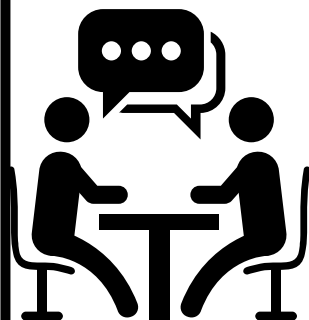


Date: 14 October 2025

Awaab's Law Consultation



What did we talk about?



What is Awaab's Law.

Awaab's Law is a new rule starting on 27 October 2025. It makes sure landlords fix damp and mould problems quickly. More rules will be added in 2026 and 2027.

What landlords must do

- Fix emergency problems in 24 hours. If not, they must find another place for the tenant to stay.
- Check serious problems with damp and mould within 10 working days.
- Send a written update to the tenant within 3 days after checking.
- Start repairs within 5 days for tenants who need extra help.

What tenants said

- Repairs are sometimes done more than once and still not fixed.
- Tenants want honest updates and better communication.
- Tenants said there have been occasions where they felt some colleagues attributed issues with damp and mould to tenant behaviour. But that has changed.
- Tenants want to choose how they get updates (text, email, phone, letter).

Problems with reporting repairs

- Long phone waits.
- No way to upload photos online.
- Trouble logging into the tenant portal.
- Hard to move furniture for repairs.
- Not everyone uses digital tools easily.

Ideas to help

- Bring back photo uploads on the website.
- Make passwords easier to use.
- Give tablets to tenants who need help.
- Keep phone and letter options for those who don't use digital tools.

Home improvements

- Some insulation causes damp. It should be replaced.
- Windows should let air in but still be safe.
- Tenants get confusing letters from outside companies. Landlords should explain these.

Next steps



- Check if tenants can see repair updates online.
- Look into flooding problems at Charleston Court.
- Ask IT if photo uploads can return to the website.
- Fix login problems with the tenant portal.
- Review letters from outside companies and guide tenants.