



REQUEST 19103

I am conducting research into how social landlords are preparing for and implementing Awaab's Law under the Social Housing (Regulation) Act 2023. Please provide responses to the following for the period April 2024 – present:

1. Has your organisation developed a specific policy or implementation plan for Awaab's Law? If yes, please provide a copy or link.
2. Are damp, mould, and ventilation repairs handled in-house or by external contractors and if so, who? If external, please confirm the delivery route (e.g. framework, DPS, or term contract).
3. What is your organisation's definition of "make safe" for damp & mould in emergency cases?
4. How many damp and mould cases have you had within the last 12 months?
5. What are your achieved response times (in hours/days) for "make safe" and preventative repairs?
6. What are the standard operating hours for your repairs contact centre or call handling service, and is this provided in-house or externally?

RESPONSE

1. Please find the Council's policy [here](#).
2. We have an internal DLO utilising sub-contractors from a framework as required.
3. "Make safe" in this context means that the council must immediately take steps to neutralise the hazard, ensuring the home is no longer posing acute danger. This may involve undertaking temporary repairs or interim measures, such as improving ventilation, removing loose mould, or isolating the affected areas.
4. 1st April 2024 – 31st March 2025
4691 related to reports of damp and mould.

1st April 2025 – 17th December 2025
2426 related to damp and mould
5. We currently record a KPI for - % of *urgent repairs completed within government time limits* which at year end of 2024/2025 we achieved 99.71%

In 2025/2026 – Q1 – 99.30% and Q2 – 99.46
6. In house – operates via our call centre in hours and switches to central watch (internal) out of hours.

7. Has any staff training or awareness activity been introduced in response to Awaab's Law?

7.

- Internal session – See the Person, See the Home
- Internal session – every visit counts.
- Me Learning: Damp and Mould awareness – mandatory for all staff.
- External – Awaab's law delivered via Forbes Solicitors
- External – HHSRS qualification (pending) – Damp and Mould qualification for all technical staff – funding secured just awaiting dates.
- HQN – Housing Conditions and Law training.