

# **A GUIDE TO AWAAB'S LAW**

and the future of safe housing standards

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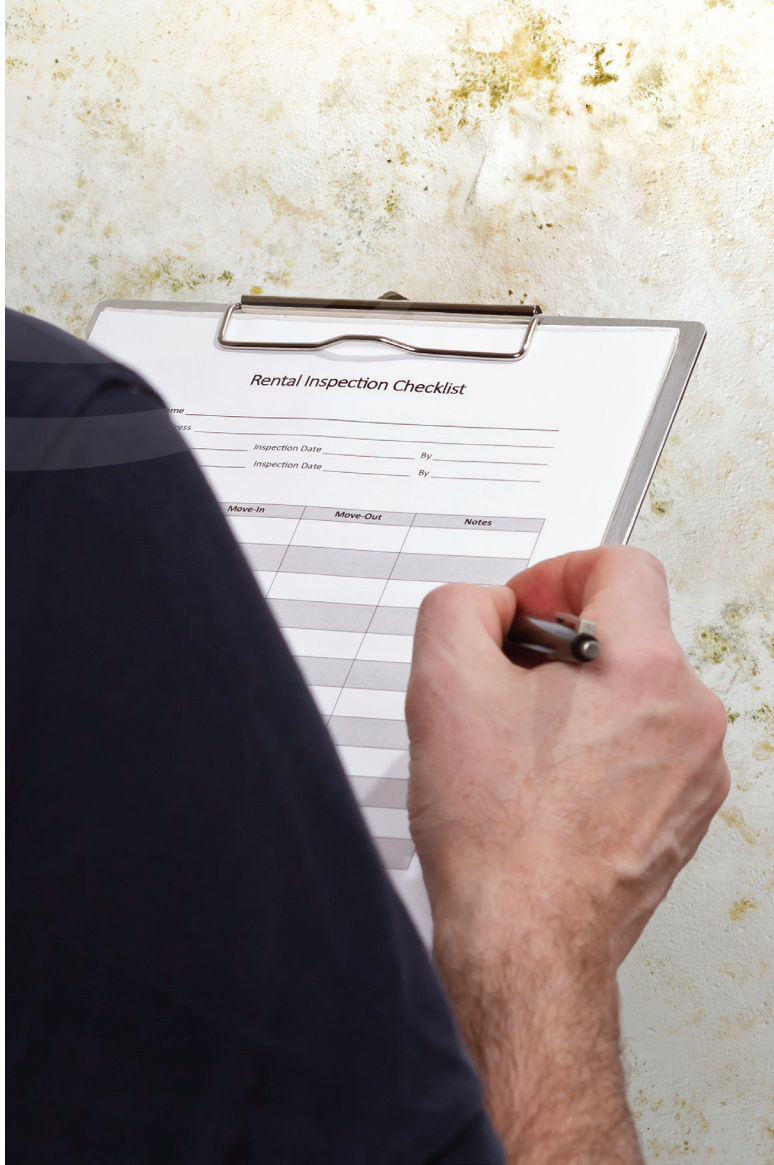
Social Housing  
(Regulation) Act 2023

# Introduction

Damp and mould in social housing have long posed serious risks to residents’ health, safety and quality of life. Following the tragic death of Awaab Ishak in 2020, Awaab’s Law was introduced to ensure landlords investigate and fix dangerous damp and mould in set time periods, as well as repair all emergency hazards within 24 hours.

Nuaire has been developing ventilation solutions which help mitigate the risk of damp and mould in social housing for over 50 years. We offer systems specifically designed and developed to prevent and cure condensation, the root cause of most damp and mould problems.

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# What is Awaab’s Law?

In December 2020, Awaab Ishak, a two-year-old boy passed away due to prolonged exposure to mould within his family’s rented home. Awaab’s Law is a new legal requirement coming into force in England from October 2025 as part of the Social Housing (Regulation) Act. Bringing refinement and regulations to the social housing sector by providing robust time frames in which landlords should investigate and remedy hazardous issues, such as damp and mould.

# Why does it matter?

Based on the Homes Act of 2018 landlords are required to keep homes safe and healthy. Ensuring the proper ventilation is installed and to ensure no damp or mould is present.

Turn over to read about the changes for residents and social housing providers.



## Five Changes for Residents

- 1 **Greater protections**
  - Residents are now legally entitled to quicker investigation and resolution of damp and mould in their homes
- 2 **Mandatory action from landlords**
  - No longer can social landlords delay or ignore hazard reports as response times are now legally enforced
- 3 **Health and safety prioritised**
  - The Law recognises the serious impact of poor housing conditions on health, especially on vulnerable people (children, elderly, disabled etc.)
- 4 **Clear communication**
  - Residents must be kept informed at each stage from when the hazard is first reported
- 5 **Empowerment to challenge issues**
  - If a provider fails to act within legal timescales, residents have clear routes to escalate (with the Housing Ombudsman and Regulator of Social Housing)

## Five Changes for Social Housing Providers

- 1 **New legally enforceable duties**
  - Strict timelines now in place and being enforced for addressing raised issues
- 2 **Shift from reactive to proactive management**
  - Social housing providers must actively investigate and deal with hazards when reported
  - Risk assessments and routine inspections must be robust and systemic
- 3 **Operational changes**
  - Internal processes must be adapted to comply with Awaab's Law standards
  - Staff must be trained to recognise and prioritise reports of damp, mould, and other hazards
- 4 **Increased accountability**
  - Failure to comply can trigger regulatory intervention from the Housing Ombudsman or Regulator of Social Housing
- 5 **Culture change expected**
  - Providers must treat concerns with seriousness and urgency to avoid past patterns of systemic dismissal



Turn to page 6 to read about the mandatory timescales for inspections and repairs.

# Understanding the Mandatory Timescales

Under the new legislation the government has introduced mandatory timescales to guide social landlords and residents. Depending on the severity and category of the hazard, social housing providers have strict timeframes within which they must investigate, make the property safe and provide a written report to the resident.

**Under Awaab's Law, social landlords are required to investigate within 24 hours for an emergency hazard and 10 working days for a significant hazard.** This timeframe ensures that dangerous conditions are addressed quickly to protect residents. This law enforces accountability and prioritises residents' safety by mandating timely inspections and repairs.



# Understanding Housing Hazards

## Significant Hazard

A hazard that poses a significant risk of harm to the health or safety of a resident in a social home. Significant hazards must be investigated within 10 working days at which point they could potentially be recategorised depending on their severity.

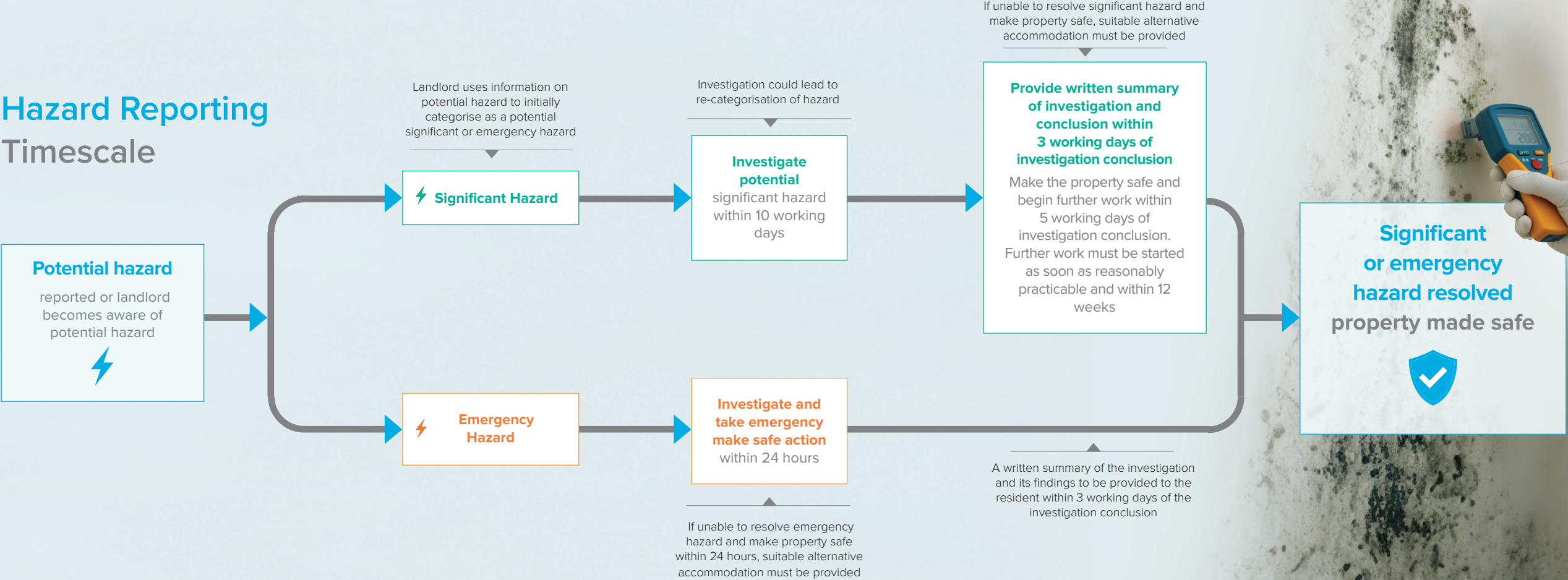
## Emergency Hazard

A hazard that poses an imminent and significant risk of harm to the health or safety of the resident in a social home. Emergency hazards could include, but are not limited to gas leaks, total loss of water supply, significant leaks and prevalent damp and/or mould that is having a material impact on a resident's health. Emergency hazards must be investigated and emergency make safe actions taken within 24 hours.

Turn to page 8 for the hazard reporting timeline.



# Hazard Reporting Timescale



# Failure to Comply

Failure to comply with Awaab's Law can result in life long damage to a resident's health but could result in financial and **long-lasting reputational damage to the landlord.**

**Regulatory action:** Regulator of Social Housing (RSH) are able to take action when Awaab's Law is not being followed. This can result in financial penalties and civil fines along with enforcement notices mandating specific improvements and strict deadlines.

**Housing Ombudsman complaints:** When occupants feel their needs aren't being met, they can escalate their issues to the Ombudsman. They have the power to order landlords to complete repairs and pay compensation.

**Legal consequences:** Serious failure to comply can result in civil claims with residents claiming compensation for personal injury or claim for breach in tenancy agreement.



## Checklist

### Property Features

- ☒ Is kitchen ventilation installed and working effectively?
- ☒ Is bathroom ventilation installed and working effectively?
- ☒ Are trickle vents present and unobstructed?
- ☒ Are ventilation systems suitable for the size and occupancy of the property? (eg, mechanical ventilation for properties prone to condensation)

### Maintenance and inspection

- ☒ Are fans regularly tested during property inspections?
- ☒ Are ducts, vents, or grilles free from blockages?
- ☒ Is there a recorded schedule for cleaning and maintaining ventilations systems? (including filter change if necessary)

### Resident support

- ☒ Are residents educated on how to use the ventilation system correctly, when moving in?
- ☒ Are residents given advice on how to ventilate their homes to prevent damp and mould?
- ☒ Is there a clear process for reporting faulty ventilation systems?

### Proactive measures

- ☒ Are properties with a history of condensation and mould flagged?
- ☒ Are humidity and other environmental factors considered
- ☒ Are improvements eg, installing Positive Input Ventilation units considered for properties that struggle to meet high standards of ventilation?

## Condensation and Mould

### Loft condition

Ensuring suitable loft ventilation will prevent the build-up of condensation and reduce the risk of damp and mould.

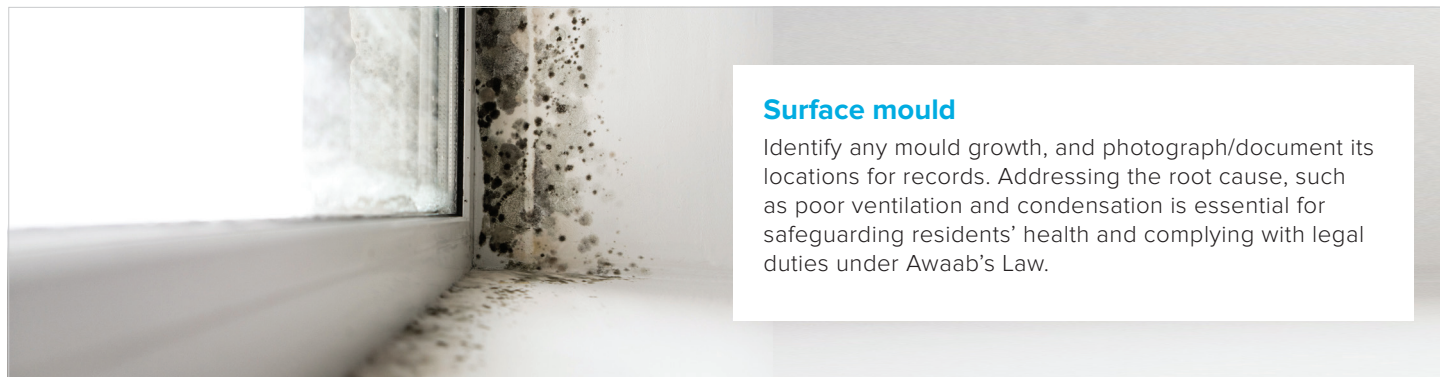
### Signs of condensation

Look for visible signs of condensation, especially around windows, in corners and behind furniture. Use a moisture meter to detect elevated levels in walls, floors or ceilings, particularly in areas with visible mould growth or damp spots.



### Surface mould

Identify any mould growth, and photograph/document its locations for records. Addressing the root cause, such as poor ventilation and condensation is essential for safeguarding residents' health and complying with legal duties under Awaab's Law.



## Ventilation Solutions

Our solutions not only help housing associations comply with Awaab's Law but also support long term improvements in indoor air quality.



### Drimaster Positive Input Ventilation (PIV)

PIV is a highly effective cure for condensation dampness and its associated problems within residential properties. It pushes harmful air out and replaces it with fresher, filtered air.



### Faith-Plus dMEV & Cyfan Extract Fan

Compact, filterless, continuous running decentralised mechanical extract ventilation units designed to meet the needs of social housing.



### Flatmaster Wall Positive Input Ventilation (PIV)

Designed for homes without a loft space, Flatmaster is a highly effective form of PIV. Eliminating condensation dampness, forcing out indoor pollutants and replacing with fresh filtered air.

## Defining Your Ventilation Strategy

Awaab's Law means housing providers need to think more carefully about how they manage ventilation. Meeting minimum regulations is often not enough – every property comes with its own set of challenges, so a flexible, strategic approach is key.

### Trickle vents

Supports airflow throughout the home via natural background ventilation

### dMEV

Targeted extract in wet rooms. A strong starting point for compliance

### PIV

Improves indoor air quality and boosts whole-home ventilation, mitigating the risk of condensation

### Undercuts on doors

Allows air flow throughout the property

A whole-home approach that balances compliance, comfort, and air quality.

## Putting Your Strategy into Action

Each of the measures outlined on the previous page has a role to play, but it's when they're used together that they make the biggest impact.

Starting with dMEV in wet rooms provides essential compliance while PIV raises indoor air quality and helps tackle issues like condensation and mould.

Together, these solutions help you not only meet Part F requirements but also create safe, comfortable homes for residents.

The right mix of solutions helps you stay compliant, manage costs, and provide safe, comfortable homes for residents.

Bringing compliance,  
comfort, and air quality  
together for better homes.



## Conclusion

Preventing damp and mould is not just a regulatory responsibility, it's a vital part of ensuring residents live in safe, healthy conditions.

Through consistent maintenance, early intervention and proactive approach to care, the risk of mould and damp can be significantly reduced, supporting long term residents well-being and compliance with legal standards.



## Tailored Advice and Guidance

Nuaire run Toolbox Talks, presentations and CPD training workshops on a variety of subjects to promote ventilation and industry best practice. Offering assistance and support on ventilation and installation. Visit our website for more information: [www.nuaire.co.uk](http://www.nuaire.co.uk)

At Nuaire we go to great lengths to ensure the needs of your projects are met. Providing support through selection, ventilation rates, installation and commissioning.

For more information or support on your project, contact your local rep or [info@nuaire.co.uk](mailto:info@nuaire.co.uk)

Free  
Toolbox Talks  
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Part No. 672136