

**ADAPTING TO RESPOND  
TO AWAAB'S LAW**



## AGENDA

- Context
- Key legislative changes and implications for councils
- Service delivery adaptations and operational response
- Current performance and emerging issues
- Plans for the Future

**CONTEXT**

## ABOUT US

Stock retaining local  
authority.

c.3600 homes/properties

Flats/Homes/Maisonettes/  
HfOP

Lancaster, Morecambe,  
Carnforth





## WHY AWAAB'S LAW EXISTS

- The death of Awaab Ishak, following prolonged exposure to damp and mould, highlighted serious failures in hazard response
- Repeated tenant reports were not acted on quickly or effectively
- The case exposed systemic weaknesses across parts of the social housing sector
- It fundamentally changed expectations of landlords' responsibility for tenant safety

## TRAGEDY TO REFORM

- Coroner's Prevention of Future Deaths report criticised landlord responses to risk
- Significant public and political concern about social housing conditions
- Government commitment to stronger legal protections for tenants
- Awaab's Law introduced to ensure speed, accountability and transparency

# KEY LEGISLATIVE CHANGES

# WHAT AWAAB'S LAW INTRODUCED



Implemented through the **Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025**



Replaced the historic 'reasonable time' test with **statutory timescales**

1

Phase 1 (from 27 October 2025):  
Emergency hazards: make safe within 24 hours  
Significant damp and mould: investigation within 10 working days



Future phases will extend to wider HHSRS hazards

## WHAT THIS MEANT FOR COUNCILS

- Clear, legally enforceable duties rather than guidance-led expectations
- Increased scrutiny from:
  - Regulator of Social Housing
  - Housing Ombudsman
  - Courts and elected members
- Need to evidence both action taken and timeliness of response
- Reduced tolerance for delay, drift or informal workarounds

## IMPLICATIONS FOR LOCAL AUTHORITY HOUSING SERVICES

1. Repairs, governance and compliance functions must operate as a single system
2. Stronger emphasis on: Accurate case categorisation
3. Robust record keeping
4. Clear decision audit trails
5. Increased reputational and regulatory risk if systems fail

**SERVICE DELIVERY  
ADAPTATIONS & RESPONSE**



## OUR STRATEGIC RESPONSE

- Our approach has focused on:
  - Embedding Awaab's Law into existing governance and operational frameworks
  - Avoiding short-term or bolt-on compliance solutions
  - Building a sustainable model that protects tenants and supports staff

## POLICY FRAMEWORK

1. New Damp and Mould Policy aligned explicitly to Awaab's Law
2. Clear definitions of: Emergency vs significant hazards
3. Investigation, decision and resolution stages
4. Statutory timescales embedded directly into procedures
5. Policy developed and approved through tenant engagement structures

## GOVERNANCE AND OVERSIGHT

- Establishment of a Substandard Housing Steering Group
- Cross-service membership (housing, repairs, governance and data)
- Regular review of:
  - Performance data
  - Missed timescales
  - Root causes and learning
- Provides both assurance and escalation

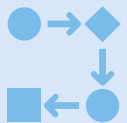
## OPERATIONAL EMBEDDING



Damp and mould responsibilities built into Senior Surveyor roles



No standalone Awaab's Law team – compliance is business as usual



Clear accountability for investigations, decisions and follow-on works

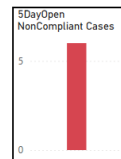
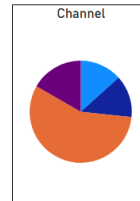
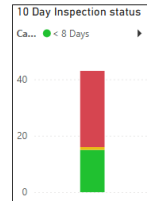


Professional judgement supported by consistent process discipline

# MONITORING PERFORMANCE – DASHBOARD

	2025-10	2025-11	2025-12	2026-01	2026-02	2026-03	2026-04	Total
New Cases	13	81	57	99	59	60	24	393
No Works Required	8	18	12	18	8	9	3	76
ReceivedThisMonth & Inspected	8	66	44	73	42	45	2	280
Inspections Completed	5	56	39	54	55	48	17	274
Uninspected @ Month End	7	13	39	23	20	19		43
5day cases only		5	16	11	5	5		42
12week cases only	3	32	16	26	22	24	1	124
5day and 12week cases	2	26	12	36	15	16	1	108
Access 1st time	6	59	39	67	35	42	2	250
1 failed attempt	5	6	10	8	3	1		33
2 failed attempts	1		2	6	4	1		14
3 or more failed attempts								4

	Q1	Q3	Q4
New Cases	24	151	218
No Works Required	3	38	35
Inspections Completed	17	100	157
Uninspected @ Month End	19	13	38
Access 1st time	2	104	144
1 failed attempt	1	11	21
2 failed attempts	1	1	12
3 or more failed attempts		1	9



Current FY: 20/10/2025

Custom Dates: 22/04/2026

Percentage of initial triage completed within 24 hours of tenant report

YearMonth	Total Cases	Non-compliant	Compliance %	Trend
2025-10	13	6	54%	
2025-11	81	18	78%	▲
2025-12	57	13	77%	▲
2026-01	99	11	89%	▲
2026-02	59	3	95%	▲
2026-03	60	1	98%	▲

Percentage of standard investigations completed within ten working days of tenant report

YearMonth	Compliant	Non-Compliant	Compliance %	Trend
2025-10	13		100%	
2025-11	80	1	99%	▲
2025-12	49	8	86%	▼
2026-01	78	21	79%	▲
2026-02	50	9	85%	▲
2026-03	55	5	92%	▲

Completion of Relevant Safety Works (5 Working Days)

YearMonth	Cases	Non-Compliant	Compliant %	Trend
2025-11	31	4	87%	
2025-12	28	9	68%	▼
2026-01	48	13	73%	▲
2026-02	21	4	81%	▲
2026-03	24	13	46%	▼
2026-04	2	1	50%	▲

Start of supplementary preventative works (12 weeks)

YearMonth	Cases	NonCompliant	Comp%	Trend
2025-10	5	4	20%	
2025-11	58	41	29%	▲
2025-12	28	25	11%	▼
2026-01	62	30	52%	▲
2026-02	37	0	100%	▲
2026-03	40	0	100%	▲
2026-04	2	0	100%	▲

**Cases with Dump & Mould per Month**

**Inspections of cases received in a specific month**

**Was relevant safety work required?**

● No - supplementary (12 week) only ● Yes

**Hazard Category**

▲ Emergency Significant

**317**  
No. cases

**Percentage of initial triage completed within 24 hours of tenant report**

TriageWit... ● ● ● 1

**Percentage of standard investigations completed within 10 working days of tenant report**

Comple... ● ● ● 1

**Percentage of relevant safety works for significant hazards completed within 5 working days of investigation conclusion**

Comple... ● ● ● 1

**Inspections completed per month**

**Success of visits**

**Uninspected Significant Hazards**

Inspectio... ● < 8 Days ● > 10 Days ● 8-10 Days

**Uncompleted Safety Works**

**Percentage of supplementary preventative works started within 12 weeks of investigation**

StartedWit... ● ● ● 1

**Percentage of supplementary preventative works completed within 12 weeks of investigation**

Comple... ● ● ● 1

**Percentage of written summaries delivered within three working days of investigation conclusion**



## EMERGENCY READINESS

- ‘Make safe’ capability strengthened
- Emergency equipment placed in vans to support rapid response
- Clear escalation routes where homes cannot be made safe in time
- Temporary accommodation considered when required to protect tenant safety

# **CURRENT PERFORMANCE AND EMERGING ISSUES**

## CURRENT POSITION

- Phase 1 statutory requirements being met
- Improved visibility of cases at risk of delay
- Clearer evidence where delays are outside landlord control
- Stronger grip on performance at individual and system level

## CURRENT PERFORMANCE

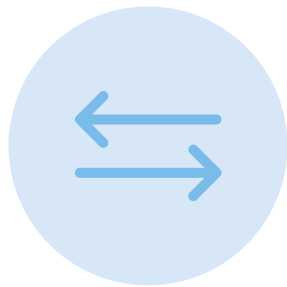
As of the 17<sup>th</sup> April 2026:

- Cases raised since 27/10/2025: 386
- % Triaged within 24hrs: 86%
- % cases investigated with 10 w.days: 89%
- % cases made safe within 5 w.days of inspection: 72%
- 230 cases requiring follow up preventative/supplementary works (12 weeks)
  - 95 cases over the 12-week mark
    - 7 commenced but after 12-weeks
    - 1 completed but after 12-weeks

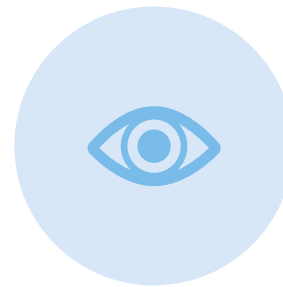
## EMERGING CHALLENGES

1. Access and no-access remain an issue (albeit reducing due to SMS messaging)
2. Increasing case volumes place pressure on surveying capacity
3. Workforce shortages especially in plastering
4. Balancing speed with quality and resident engagement

## LEARNING TO DATE



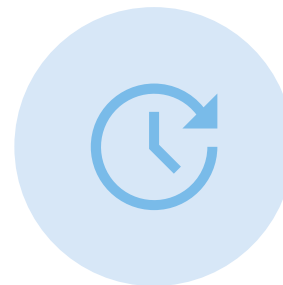
Cultural shift required:  
speed now matters as  
much as quality



Governance oversight is  
as important as  
operational delivery



Good data enables  
earlier intervention and  
better conversations



Early engagement with  
tenants reduces  
escalation and  
dissatisfaction

**PLANS FOR THE FUTURE**

## PREPARING FOR PHASE 2

1. Anticipating expansion to wider HHSRS hazards
2. Stress-testing existing systems, capacity and workflows
3. Ensuring contractors and partners are aligned to statutory expectations

## BUILDING CAPABILITY AND ASSURANCE

- Continued focus on staff training and confidence
- Strengthening decision-making consistency across teams
- Improving data quality to support assurance and learning
- Using Awaab's Law learning to inform complaints handling and Ombudsman responses

## FINAL REFLECTIONS & DISCUSSIONS

- Awaab's Law has driven meaningful change in how we manage risk
- For Lancaster, it has strengthened governance, data and accountability
- The challenge is sustaining good practice as expectations continue to rise
- Damp and Mould support is in place with our Energy Support Officer



## LOOKING AHEAD

- Sustaining compliance as scrutiny increases
- Using regulation as a lever for better services, not just risk management
- Maintaining a strong governance grip while supporting operational delivery
- Continuing to build tenant trust through speed, clarity and openness

# THANK YOU & QUESTIONS

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