



Aenon Housing CIC

Homes with Purpose

Policy Name	Awaab's Law Compliance Policy
Version	1.0
Approved By	Board of Directors -Aenon Housing CIC
Effective Date	01/02/2026
Date of next Review	01/02/2027

Aenon Housing CIC

Awaab's Law Compliance Policy

1. Purpose

This policy sets out how Aenon Housing CIC will meet its legal duties under Awaab's Law. The law was introduced to ensure that issues such as damp, mould, and other serious hazards are dealt with quickly and consistently. Our aim is simple: to keep residents safe, protect their health, and respond in a timely and responsible way whenever a hazard is reported.

This policy also creates a clear record framework that supports transparency and provides robust evidence if our actions are reviewed by regulators or the courts.

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2. Scope

This policy applies to:

- All homes owned or managed by Aenon Housing CIC.
- All employees, contractors, and managing agents acting on our behalf.
- All reports of hazards covered under Awaab's Law, including emergency hazards and significant damp or mould.

3. Key Legal Definitions

3.1 Emergency Hazard

A hazard that presents an immediate and serious risk to a resident's health or safety. These must be made safe within **24 hours**.

3.2 Significant Damp or Mould Hazard

A hazard that poses a serious risk but is not immediately life-threatening. These must be:

- **Investigated within 10 working days**, and
- **Made safe within 5 working days** after the investigation ends.

3.3 Written Findings

After we complete an investigation, we must provide the resident with a written summary within **3 working days**.

3.4 Further Works

If additional work is needed and cannot begin immediately, it must start within **12 weeks**, with a written explanation given to the resident.

3.5 Alternative Accommodation

If we cannot make the home safe in time, we must offer suitable temporary accommodation.

3.6 Applicability

Awaab's Law applies to social housing tenancies provided by registered landlords. It does not apply to shared ownership, leasehold homes, supported accommodation, homeless accommodation or licences.

4. Statutory Timeframes

Aenon Housing CIC will comply with the following deadlines:

Action Required	Deadline
Acknowledge report and begin triage	Within 24 hours
Make safe an emergency hazard	Within 24 hours
Investigate significant damp or mould	Within 10 working days
Provide written findings	Within 3 working days
Make safe a significant hazard	Within 5 working days
Begin any further works	Within 12 weeks (with written justification)

Failure to meet these deadlines is considered a breach of our legal responsibilities.

5. Responsibilities

5.1 Our Responsibilities as Landlord

Aenon Housing CIC will:

1. Respond promptly to all reports of hazards.
 2. Investigate and carry out work within the legal timeframes.
 3. Keep accurate records at every stage, including notes, photos and communications.
 4. Communicate clearly with residents from start to finish.
 5. Provide temporary accommodation if a home cannot be made safe in time.
 6. Ensure that staff and contractors are properly trained and understand the law.
 7. Act quickly when notified of hazards by external bodies, such as fire and rescue services.
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8. Take faster action where the situation requires it.

5.2 Contractors and Managing Agents

Anyone working on our behalf must:

- Follow this policy and comply with all legal requirements.
- Keep accurate notes, photographs and job records.
- Report access issues or delays immediately.

5.3 Residents

Residents are expected to:

- Report hazards promptly.
- Allow reasonable access for inspections and repairs.

We will never treat residents unfairly for reporting concerns.

6. Reporting and Triage Process

When a resident reports a hazard, we will:

1. **Log and acknowledge the report within 24 hours**, including a timestamped entry.
 2. **Assess the risk level** (emergency or significant).
 3. **Schedule an inspection** within the required timeframe.
 4. **Gather evidence** (photos, readings, notes, etc.).
 5. **Provide written findings** within 3 working days of the investigation ending.
 6. **Carry out repairs** within the legal deadlines.
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7. Record-Keeping and Evidence Standards

We will maintain a clear and auditable record of:

- All resident reports and acknowledgements
- Inspection notes and photographs
- Air quality or humidity readings where relevant
- Contractor attendance records
- All written communication with residents
- Evidence of compliance with the required timeframes

Our records must be clear enough to demonstrate compliance to regulators, Ombudsman investigators or the courts.

8. Access and Escalation

If access is refused or cannot be obtained, we will:

- Record every attempt to contact the resident.
 - Explain why access is essential.
 - Escalate the matter internally.
 - Seek legal remedies where necessary, including court orders, to protect resident safety and fulfil our statutory obligations.
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9. Temporary Accommodation

Where a home cannot be made safe within the required timeframe, we will provide suitable temporary accommodation until the hazard is resolved and the property is safe to return to.

10. Quality Assurance and Continuous Improvement

Aenon Housing CIC will:

- Review this policy at least once a year.
- Update it whenever legislation or regulatory guidance changes.
- Learn from complaints, Ombudsman outcomes and internal audits.
- Provide ongoing staff training to keep standards high.

11. Governance

Breaches of this policy by staff, contractors or partners may lead to disciplinary action, contract termination, or regulatory reporting. Serious issues will be escalated to the Board.

12. Our Commitment

Aenon Housing CIC is fully committed to providing safe, healthy homes. We take a zero-tolerance approach to damp, mould and hazardous conditions. We recognise our duty

to act quickly, communicate clearly, and keep residents' wellbeing at the centre of everything we do.

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