

New Foundations Tenant Easy-Access Guide: Awaab's Law

1. What is Awaab's Law?

Awaab's Law is named in memory of Awaab Ishak, who tragically died from a respiratory illness caused by damp and mould. It forms part of the Social Housing (Regulation) Act 2023 and will take effect through new safety regulations from October 2025. The law makes it a legal requirement for social housing landlords to fix serious hazards within strict timeframes.



2. What does it mean for tenants?

If you report damp, mould, or another serious hazard, New Foundations must act within clear deadlines. You have stronger rights to expect a safe, healthy home—and New Foundations cannot ignore problems or delay repairs.



3. Key timeframes for repairs

- Emergency hazards (serious leaks, electrical danger, toxic mould): Investigate and repair as soon as possible, usually within 24 hours.
- Significant hazards: Investigation within 10 working days. Written summary within 3 days after inspection. Repairs must start within 5 working days after that and be completed within 12 weeks for major works.
- If your home cannot be made safe quickly, New Foundations must offer alternative accommodation.



4. What should tenants do?

- Report issues as soon as possible (by telephone or your support worker) and keep copies.
- Ask your support to take photos and note dates.
- If anyone in your home is vulnerable or has health issues, tell New Foundations—we must prioritise urgent cases.



5. If New Foundations doesn't act

If New Foundations fails to follow Awaab's Law:

- Complain through their formal complaints process.
- Escalate to the Housing Ombudsman or the Regulator of Social Housing.
- Seek legal advice—landlords can face enforcement action for failing to comply.

6. Key points to remember

- We aim to prevent harm from hazards like damp, mould, cold, and disrepair.
- You have a legal right to a safe, healthy home.

7. Useful contacts

info@newfoundations.co.uk

01706 835333

This guide provides an overview only and should not replace official government guidance or legal advice.