

Preparing for Awaab's Law: Ensuring Homes Are Fit & Safe

17th September 2025

www.chicltd.co.uk

CHIC

Welcome and Introductions

John Fisher, Chief Executive CHIC

Thanks To Our Sponsors





Welcome

Who's here?

- CHIC Members 46%
- CHIC Consultants
- CHIC Contractors | 37%
- CHIC Suppliers
- CHIC Team 13%
- ARK Team 4%







Speakers



John Fisher CHIC



Kieran Colgan ARK Consultancy



Josephine Morton
Brabners



James McClelland Mapei



Tom Sowerby Wates



Andy Cameron-Smith CHIC



Jennine Kirkwood CHIC



Luke Hurd CHIC





9:00 - 9:30	ARRIVALS & COFFEE
9:30 - 9:40	WELCOME AND INTRODUCTIONS JOHN FISHER, CHIC
9:40 - 10:10	PUTTING THE TENANT FIRST KIERAN COLGAN, ARK CONSULTANCY
10:10 - 10:25	UNDERSTANDING AWAABS LAW: LEGAL DUTIES & RESPONSIBILITIES JOSEPHINE MORTON, BRABNERS
10:25 - 10.40	MOULD PREVENTION AND TREATMENT JAMES MCCLELLAND, MAPEI
10:40 - 10:55	OPERATIONAL CHALLENGES FOR EFFECTIVE DELIVERY TOM SOWERBY, WATES
10:55 - 11:00	SPEAKER CONCLUSIONS JOHN FISHER
11:00 - 11.20	REFRESHMENT BREAK
11:20 - 12:10	ROUNDTABLE DISCUSSIONS JOHN FISHER & CHIC CHAIRS
12:10 - 12:30	DISCUSSION FEEDBACK & KEY TAKEAWAYS ANDY CAMERON-SMITH
12:30 - 12:55	Q&A PANEL DISCUSSION JENNINE KIRKWOOD, CHIC
12:55 - 13:00	CONCLUSIONS LUKE HURD, CHIC



Agenda

13:00 - 14:00

NETWORKING LUNCH



Communities & Housing Investment Consortium

A member owned asset management and procurement consortium, delivering efficiencies and social value for its members.

CHIC Events: Sharing knowledge through collaboration.







Helping you deliver efficient and compliant procurement



315 members across the UK



1,500+

supply chain partners



45+

routes to market available



3m+

homes across the UK supported



1,200

Live Contracts



£312 m

Spend



CHIC's Services



Materials & Merchants >













Technology
Solutions >









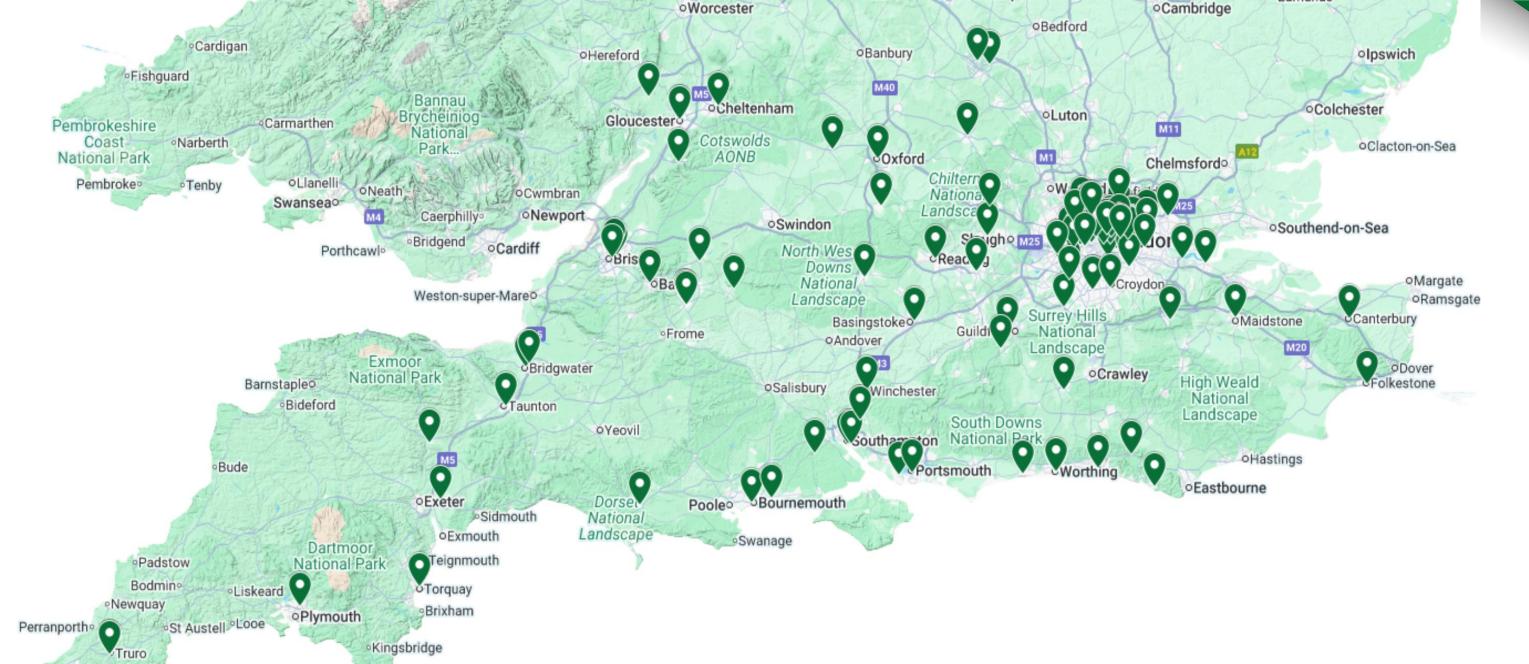
CHIC's Members

Membership is free and available to any public sector organisation or charity.

CHIC is not for profit – costs are reimbursed through transaction fees.







London & South Members



St Ives

St Justo Penzance

Falmouth



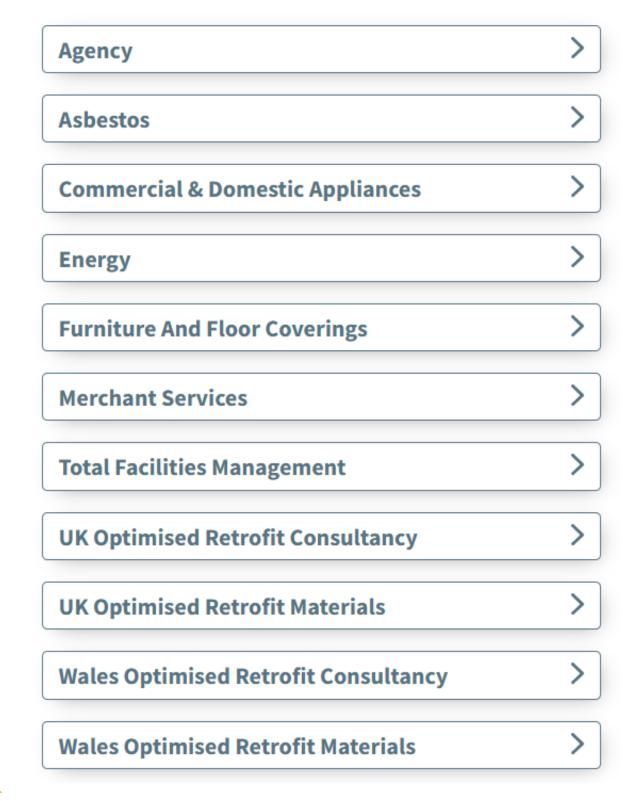
Frameworks

Adapted Bathrooms	>	Asbestos Abatement	>
Compliance	>	Compliance Audit	>
Consultancy	>	Conveyancing	>
Digital Asset Delivery	>	Fire And Building Safety	>
Fire And Water Risk Assessments	>	Healthy Homes	>
Kitchens & Bathrooms	>	Kitchens Supply	>
Legal Services	>	Lifts	>
Mechanical and Electrical	>	Merchants	>
Multiple Elements	>	Newbuild	>
Roofing Systems And Contractors	>	Windows & Doors	>





Dynamic Purchasing System



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Gold Standard Verification

Gold Standard Verified

- Constructing the Gold Standard Cabinet Office 24 recommendations from 2022
- Researched and authored by Professor David Mosey
- CHIC embraces the Gold Standard promoting the highest levels of procurement for the Public Sector (including Housing Associations)
- CHIC's Newbuild Framework was awarded Gold Standard in October 2024





Social Value Strategy

CHIC Contracts

All contracts procured through CHIC must deliver a minimum of 1% social value

- CHIC monitors and supports contractual outcomes quarterly
- Reported annually

CHIC Direct

CHIC pledges 10% of CHIC's fee income is committed to social value outcomes. These are secured through:

- Directly delivered support, by CHIC
 - CHIC's Apprentice
 - Social Value Management
 - Charitable Fundraising
 - Volunteering
- An annual charitable donation to CHIP (Communities and Housing Investment in People).











Social Value

Communities and Housing Investment in People (CHIP) is a charity funded by CHIC and charitable contributions.

- CHIP Employment Sponsorship working with Local Employment Groups in CHIC's Members communities
- CHIP Community Chest Fund Providing grants to local projects and group
- CHIP Annual Awards celebrated at annual fundraising dinner







CHIC Events in the South East

- HOMES UK CHIC Pavilion 26th–27th November Excel
- Housing Horizons (Housing Forum & CHIC) 11th March - 30 Euston Square
- Procurement Act Live 14th October Excel





Workshop Slides

- Our presenters promise to stick to time!
- A lot of information is intentionally included
- We will circulate a PDF of slides to all delegates

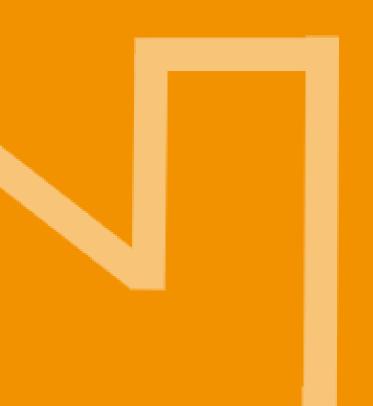






Putting the Tenant First

Kieran Colgan, Director, ARK Consultancy







Making the change to bring Awaab's Law to Life

WHEN WERE THE FIRST LAWS INTRODUCED TO PROTECT PEOPLE FROM DAMP & MOULD



1950s 1900s

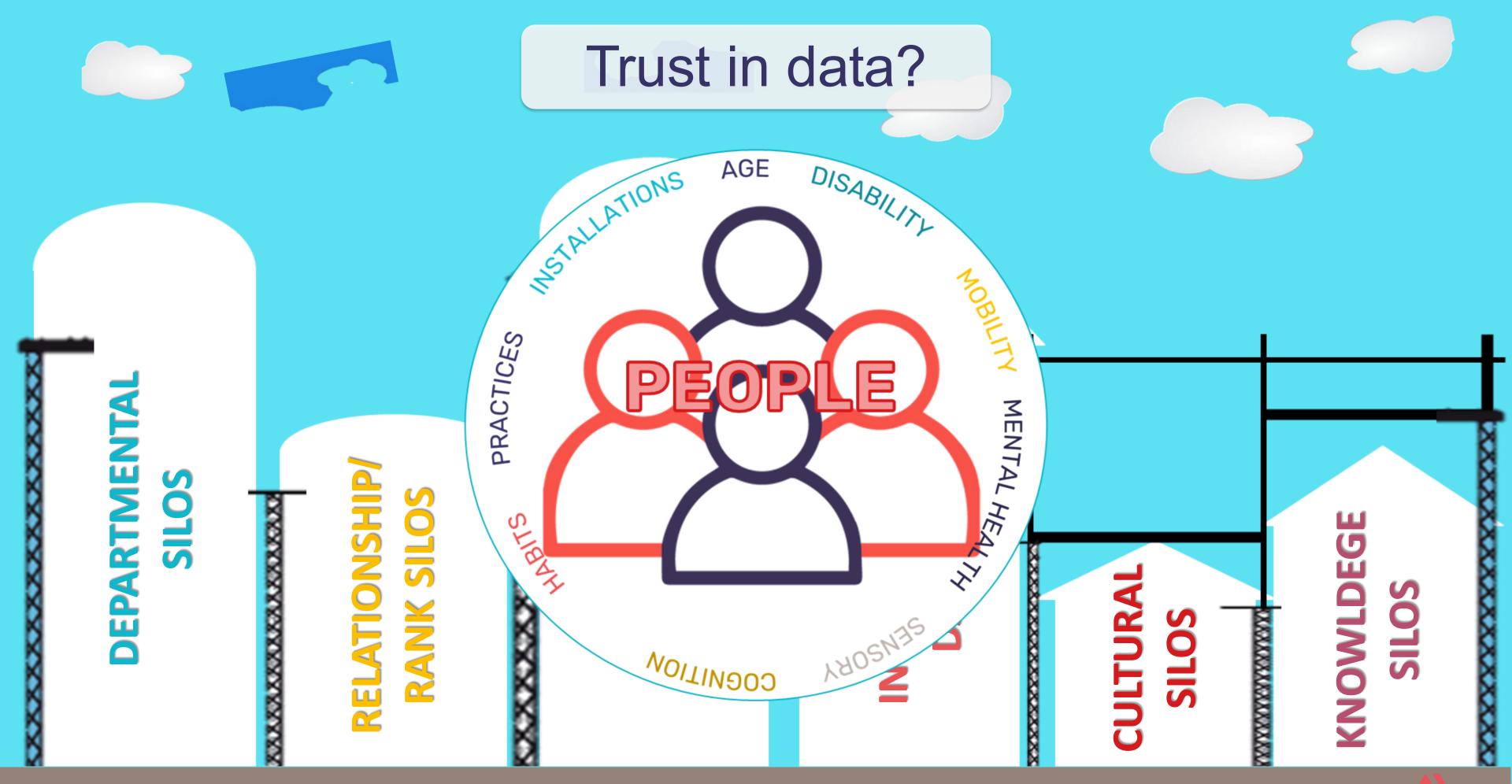
1850s





Rebuilding trust in Social Housing





Trust in data?





Organisational leadership – active & visible leadership to data integrity –prominent in plans & governance - "walk the talk"



Plans, policies & procedures - data integrity policy & up-to-date process maps & procedures in place, are understood & followed



1800

A SECTION AND A

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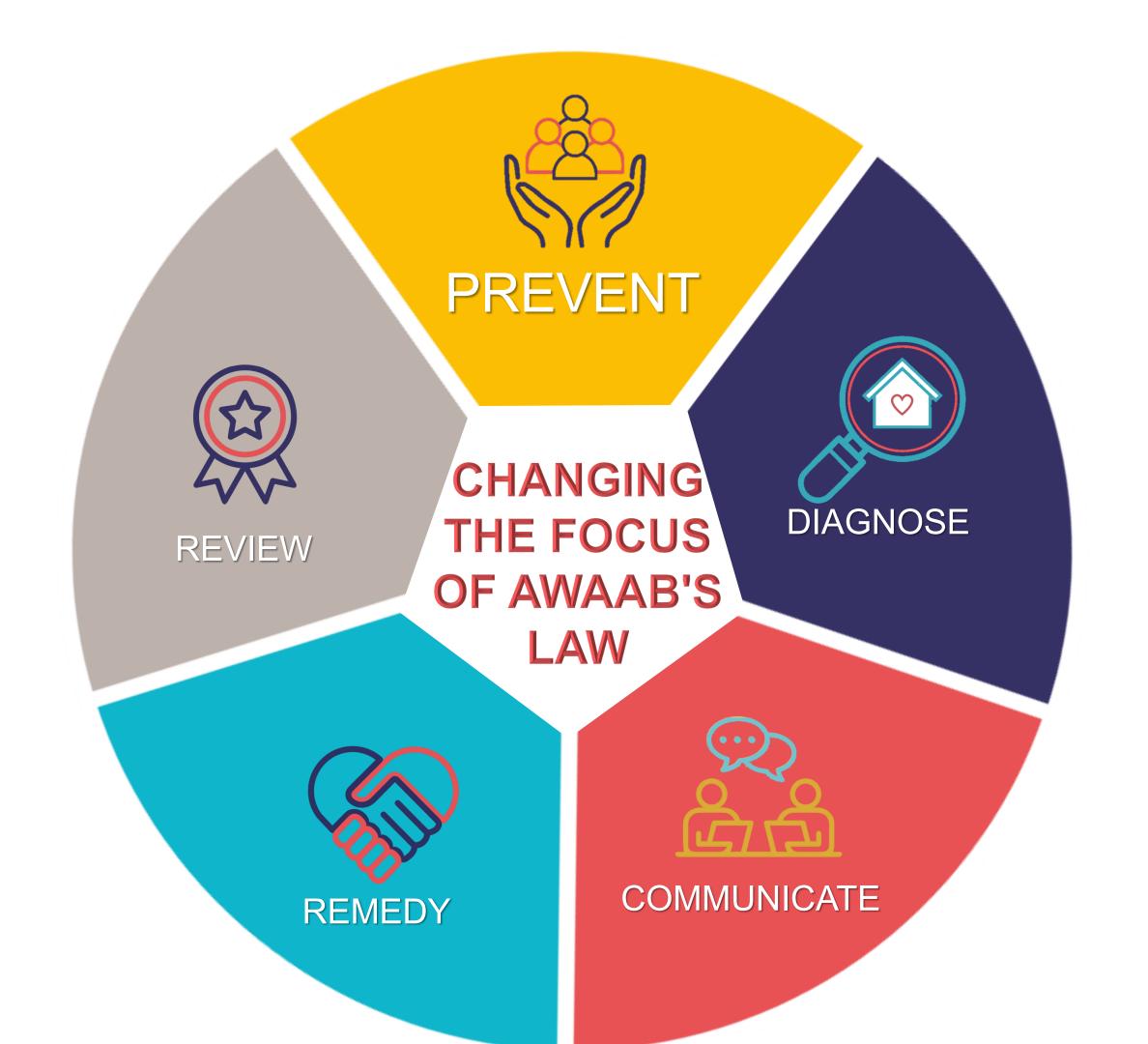
Systems & processes – secure & easy to use systems to collect, manage & report 'fit for purpose' data on a 'right first time' basis



People & skills - all staff understand the importance of data integrity & relevant staff have the knowledge & skills needed



Data use – Leaders regularly use a range of accurate & timely data to monitor & manage the organisation – "act on fact"





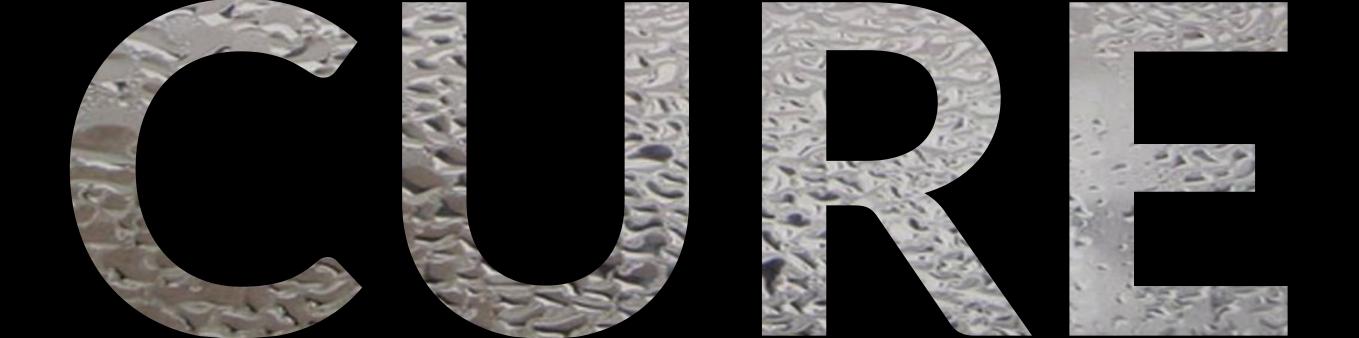
Changing the focus to prevention





PREVENTION

IS BETTER
THAN





Vulnerable People Complaints - indirect? condensation risk Ease Transfers Floor area/size ency LIFE(style) Tenancy length Affordability ction **SIBERIA** stem Known Overcrowo risks Rent arrears Disrepair Staff insight -Deprivation unstructured data

The most important single reason for accidents is...











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Understanding Awaab's Law: Legal Duties & Responsibilities

Josephine Morton, Partner, Brabners

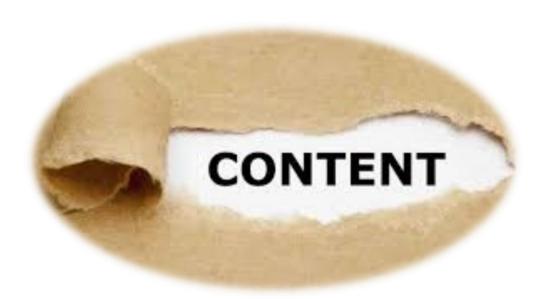
Brabners

Awaab's law

17th September 2025

Josephine.Morton@brabners.com

0151 600 3000



- Social Housing (Regulation) Act 2023
- The Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025
- Who? What? When? How?
- Hazards
- Practical considerations









Awaab Ishak / Rochdale Borough Wide

- 2016 Tenancy of 1 bed flat commenced.
- 2017 Mould was reported to RBH. Advice was given to "paint over it". English not first language. No advice given about specialist paint.
- 2018 Awwab was born.
- 2019 Family made an application to be re-housed.
- Mould was a recurring issue until 2020 (but no evidence it had been reported further until 2020).
- June 2020 Anthony Hodari solicitors brought a Housing Conditions claim on behalf of the family.
- July 2020 Awaab's mother was pregnant with a second child.
- 9 July 2020 A health visitor wrote to Rochdale to support a move to alternative accommodation due to issues of mould.
- 14 July 2020 A property inspection identified mould in the kitchen, bathroom & bedroom and mould treatment was recommended.
- No works were carried out. RBH had a policy not to carry out works until agreement with the solicitors was reached.
- 21 December 2020 Awaab died.

Coroner's conclusion:

Awaab Ishak died as a result of a severe respiratory condition due to prolonged exposure to mould in his home environment. Action to treat and prevent the mould, was not taken. His respiratory condition led to a respiratory arrest. The medical advice given to his parents led to Awaab receiving sub-optimal airway ventilation which was unable to prevent his cardiac arrest.

- The Coroner heard evidence from the Housing Ombudsman and found that many of the themes noted in the Ombudsman's Spotlight report on damp and mould were applicable to Awaab's case, namely:
- Professionals placing too much emphasis on the cause of the mould being due to 'family lifestyle'.
- Lack of proactive action to consider the cause of the damp.
- Lack of proactive treatment of the mould.
- Lack of consideration of the ineffective ventilation within the ageing flat.

Social Housing (Regulation) Act 2023

- Marks the biggest change to social housing regulation in a decade
- Received royal assent on 20.07.2023
- Section 42 came into force on 20.09.2023
- Introduces a new Section 10A into the Landlord and Tenant Act 1985 (Awaab's law)
- The Hazards in Social Housing (Prescribed Requirements) (England) Regulations
- Due to come into force on 27.10.2025

Awaab's Law

S.10A LTA 1985:

Remedying of hazards occurring in dwellings let on relevant social housing leases

. . .

- (2) There is implied in the lease a covenant by the lessor that the lessor will comply with all prescribed requirements that are applicable to that lease.
- (3) The Secretary of State must make regulations which require the lessor under a lease to which this section applies to take action, in relation to prescribed hazards which affect or may affect the leased dwelling, within the period or periods specified in the regulations.

. . .

(5) In any proceedings for a breach of the covenant that is implied by subsection (2), it is a defence for the lessor to prove that the lessor used all reasonable endeavours to avoid that breach.



Social Housing (Regulation) Act 2023

CHAPTER 36

Explanatory Notes have been produced to exist in the endocatording of this 3-7 and are evaluable acquisitely

438,40



Draft Regulations laid before Parliament under section 10B(8) of the Landlord and Tenant Act 1985 for approval by resolution of each House of Parliament.

DRAFT STATUTORY INSTRUMENTS

2025 No. ***

HOUSING, ENGLAND LANDLORD AND TENANT, ENGLAND

The Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025

Made - - - - ***

Coming into force - - ***

The Secretary of State makes the following regulations in exercise of the powers conferred by sections 10A(3) and 10B of the Landlord and Tenant Act 1985(1).

In accordance with section 10B(8) of the Landlord and Tenant Act 1985, a draft of this instrument was laid before Parliament and approved by a resolution of each House of Parliament.

Communities & Local Government

Guidance

Awaab's Law: Draft guidance for social landlords

Published 25 June 2025

The Regulations



Who?

- It applies to social housing tenancies (so long as S.11 LTA applies).
- It is due to be extended to private rented sector in due course.
- It applies to temporary and supported accommodation occupied under a tenancy.
- Doesn't apply to long leaseholds.

What?

- It applies to hazards that:
- (a) Are part of buildings or land which the social landlord is responsible for.
- (b) Are in the landlord's control to fix.
- (c) Are not caused by tenant damage.
- (d) Arise from defects, disrepair or lack of maintenance.
- (e) Are a significant or emergency hazard.

When?

- From 27.10.25: Social landlords will have to address all **emergency hazards** and all **damp and mould hazards** that present a significant risk of harm to tenants to fixed timeframes.
- 2026: The Regulations will be extended to include the following hazards where they present a <u>significant risk of harm</u>:
 - Excess cold and excess heat
 - Falls associated with baths etc., on level surfaces, on stairs between levels
 - Structural collapse, and explosions
 - Fire, and electrical hazards
 - Domestic and personal hygiene and food safety
- 2027: The Regulations will extend to all remaining HHSRS hazards (apart from overcrowding) where they present a <u>significant risk of harm</u>.

How?

- The Regulations mean landlords must:
 - investigate any potential **emergency hazards** and, if the investigation confirms emergency hazards, undertake relevant safety work as soon as reasonably practicable, both within **24 hours of becoming aware of them.**
 - investigate any potential significant hazards within 10 working days of becoming aware of them.
 - produce a written summary of investigation findings and provide this to the named tenant within 3 working days of the conclusion of the investigation.
 - undertake relevant safety work within 5 working days of the investigation concluding, if the investigation identifies a significant hazard.
 - begin, or take steps to begin, any further required works within 5 working days of the investigation concluding, if the investigation identifies a significant or emergency hazard. If steps cannot be taken to begin work in 5 working days this must be done as soon as possible, and work must be physically started within 12 weeks.
 - satisfactorily complete works within a reasonable time period.
 - secure the provision of suitable alternative accommodation for the household, at the social landlord's expense, if relevant safety work cannot be completed within specified timeframes.
 - keep the named tenant updated throughout the process and provide information on how to keep safe.

Hazards

Significant hazard

- A 'significant hazard' is one that poses a 'significant risk of harm' to the health or safety of a tenant.
- A 'significant risk of harm' is defined as 'a risk of harm to the occupier's health or safety that a reasonable lessor with the relevant knowledge would take steps to make safe as a matter of urgency'.



Emergency hazard

- An emergency hazard is one that poses 'an imminent and significant risk of harm' to the health or safety of the tenant.
- An 'imminent and significant risk of harm' is defined as 'a risk of harm to the occupier's health or safety that a reasonable social landlord with the relevant knowledge would take steps to make safe within 24 hours'. This means issues that could cause immediate harm to the health or safety of tenants if not addressed quickly.













Identifying hazards: practical considerations

- It will be up to the landlord to make an initial assessment of the potential hazard. This will include a
 review of all circumstances including anything known about the tenant's health or anyone else in
 occupation at the property.
- Full HHSRS assessment is not required.
- Awaab's law "uses a person-centred approach: a more straightforward assessment should be made which considers the tenant's circumstances when assessing the risks presented by a hazard".
- Unacceptable for landlords to assume that the cause is 'tenant lifestyle'.
- How will inspections be undertaken and reported on?
- Record keeping will be key.

Defence

• Social landlords have a defence for a failure to comply with Awaab's Law requirements if they can prove that they have used all reasonable endeavours to avoid it, meaning they have taken all reasonable steps to comply with the requirements of the regulations, but it has not been possible for reasons genuinely beyond their control.

- For example:
- Building control restrictions
- Access difficulties
- Specialist contractors or materials needed
- No suitable alternative accommodation available

Enforcement



Housing Ombudsman Service





Practical considerations

- Record keeping will be key.
- Review of policies, procedures and resource required.
- How will access difficulties be addressed?
- Will you develop a risk matrix?
- Will this result in more or less housing disrepair litigation?
- Out of hours repairs?
- Staff training
- Financial constraints!
- Collaborate with other landlords



Contact

- Josephine Morton
- Brabners Partner
- T: 0151 600 3000
- E: <u>Josephine.Morton@brabners.com</u>



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Mould Prevention & Treatment

James McClelland, Head Of Sales For Builders Merchants, Mapei



DAMPNESS IN BUILDINGS



WHO ARE MAPEI?

Over the years Mapei has proven to be a key partner to everyone working in the building industry and has created thousands of specific products with properties and characteristics to meet all their needs.

From waterproofing private swimming pools to soundproofing theatres and restoring historic buildings, Mapei has something for every sector of the building industry with products and solutions which guarantee increased ductility and savings in materials and energy.









GROUP FIGURES

as at 31.12.2023



Billion Euros consolidated turnover 2023

500

Employees

Research centres in 21 countries



Subsidiaries in 57 countries

More than



7,700

Products for the building industry of Mapei Group

More than

150,000



Tons of CO₂ offset

More than

75,000



Clients around the world

More than

29,100



Tons of products shipped every day



Plants in 5 continents, in 36 countries

290,000

Professionals from the sector involved in Mapei training courses



Products with EPD (Environmental Product Declaration)



CAUSES OF DAMP:

* RISING DAMP

* PENETRATING DAMP

* CONDENSATION









RISING DAMP

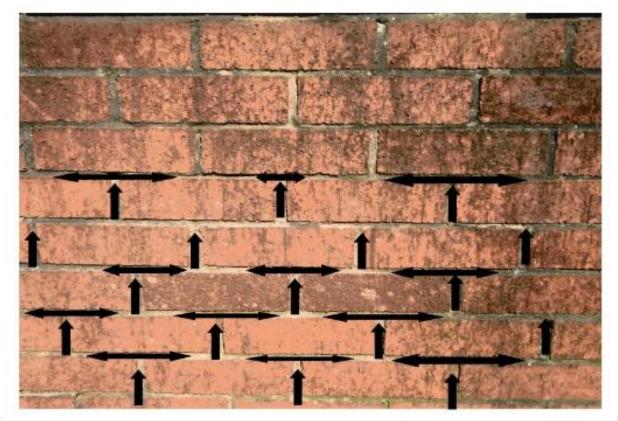
Rising damp is the name given to the process of water in the ground entering a property by travelling up through the pores in brickwork - also known as capillary action.

Rising damp will stop when gravity and evaporation impede the pull of the capillary action, and this usually results in a visible "tide-mark" around 1m high.

That said, other signs of **rising damp may be visible above 1m** due to nonporous renders or paint on the wall.

Typically walls will be surrounded by porous materials like plaster, timber and wallpaper and this is where a lot of the aesthetic damage will be noticed as these materials rot and deteriorate.

Groundwater also contains salts that travel up through the bricks and cause white marks to form on the internal wall - another common sign of rising damp.







PENETRATING DAMP

Penetrating damp is often identified or made worse after heavy periods of rain which is a common problem particularly during the winter season in the UK. However, heavy snowfall can also have a similar result if it packs and freezes on the outer walls or roof of your property and then melts.

Penetrating damp is usually able to seep into the property from areas such as:

- · Broken or slipped roof tiles
- · Broken or leaking gutters
- Defective plumbing
- · Cracks in the brickwork and poor pointing
- · Burst pipes

With this information in mind, if you are a homeowner who hasn't experienced penetrating damp before, it is essential that you get any repair work required to the exterior of your home completed immediately, so as to avoid the damage that can be caused by damp entering your home.







CONDENSATION DAMP

ADHESIVES · SEALANTS · CHEMICAL PRODUCTS FOR BUILDING

Condensation is dampness formed when air containing water vapour is cooled by contact with a cold surface.

The air-borne moisture then turns into drops of water and collects on the cold surface. This is called condensation.

Condensation is caused by day-to-day activities, coupled with lack of ventilation and background warmth.

The average household produces around 14 litres or 24 pints of water vapour every day. This vapour must be ventilated out of the property, otherwise condensation may form. **The main sources of water vapour are;** drying clothes, cooking, boiling kettles, bathing/showering, unvented dryers, washing machines

Condensation is different from damp. It is surface dampness and can be visible as black mould. It mainly occurs on cold internal walls and other cold surfaces such as tiles and cold-water supply pipes under sinks and hand basins. Condensation is usually worse during the winter.







MOULD GROWTH

Black mould is a type of fungus that commonly grows in residential dwellings with low uvalues and dew points; mould spores love cold, damp walls. Typical strains of mould found in residential properties include Aspergillus Niger, Stachybotrys, Cladosporium and Alternaria fungi







TREATMENTS

ISO-THERM - Thin Internal Wall Insulation (TIWI)

Mould Eradication Kit





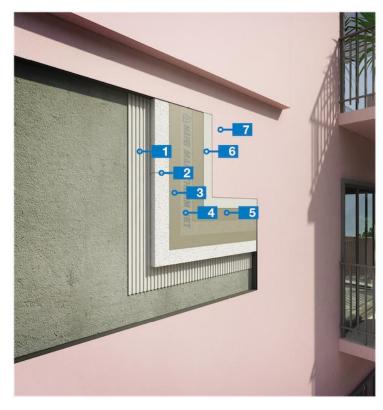


Thermaldry Anti-Condensation Coating



TREATMENTS

Thermal insulation products form a complex system made up of different materials, each one certified to comply with the most restrictive European standards. The Mapei external thermal insulation system, called the Mapetherm system, is the result of a careful analysis of all the components typically used in an external system and of the variables that influence its performance. Apart from being an effective way of reducing energy consumption in new homes, it is the most efficient way of achieving an immediate improvement in the energy efficiency of existing buildings. Also, the system is so versatile that even natural stone and ceramic may be applied to coat the surface, particularly large format, thin tiles.



- 1. Mapetherm AR1 / AR1 GG Συγκόλληση μονωτικών πλακών
- 2. Mapetherm EPS, XPS, M. WOOL, Μονωτικές πλάκες
- 3. Mapetherm AR1 / AR1 GG 1η στρώση βασικού επιχρίσματος
- 4. Mapetherm Net
 Υαλόπλεγμα οπλισμού
- 5. Mapetherm AR1 / AR1 GG 2η στρώση βασικού επιχρίσματος
- 6. Base Coat της Mapei Υπόβαση συμβατή με το Σύστημα
- 7. Quarzolite ή Silancolor ή Silexcolor της Mapei Τελικό επίχρισμα



We provide full training on the causes and treatments of damp including product demonstrations and site visits, to ensure that everything from surveying through to the completion of all remedial work is completed to the highest standards.



TRAINING



Awaab's Law CPD Event – Halesowen

We are pleased to announce that following the success of the Clerkenwell event,

Awaab's Law will be repeated on:

1 30th October 2025

Mapei Academy, Halesowen

#ComplianceForAwaab



Operational Challenges for Effective Delivery

Tom Sowerby, Customer Relationship Director, WPS Group



Operational Challenges for Effective Delivery

Preparing for Awaab's Law

Introduction

UK's leading provider

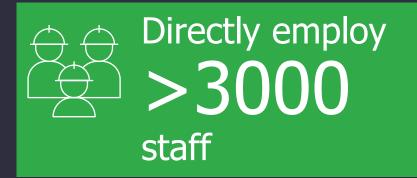
of responsive and planned maintenance services in social housing











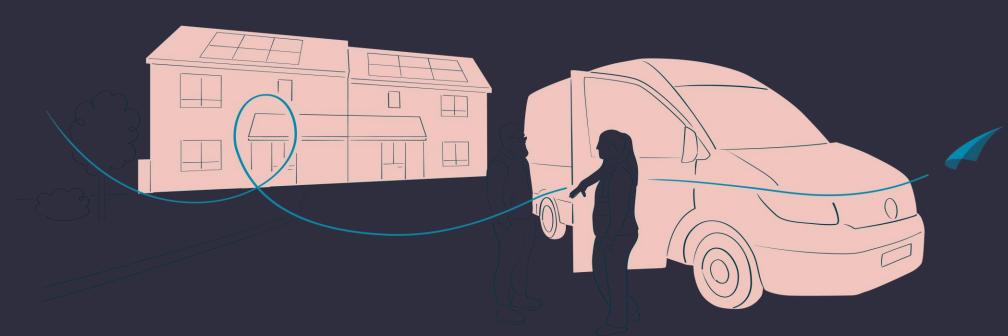






Contractor Challenges

- Knowledge ensure workforce is informed and engaged.
- Pace investigate and act on emergency repairs within 24 hours.
- Compliance robust audit trail of communication and activities.
- Futureproof expansion of regulations in 2026, then 2027.



Key Actions

- **1. Upskill** invest in role-specific training aligned to regulation, including general and specialist courses.
- **2. Embed** multichannel internal communication campaign to launch and reinforce.
- **3. Collaborate** understand existing contracts, likely demand and capacity.



Key Actions

- **4. Prioritise** approach as a separate workstream. Immediate classification, ringfenced resource and proactive monitoring.
- **5. Automation** streamline and automate processes (e.g. notification, time limits, updates).
- **6. Empowerment** give operatives appropriate resource and time flexibility to resolve identified issues.



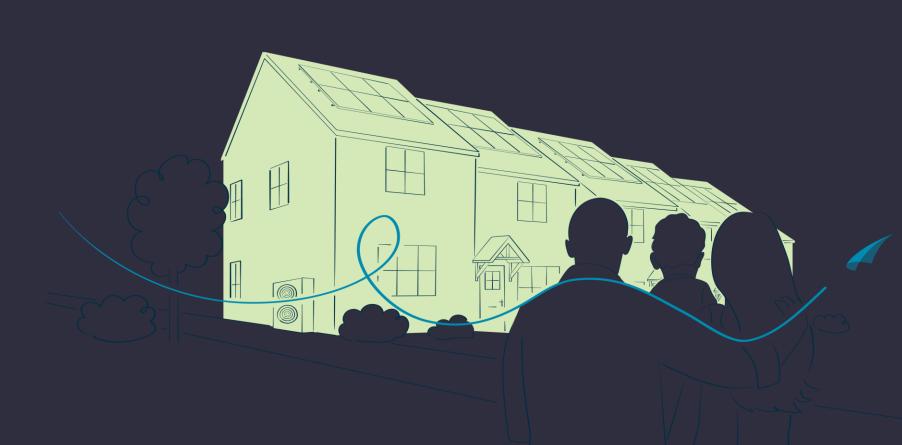
Key Actions

- 7. Data Analysis review damp and mould cases to identify trends and high-risk properties.
- **8. Estate Days** co-ordinate comprehensive maintenance days within high-risk neighbourhoods.
- **9. Integrate** share property lists internally to build preventative maintenance into planned programmes (e.g. retrofit).



Summary

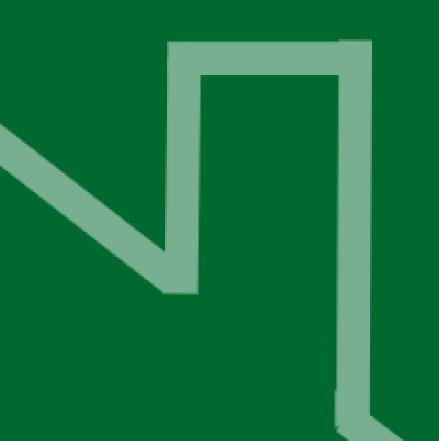
- ✓ Workforce upskill, empower and reinforce.
- ✓ Contractors jointly plan, pre-empt and monitor.
- ✓ Process simple, automatic and visible.
- ✓ Proactive data-led planned investment.





Refreshment Break

11.00 - 11.20





Roundtable Discussions

John Fisher, Chief Executive, CHIC

Stakeholder Discussions

- Mixed tables of delegates
- CHIC or ARK chair
- Chairs will provide feedback on key issues in next session
- CHIC will consolidate outcomes and provide a written summary



Question 1 1 2 9

Repairs Policies and Procedures

Do current repairs policies and procedures focus on property condition and on residents health and wellbeing?

- Do we make it clear what landlord and tenant responsibilities are?
- Are our repairs ordering processes fit for purpose to meet these new regulated timeframes?
- Do we embrace technology and collect and use data intelligently?
- Is there sufficient oversight/audit of policies and procedures to ensure they are always followed?



Question 2 3 4







Supporting Tenants

What can we do to help tenants to prevent (and manage) damp and mould problems?

- Do repairs lines/customer call centres ask the right questions when answering calls?
- Are our 'investigation'/inspection procedures adequate to respond to resident reported hazards?
- Do landlords have sufficient guidance (hard copy/online) for tenants needing advice and support?
- Do we understand and use information about our tenants to help us tailor our service?



Question 3





Sector Culture

Are organisational leaders really to make sure we are getting this right?

- Great repairs and maintenance has always been a core service for social landlords, but the sectors track record isn't perfect. Will Awaab's Law change this and will it affect small and large landlords differently?
- Effective delivery of tightened regulation will sit with front line customer services and repairs staff and with contractors. Are they all ready for this?
- Like so many issues in the sector, Awaab's Law is a reaction to failure. Where are we on the journey for the sector to be strategic asset managers?
- Do organisational leaders truly "walk the talk" when it comes to effectively implementing Awaab's Law?



Question 4 7 8





Service Delivery

Whereas triage usually sits with the landlord, delivering 'relevant safety work' will be undertaken by the contractor's (DLO or external). Are contractors and their contracts ready to deliver the right outcomes for residents?

- Are contractual response times and repair instructions aligned to Awaabs Law regulations? What about defects management on newbuild?
- Are front line operatives truly empowered to do what's necessary to prevent problems?
- Are they expected to always be on the look out for emerging hazards?
- Is the contracting culture one of a high value customer service or just about commercial return?



CHIC

Roundtable Feedback & Key Takeaways

Andy Cameron-Smith, CHIC



Q&A Panel Discussion

Jennine Kirkwood, Head of Member Services (London), CHIC



Conclusions

Luke Hurd, Head of Operations, CHIC



THANK YOU

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Lunch

