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Brabners

FROM COMPLIANCE TO CONFIDENCE

Preparing for the extension of Awaab's Law

Stephen Sharman

www.chicltd.co.uk

Our Panel



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About CHIC

Helping you deliver efficient and
compliant procurement



350+
members
across the UK



1,500+
supply chain
partners



40+
routes to market
available



4.3m
homes across
the UK supported



1174
Live contracts

*Helping our members bridge the gap between strategic thinking and operational delivery by
providing ongoing member support and advice.*

CHIC's Services



**Materials
& Merchants** >



**Building Safety
& Compliance** >



**Newbuild
Development** >



**Capital & Planned
Investment** >



**Professional
Services** >



**Decarbonisation
& Renewables** >



**Technology
Solutions** >

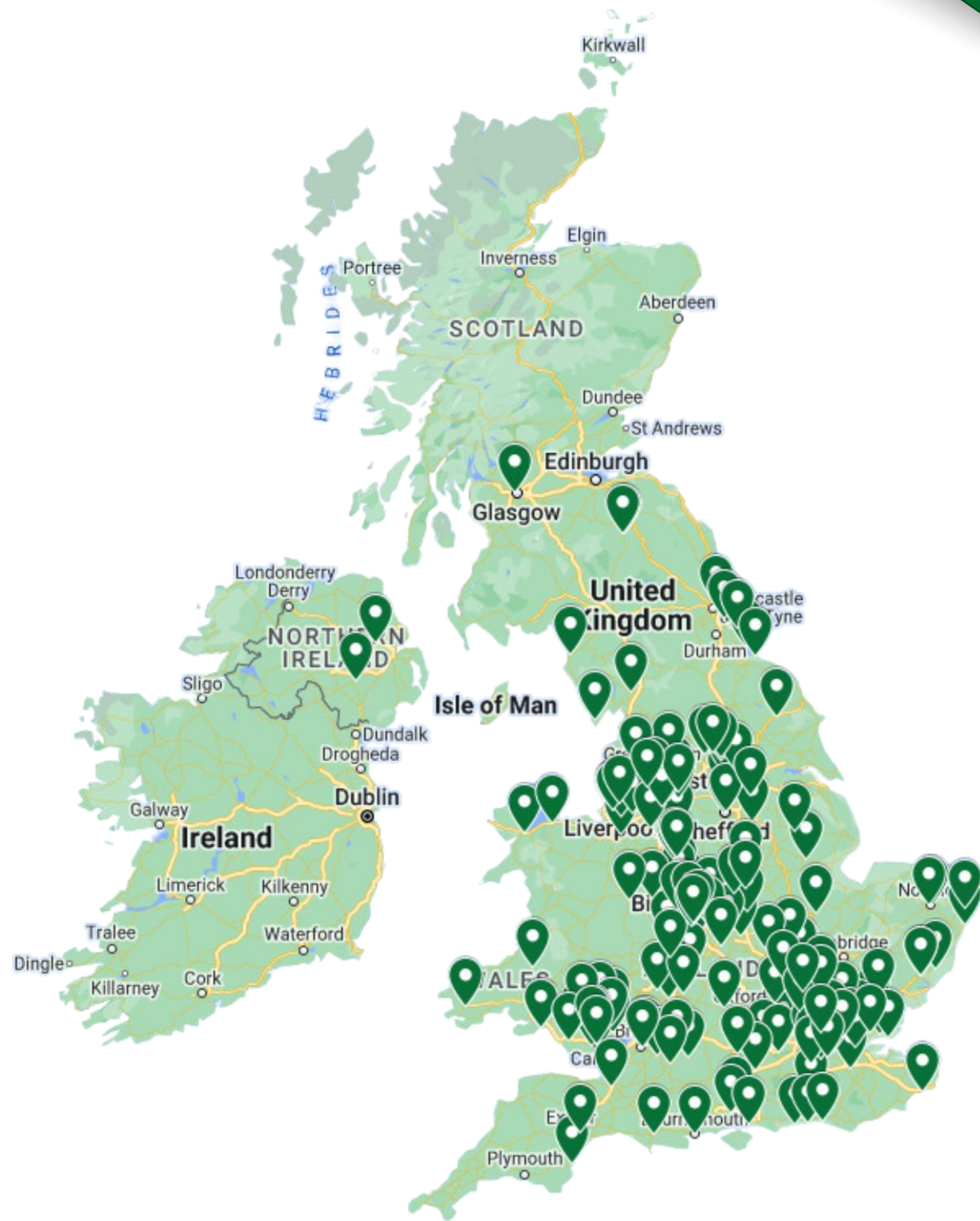


**Facilities
Management** >

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.



CHIC Members



Housing Association

71%



Local Authority

25%



Other

4%

Our Members are mainly affordable housing landlords but they also own and manage a wide range of buildings in other sectors

CHIC Frameworks are available to supply services for any buildings owned and managed by a public authority



Preparing for the extension of Awaab's Law

CHIC's Awaab's Law Roundtable 2025



Awaab's Law: The Next Phase

Supporting social landlords to deliver healthier homes

The extension of Awaab's Law brings renewed focus on proactive asset management, effective repairs and robust procurement strategies.

What Does This Mean for Landlords?

Social landlords must be prepared to:

- Respond to housing hazards promptly.
- Strengthen compliance and reporting processes.
- Take a proactive approach to damp, mould and other hazards.
- Ensure suitable resources, contractors and materials are available.
- Keep residents at the heart of decision making.

The Role of Procurement

Turning regulatory requirements into practical solutions

Effective procurement can help landlords access:

- Compliant routes to market.
- Trusted contractors and suppliers.
- Quality building materials and specialist services.
- Responsive repairs and consultancy expertise.
- Better value and greater supply chain resilience.

How Can Procurement Help?

By bringing members and suppliers together, a consortium can support landlords to:

- Leverage collective purchasing power.
- Access compliant frameworks and DPS solutions.
- Identify efficiencies and manage costs.
- Strengthen supplier relationships.
- Share knowledge and best practice across the sector.

From Compliance to Confidence

Collaboration is key to delivering safer, healthier homes.

Awaab's Law reinforces the need for joined up approaches to procurement, asset management and resident services.

Through strong partnerships, compliant procurement solutions and resilient supply chains, CHIC can help members turn regulatory requirements into meaningful improvements for residents.



THANK YOU

 enquiries@chicltd.co.uk

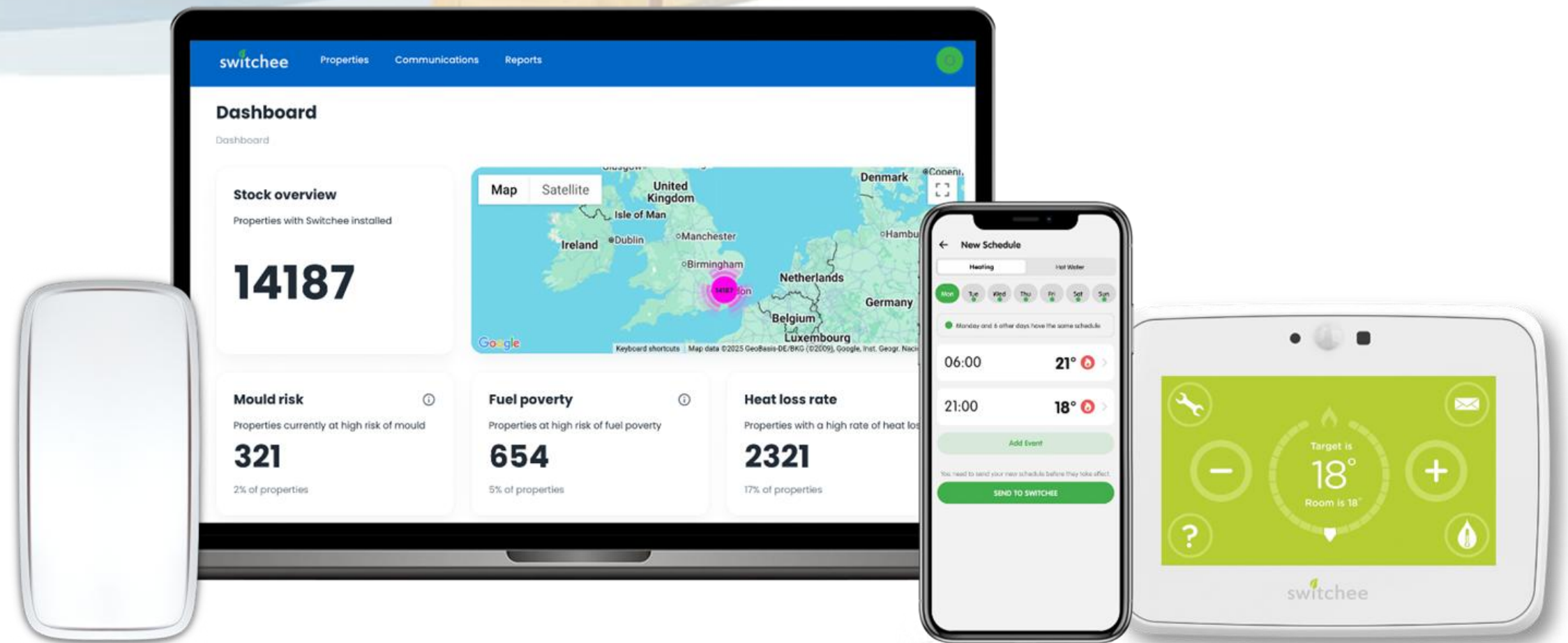
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Awaab's Law: Compliance to Confidence



What we'll cover in this session



Switchchee helps you to provide better lives for your residents through more intelligent homes.

For today:

- What we learned from Phase 1
- How is data being used in practice?
- Preparing for Phase 2



The visibility challenge



A core issue we face with Awaab's Law is the visibility challenge. Damp and mould risks develop long before an issue is ever reported. While resident reports are vital, they only give us part of the picture.



Winter 2024-25

23%

High Mould Risk

13%

Medium Mould Risk



Winter 2025-26

24%

High Mould Risk

15%

Medium Mould Risk



Reported Cases

500%

Increase in Cases

Damp & mould case reports

Soha Housing



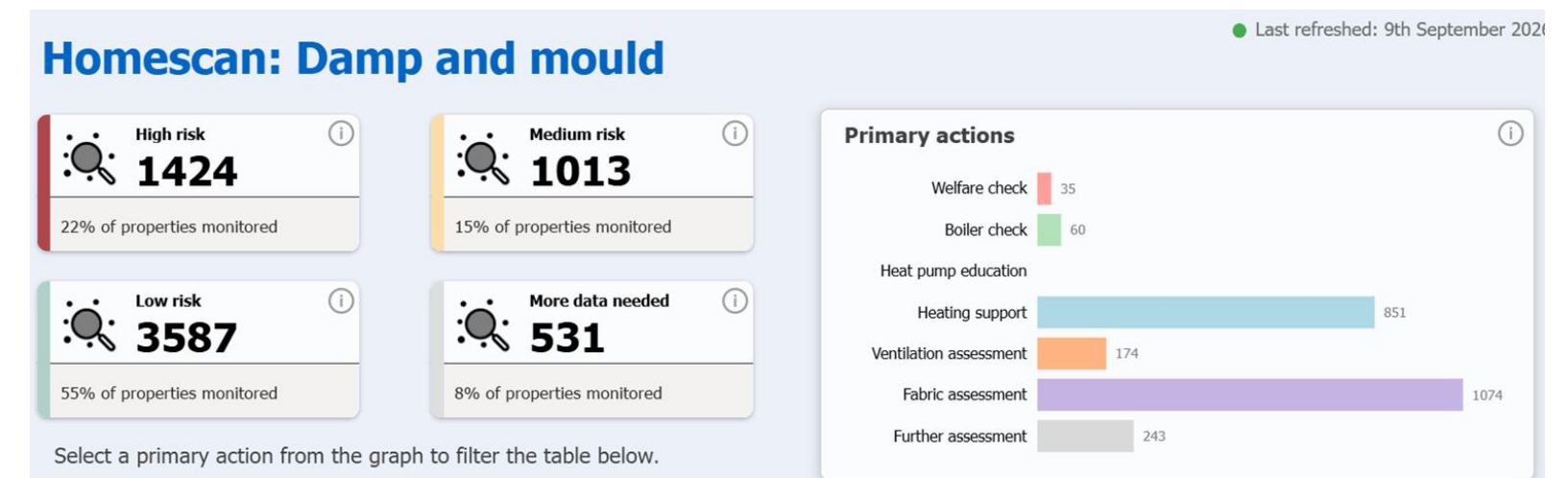
What we saw in practice

- Most Housing providers are still reactive, but more providers looking at what is possible.
- Resource was stretched and diverted, non-urgent maintenance was deprioritised
- Ambiguity on process was removed and consistency across the sector.
- We are reacting faster but no evidence of reduction in recurring damp and mould cases.
- Less pilots and experimenting - clearer plans for utilising the data.
- Pressure on providers - so what?
- IoT is not a one size fits all.



Actionable insights & API integrations

Switchee clients use risk metric status changes to trigger actions either locally, or via a direct/indirect open API integrations across a range of platforms, and services. Actionable insights, mould causality and recommendations from Homescan reports direct services through task creation, or by initiating workflows and automations



Trigger tasks & workflows

Open API integration surfaces risk metrics in CRM. Clients specify tasks and workflow automations based on preferences and established processes



Trigger tasks & workflows

Open API integration surfaces risk metrics in repairs platform, clients specify tasks and workflow automations based on established processes



Feed dashboards & model solutions

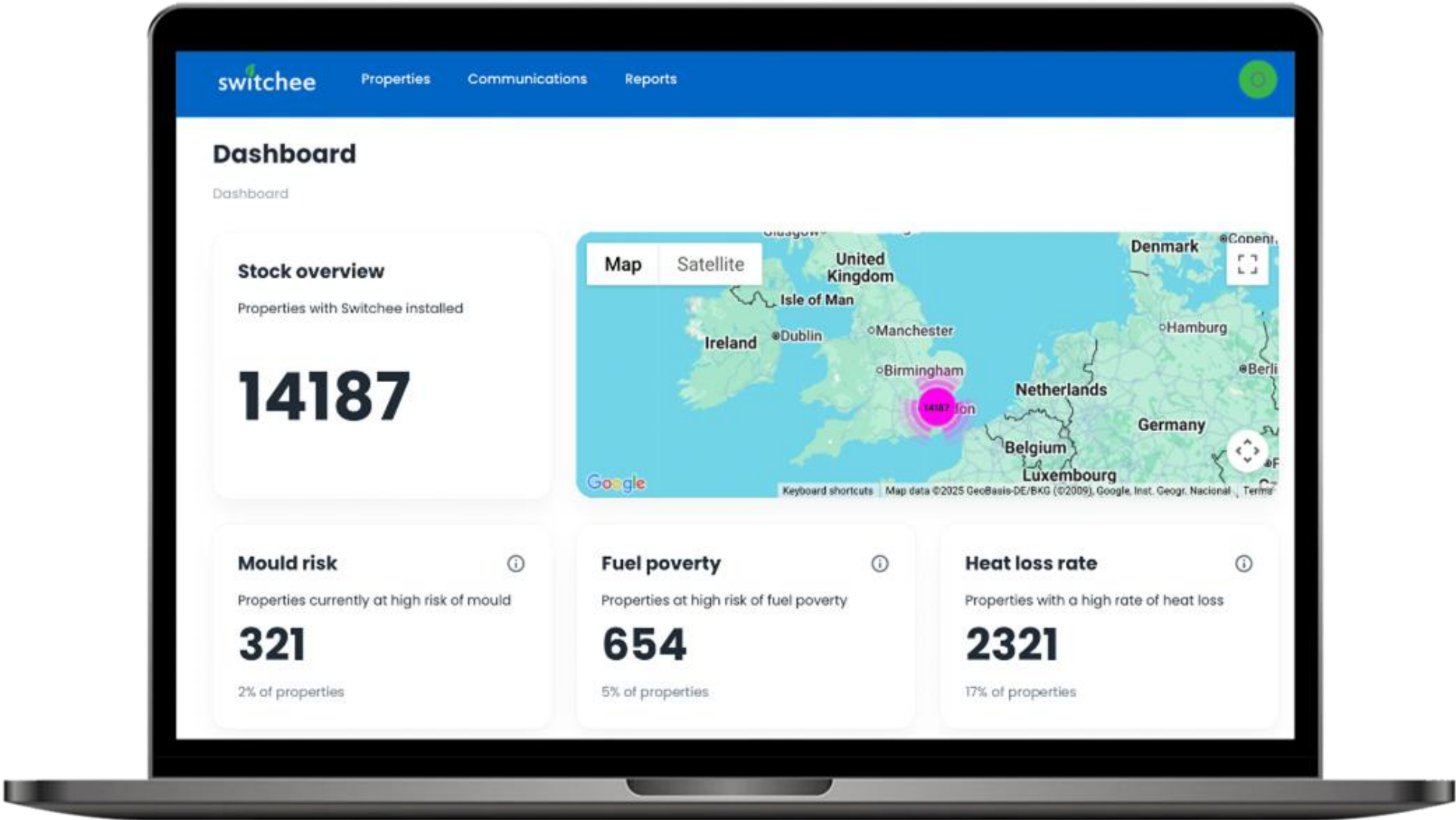
Open API integration surfaces risk metrics in Portfolio platform, clients model retrofit interventions for fabric and energy performance solutions



Trigger tasks & inform operatives

Open API integration surfaces risk metrics in HMS, clients specify tasks and workflow automations based on preferences and established processes

Awaab's Law, Phase 2 (Nov 2026)



A broader range of risks



Phase 2 guidance for Awaab's Law expands strict investigation and repair timescales beyond damp and mould to cover seven new Housing Health and Safety Rating System (HHSRS) hazard categories. Social landlords are required to enforce emergency out-of-hours responses and structured remediation workflows across these expanded risk areas.



Excess Cold

Poor heating systems, boiler failures, severe draughts, or compromised thermal insulation exposing occupants to dangerously low indoor temperatures.



Excess Heat

Severe indoor overheating caused by structural defects, poor ventilation, or lack of built-in shading that prevents residents from cooling their homes.

Excess cold, winter 2025-2026



35%

High cold home risk last winter

The length of time homes were at High Risk vary, As a minimum it is homes that spent at least 50% of the last 7 days below 18C



13%

Medium cold home risk last winter

Homes are considered to be at Medium risk where they spend 25% - 50% of the last 7 days were below 18C



29%

Temperatures below 13c°

Overall risk decreased slightly from 30% of homes in winter 2024-25. The proportion of stock classified as Medium or High Risk has risen from 46% in 2024 to 48% in 2026, a 4% increase overall. Extrapolated across social housing homes this means **more than 2.5 million homes were in the Medium/High Risk category.**



54%

Temperatures below 16c°

This is a slight increase on winter 2024-25 (53%) and highlights that most social housing homes will experience temperatures below the NHS & WHO recommended healthy level of 18c°

Excess heat, summer 2026



44%

High risk of overheating this summer

High Risk is concentrated over short, intense periods, with 37% of cases occurring over 8–14 days and a further 25% within 1–7 days.



81%

Reached at least medium risk this summer

82% of Medium Risk properties remained in that risk category for more than 28 days suggesting Medium Risk is persistent.



82%

'Feels like' temperature over 26c°

Overall risk has increased significantly since 2024. The proportion of social housing homes classified as Medium or High Risk has risen from 60% in 2024 to 81% in 2026, a 35% increase overall. Extrapolated across social housing homes this means **more than 4.05 million homes are now in the Medium/High Risk category.**

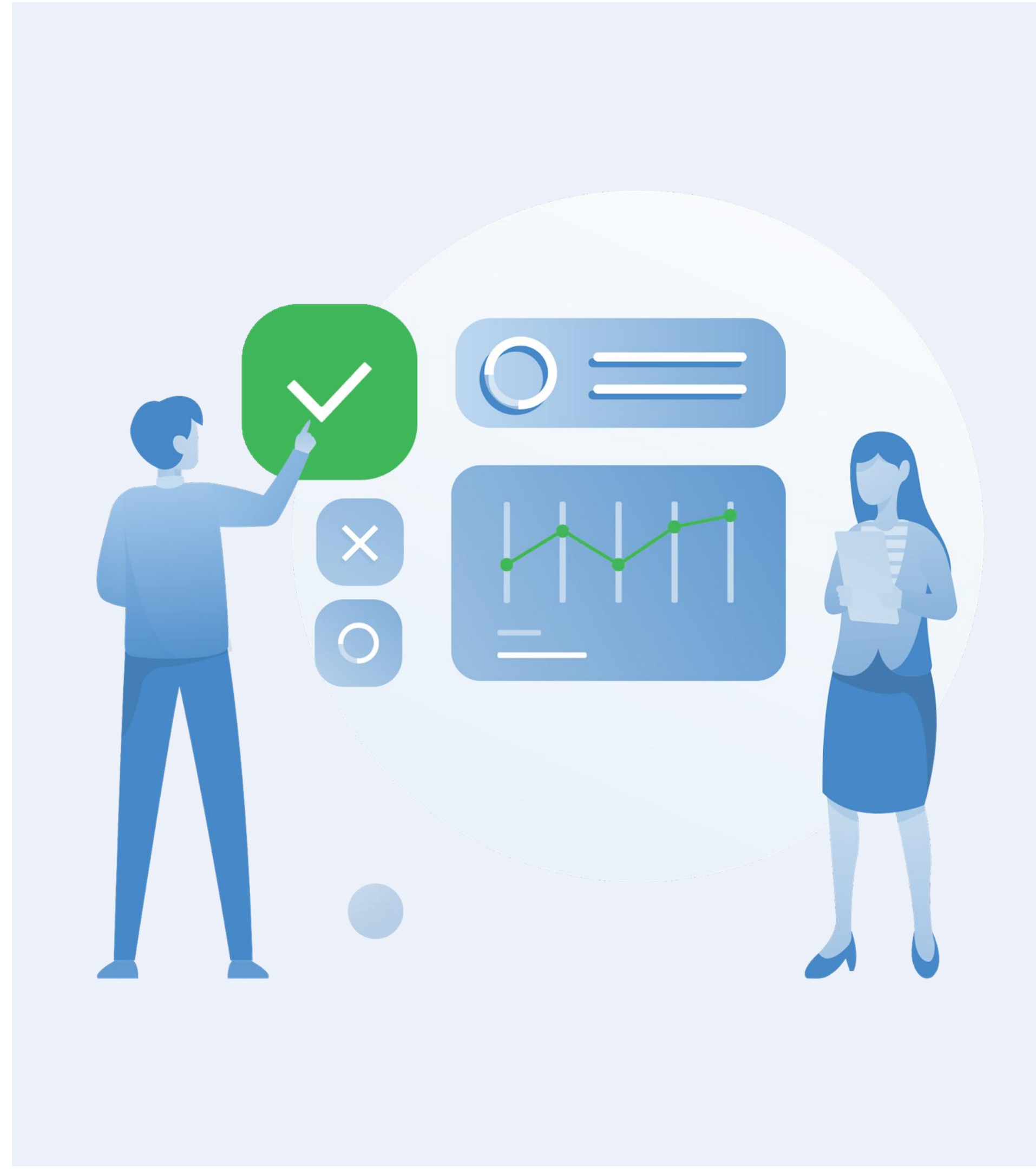


52%

'Feels like' temperature over 32c°

The biggest shift is towards High Risk. High Risk has increased from just 6% in 2024 to 44% in 2026 - a 604% increase. In absolute terms, this represents growth from around **313k to 2.20m homes.**

What is next?



Moving towards prevention



Proactive Hazard Identification: Phase 2 guidance encourages moving from reactive repairs to preventative asset management. Landlords are expected to use stock condition data, past repair logs, and digital insight tools (such as environmental sensors) to spot early warning signs and address potential hazards before they escalate into significant health risks.

Phase 1 - Implementation

Environmental sensors are recognised as a helpful tool for proactive maintenance, and early risk identification.

Phase 2 - Guidance

Operational trigger: Sensor alerts act as early warnings rather than legal breaches.

Landlords are expected to use these notifications to trigger timely investigations to determine whether a physical health risk exists.

Future legislation?

Sensors to detect smoke became a mandatory regulatory requirement in 2022. The direction of travel is obvious.

How long will it be before temperature & humidity sensors become mandatory?



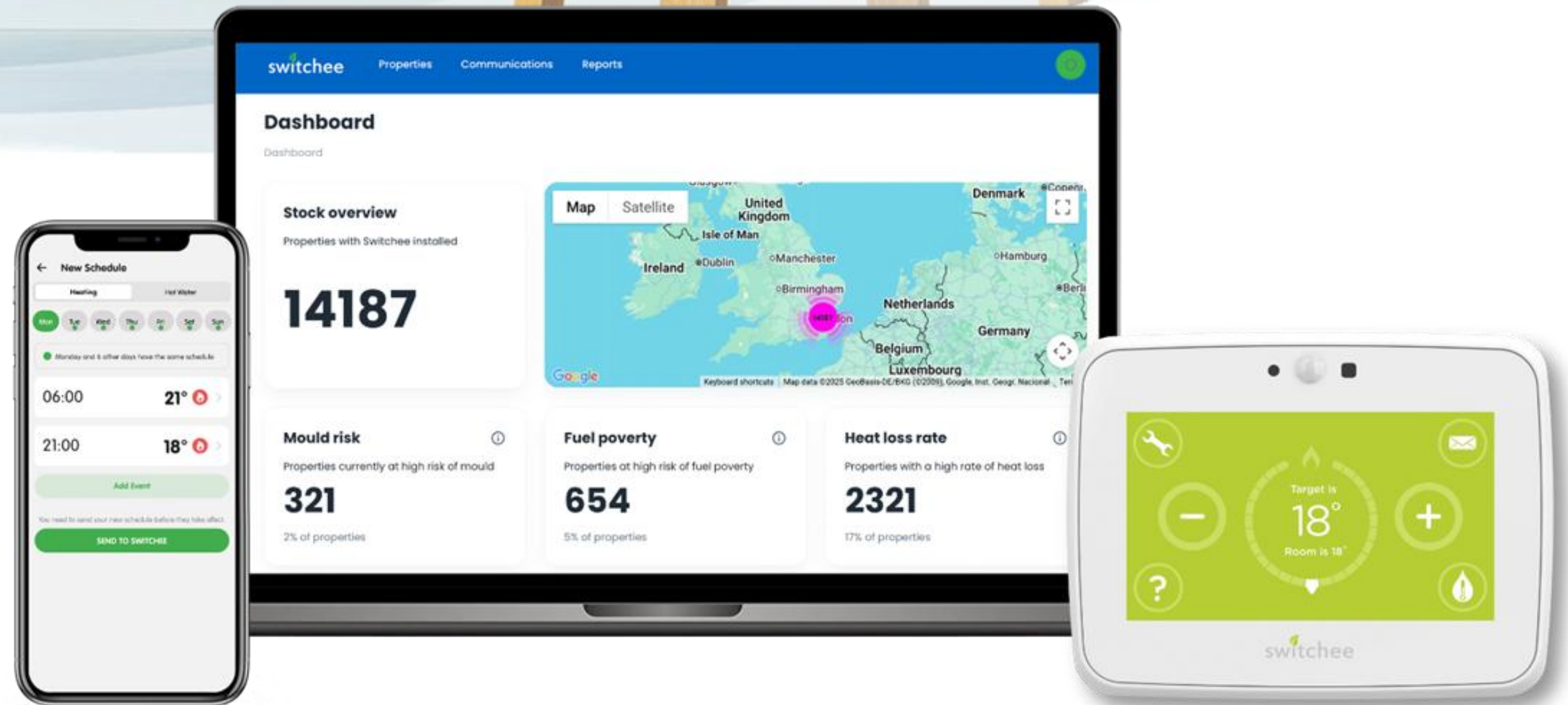
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Awaab's Law

17th September 2026

1

Overview of phased implementation & timescales

2

Lessons learned from phase 1

3

Preparing for phase 2

28

4

Q&A

Phased implementation

- **Phase 1** was implemented on **27th October 2025**
 - All emergency hazards
 - All damp and mould hazards presenting a significant risk of harm
- **Phase 2** will be implemented from **30th November 2026**
 - Excess cold
 - Excess heat
 - Falls
 - Structural collapse
 - Fire and explosions
 - Electrical hazards
 - Domestic hygiene (including personal hygiene and food safety)
- **Phase 3** will extend to all remaining HHSRS hazards (apart from overcrowding) from **2027**





The phased approach does not mean that social landlords have leeway on addressing dangerous issues in their homes in the meantime. Social landlords should continue to meet their legal duties to keep homes safe by fixing disrepair, and keeping their homes fit for human habitation and free of dangerous ‘category 1’ health or safety hazards. They should continue to meet the outcomes set out by the Regulator of Social Housing in its Safety and Quality standard.

<https://www.gov.uk/government/publications/awaabs-law-phase-2-guidance-for-social-housing-landlords>

Obligations

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

Hazards in Social Housing (Prescribed Requirements) (England) (Amendment) Regulations 2026

- Investigate any potential emergency hazard and make safe within **24 hours**.
- Investigate any potential significant hazard within **10 working days**.
- Produce a written summary of investigations and provide to tenant within **3 days** of investigation concluding.
- Undertake relevant safety work within **5 working days** of investigation concluding if a significant hazard is identified.
- Begin, or take steps to begin, any preventative work necessary to prevent the hazard from recurring within **5 working days** of the investigation concluding, or as soon as reasonably practicable and within **12 weeks**.
- Supplementary work to be completed within a **reasonable period of time**.
- Secure suitable alternative accommodation by way of temporary decant if these timescales cannot be met.
- Keep the tenant updated throughout the process.
- Defence: if a landlord has used all reasonable endeavours to comply.

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Lessons learned – Phase 1



Letter of claim

THIS IS A LETTER OF CLAIM

We are instructed by your above-named tenant. We confirm that we are acting for our client under a conditional fee agreement. We are using the Housing Conditions Protocol. If you are not familiar with the Housing Conditions Protocol or require a copy of it then please let us know or visit www.justice.gov.uk

Please note that we expect the Housing Conditions Protocol to be followed at all times. Should you wish to request our consent for you to step outside of the strict terms of the Protocol, we must advise that we would consider your request only in the most exceptional of circumstances.

We take the view that you are in breach of your repairing obligations in accordance with the tenancy agreement and relevant statute(s), namely section(s) 11 and 9A Landlord and Tenant Act 1985

Letter of claim (2)

Compliance with Awaab's Law (Hazards in Social Housing Regulations 2025)

You are reminded of your specific, legally binding obligations under Awaab's Law, which came into effect on 27 October 2025 as an implied term of the Claimant's tenancy agreement under the Social Housing (Regulation) Act 2023. This legislation requires a landlord to adhere to strict timeframes for investigating and remedying certain hazards, including damp and mould that pose a significant risk of harm to the health or safety of occupants, and all emergency hazards.

A landlord's failure to comply with these statutory timeframes constitutes a breach of contract, entitling a client to pursue legal action through the courts for a court order for repairs and/or damages. Detailed guidance for both tenants and landlords is available on the [GOV.UK website](#) and the [Housing Ombudsman website](#) respectively.

Letter of claim Landlord Conduct

In the event that you commence repairs without responding to us, permitting an inspection to take place, fail to agree a schedule of works, or fail to offer damages to our client, we will be seeking instructions to issue proceedings without further notice. We will rely on Birmingham City Council v Lee [2008] for an Order for our costs on the Fast Track.

We are aware of situations where landlords seek to carry out repair works on receipt of the letter of claim, without adhering to the Protocol. We are also aware of instances where landlords intimidate tenants with threats that their tenancy may be at risk, or offer some form of goodwill payment, compensation, or promises of works over and above the disrepair on the basis that the tenant cancels their solicitor's instruction.

Should you engage in any such conduct, we put you on notice that we will seek our costs in full in accordance with paragraph 11 of the Protocol. We will also rely on the Supreme Court decision of Gavin Edmondson Solicitors Ltd v Haven Insurance Company Ltd [2018].

Further, not only will we apply to the Court for a prohibitory injunction as an interim remedy under CPR Part 25, if necessary, we will also bring a further cause of action for damages under Section 3 of the Protection from Harassment Act 1997 in relation to any intimidation our client experiences, including retaliatory possession proceedings.

You should be aware that pursuant to CPR 26.7(4), the Court cannot allocate a case to the Small Claims Track which includes a claim for a remedy in respect of harassment or unlawful eviction.

Response to LOC

- **Approach 1:**

- On receipt of a LOC with allegations of damp & mould, arrange an immediate inspection to assess and triage
- If it is a hazard caught by Awaab's law, the relevant timescales will apply
- If not, can still send o/s a report and arrange to do work more quickly than otherwise would

- **Approach 2:**

Please confirm, by immediate reply, if there are any issues which you consider pose a health and safety risk to your client or need urgent attention?

Case law



Case law

- No higher court authorities – yet!
- County Court decision:

Tenant –v- Landlord

- Tenancy commenced June 2025
- Vulnerable tenants. One with mental and physical health difficulties; including breathing difficulties.
- Ongoing leak from bathroom into living room for 9 months, resulting in collapse of ceiling.
- Tenant applies to court for interim injunction under Awaab’s law by way of immediate relief.
- Court held an immediate decant into alternative accommodation was required, with works to be completed within 15 days and listed a second hearing to check works had been completed.

<https://antonyhodari.co.uk/case-studies/awaabs-law-injunction-ceiling-collapse-housing-association/>



Conclusions

- Not a huge difference in the way legal cases for disrepair are being run.
- Landlords dealing with matters more pro-actively, particularly at the pre-litigation / LOC stage.
- More access injunctions being sought.
- Experts being instructed earlier.
- Landlords getting into properties more frequently – also picking up other issues.
- Short term impact: dealing with some cases more quickly and reducing legal spend.
- Long term impact: likely reduction in the number of claims.
- Landlords who have adequate resource are able to be more proactive.
- Still a case of watch this space...



Preparing – Phase 2



What can you do to prepare?

- Test & learn
- Consolidate / tweak / change approach?
- Review policies & procedures – are they fit for purpose?
- Train staff
- Analyse data
- Consider resource
- Consider technological solutions
- Review Government guidance





Ministry of Housing,
Communities &
Local Government

Guidance

Awaab's Law Phase 2: Guidance for social landlords

Updated 31 July 2026

<https://www.gov.uk/government/publications/awaabs-law-phase-2-guidance-for-social-housing-landlords>

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