

Understanding Awaab's Law

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What is Awaab's Law?

Awaab's Law is a new law introduced in the UK in response to the tragic death of Awaab Ishak, a 2-year-old boy who died in 2020 due to prolonged exposure to damp and mould in his home. Awaab's home had serious mould problems that were reported multiple times, but no action was taken in time. His death exposed serious failures in the system.

Awaab's Law is meant to protect tenants and hold landlords accountable. This law makes it a legal requirement for social housing landlords to fix damp and mould problems within strict timeframes.

What Does the Law Require?

The UK Government's Guidance for Social Landlords breaks hazards down into two distinct categories:

- **Emergency Hazards:** Landlords must investigate and carry out "make safe" works within **24 hours**. If the property cannot be made safe in this timeframe, the landlord must offer suitable alternative accommodation immediately.
- **Significant Hazards (including standard Damp and Mould):** Landlords must adhere to the following sequence:
 - **10 Working Days** to investigate the hazard after becoming aware of it.
 - **3 Working Days** from the end of the investigation to provide the tenant with a written summary of the findings.
 - **5 Working Days** from issuing the report to begin the remedial safety work physically.
 - **12 Weeks Maximum** to begin any complex, longer-term supplementary works to prevent the hazard from recurring.

What will Reliance Do?

Resident health and safety are an utmost priority for us. Our approach to mould, damp and Awaab's Law reflects this. We will:

- Take reports of damp or mould seriously.
- Log and escalate complaints promptly.
- Know the timeline expectations.
- Help tenants access the right support channels.

Damp & Mould

Under Awaab's Law, we must meet strict timeframes to address damp and mould because of the risk it poses to your health. If you spot damp or mould:

- Report it – contact us immediately.
- We will investigate within 10 working days.



Drying clothes outside if possible!



Keep your heating on at a low level over a long time!



Opening windows reduces risk of condensation!

Tips:

- Cover pots and pans when cooking.
- Use extractor fans. They are important for removing moisture from the air.
- Make sure tumble dryer vents go outside.
- Keep doors to bathrooms and kitchens closed where it can get really steamy!