



A Guide to Awaab's Law

What this guidance is for

This guide explains what Awaab's Law means for you. It sets out what the Co-operative must do, and what steps you can take if we don't meet our responsibilities.

Safe homes are vital for good health. If hazards are affecting your health or making you feel unsafe, it's important to report them. The Co-operative cannot treat you unfairly for making a complaint, and they should make clear how you can raise issues.

You can also find a short summary of Awaab's Law on the Make Things Right Campaign website at www.gov.uk/government/collections/make-things-right-campaign-toolkits.

A quick guide to Awaab's Law

The Co-operative must deal with emergency hazards and serious damp or mould problems within strict deadlines.

When you report a problem, you must give as much detail as possible about the hazard and who lives in your home. This helps the Co-operative to make the right decision.

Our responsibilities:

- Emergency repairs must be investigated and made safe within **24 hours**.
- Serious damp and mould must be investigated within **10 working days** and made safe within **5 working days** after that.
- If your home cannot be made safe in time, the Co-operative will work with Wandsworth Council to offer you somewhere suitable to stay until it is.
- The Co-operative must keep you updated and give you a written summary within **3 working days** of finishing an investigation.

If you're not happy with how the Co-operative handles the issue, you can:

- Use Wandsworth Council's complaints process.
- Take your complaint to the Housing Ombudsman if you're still not satisfied.
- Use the Pre-Action Protocol for Housing Conditions Claims, which helps tenants and landlords try to fix problems before going to court.

What Awaab's Law includes

Awaab's Law means the Co-operative must investigate and make safe:

- Emergency hazards (like dangerous electrics, broken doors or windows, or major leaks) **within 24 hours**.
- Serious damp and mould within **10 working days** of being reported, and make them safe within **5 working days** after the investigation.
- Provide a written summary of findings and actions within **3 working days** of the investigation finishing.
- Start further work (if needed to stop the hazard coming back) within **5 working days** of the investigation finishing, and begin all work within **12 weeks** at the latest.
- Work with Wandsworth Council to offer free temporary accommodation if your home cannot be made safe in time.

The Co-operative must keep you updated throughout and give advice on how to stay safe while repairs are being made.

Damp and condensation

Damp and condensation remain a problem for many residents. They can be caused by different factors and are often difficult to manage.

The Co-operative is determined to tackle these challenges and has made 5 clear commitments to residents experiencing damp and mould:

1. We will listen and act with care
2. Spot problems early
3. Swiftly investigate and provide clear action plans
4. Fix the problem and check back
5. Provide extra support and keep our promises