

What is Awaab's Law?



Awaab's Law was introduced after the tragic death of two-year-old Awaab Ishak due to prolonged exposure to damp and mould. The new law requires all social housing landlords to fix serious issues like damp, mould, and other safety hazards within strict timeframes.

What's changing?



Emergency hazards like widespread mould causing difficulty breathing must be dealt with within 24 hours.



Significant hazards that could harm a customer's safety but are not an immediate threat must be investigated by landlords within 10 working days.



From 2026, the law will expand to cover excess cold/heat, hygiene, sanitation, and other safety risks.

You can read more on the Gov.uk website: shorturl.at/unqQ7

How repairs are prioritised

We use a tool recognised by the government to assess any risks that could impact the health and safety of our customers, which is known as the Housing, Health and Safety Rating System (HHSRS).

Scan me



We've already changed how we work to make sure your home is safe and healthy. Check out how we've improved our services based on your feedback.

Visit shorturl.at/unqQ7



Timescales under Awaab's Law:

Emergency hazards

- We'll investigate the issue within 24 hours.
- We'll do any urgent safety work within 24 hours.

Significant hazards

- We'll inspect the problem within 10 working days.
- We'll send you a summary of what we found within 3 working days of the inspection.
- We'll carry out any urgent safety work within 5 working days.
- We'll start any further repairs within 5 working days, and begin complex repairs work within 12 weeks.

Other issues (outside of Awaab's Law)

We'll start repair work on other low hazard problems within 20 working days. Any repairs that fall outside of this have now been reduced to 45 working days.

What does this mean for you?

You will still need to report any incidents of damp and mould in the same way as before.

Use your MySalix account or call 0800 218 2000.

Please help us to help you -
Open the Door for your appointment so we can get things sorted as quickly as possible.

Scan me



See the process we follow when you report a repair to us in our Repairs Flowchart.
Visit shorturl.at/YwQSc

How we've improved our repairs service

Since 2024, we've introduced meaningful improvements:

- Expanded appointment times with evening and weekend slots.
- Recruited more operatives to speed up repairs and improve efficiency.
- Upgraded the MySalix portal - you can now upload photos, manage appointments, and book multiple repairs.
- Introduced virtual video inspections.
- Removed the chatbot for better customer experience.
- Opened a new repairs hub with a larger stock supply.
- We're giving our staff and contractors extra training.
- Making sure we log, track, and prioritise repairs efficiently.
- Keeping you better informed, so you always know what's happening and when.
- Checking our homes to find and fix problems early.
- Our improvements mean we're prepared for the new Awaab's Law standards - putting customer safety and wellbeing first.

Scan the QR codes for more information



Our Story

Visit shorturl.at/8ThyY



Damp and Mould

Visit shorturl.at/be758



Repairs and Maintenance

Visit shorturl.at/sAZbA