

Awaab's Law – Making homes healthier

What is Awaab's Law?

Awaab's Law is a regulation for all social landlords to ensure that problems like damp and mould are taken seriously and addressed promptly.

What this means for you

When you tell us about damp or mould, we will:

- investigate emergency repairs and action appropriate work within 24 hours
- visit your home within 10 working days
- act quickly and start work within 7 days if a hazard is found
- keep you updated
- complete repairs in good time, with urgent cases treated as a priority.

How you can help us

- Report issues as soon as possible
- Give access for visits and repairs
- Take photos or notes if the problem changes or gets worse.

Working together

We understand the importance of feeling safe and healthy in your own home. Our aim is not just to meet the new legal requirements but to go further — by treating damp and mould as a health priority, listening carefully, and acting promptly.

If you're still worried

If you feel your concerns have not been resolved, you can use our complaints process and / or contact the Housing Ombudsman Service

for support, although our commitment is to put things right before it ever gets that far.

Safe homes, healthy lives

Awaab's Law strengthens your rights and reinforces our promise to work with you to make sure your home is safe, secure, and healthy.

Need help or to report a problem?



Phone: 020 8642 1500



Email: hello@shsoc.org.uk



Online: suttonhousingsociety.org.uk or via the Residents' App