Keeping your home safe: changes to Awaab's Law

What tenants need to know from 30th November 2026



Saffron Housing Trust

Report a repair or safety concern

If you're worried about something in your home that could harm you or someone you live with, please contact us.

You don't need to know whether Awaab's Law applies. We'll assess the problem with you.

Call us on 01508 532000

Emergency repairs: available 24 hours a day

Non-urgent enquiries: info@saffronhousing.co.uk



Awaab's Law does not change the way we respond if you need to report an emergency repair.
We will continue to respond to all emergency repairs within 24 hours or sooner depending on your individual circumstances.

What is changing?

Awaab's Law Phase 1 came into effect in October 2025. It focused on damp and mould, setting clear guidelines on how quickly social housing landlords must investigate and take necessary action.

From 30th November 2026, the law will cover more types of serious home safety hazards.

The 7 additional hazards are:

1. Excess cold
2. Excess heat
3. Slips and falls
4. Fire and explosions
5. Electrical hazards
6. Domestic hygiene and pests
7. Structural collapse

How we assess the problem

If you report a problem with one of the types of hazards, we will ask you a few questions so that we can determine how serious it is.



Emergency hazards

Are a serious risk to your health and safety (e.g. major electrical hazards, gas leaks, severe structural issues, total heating loss in extreme cold). In these cases, we will raise an emergency repair and get someone out to you within 24 hours or sooner depending on your circumstances.



Significant hazards

Are still important but are not immediately dangerous so we will investigate and keep you informed as we resolve the problem.

How quickly will we act?

Emergency safety problem



We will investigate and make your home safe as soon as possible, and within 24 hours.

Other significant safety hazards

For other significant safety hazards covered by Awaab's Law, we'll investigate the problem within 10 working days.

What happens next?



We'll give you a written summary of what we found within 3 working days of finishing our investigation, unless we have completed the full repair within the first 3 days.



Complete the work needed to make your home safe within 5 working days of finishing our investigation.



Start, or take steps to arrange, any further work needed to stop the problem happening again within the same 5 working days.



Some further work may take longer to complete. We will explain what needs to happen and keep you informed. If we cannot make your home safe within the required timescales, we will offer you a suitable place to stay at our expense.

If you're unhappy with our response



If you think we have missed a deadline, not responded, or not properly dealt with a hazard you reported, you can:

Contact us directly: reach out to our Customer Contact Team straight away so we can escalate and prioritise your repair.

Submit a formal complaint: if we fail to comply or act within the required timescales, you can raise an official complaint through our complaints process. We will review what went wrong and take immediate action to resolve it.

Escalate to the Housing Ombudsman: if you remain unhappy with our final response to your complaint, you have the right to take your case directly to the Housing Ombudsman Service for an independent review.

Take legal action: Awaab's Law is part of your tenancy rights. If we do not meet our legal duties, you can ask a court to order us to carry out repairs or pay compensation.

How you can help us

Report early: Contact us as soon as you spot a potential safety hazard in your home.

Enable appointments: If you can't make an appointment time, please let us know as soon as possible so we can reschedule to a time that suits you better and free up that appointment time for someone else.

Get in touch

Contact us by email: info@saffronhousing.co.uk

Contact us by phone: 01508 532 000

Remember, you can make a complaint at any time. You can also contact the Housing Ombudsman for advice and support.

Tell us if you need this information in another format or language, need a different way to contact us, or need support when we visit your home.

Accessibility

We offer INTRAN, a communication service which provides interpreting and translation services for people who are deaf, hard of hearing or do not have English as a first language. If you require support communicating with us, please contact us so that we can arrange support with INTRAN.

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