



BARNSBURY
HOUSING ASSOCIATION

AWAAB'S LAW

damp and mould • excess cold • excess heat • fall risks
structural collapse • fire and explosions • electrical hazards
domestic hygiene



Awaab's Law (Phase 1): Damp and mould

The introduction of Awaab's Law in October 2025 set new standards for social housing landlords around damp, mould and emergency hazards.

Awaab's Law is named after two-year-old Awaab Ishak, whose tragic death in 2020 was caused by untreated mould in his Rochdale home.

As a responsible social housing landlord, we are fully committed to meeting the new standards to keep you and your family safe in your homes.

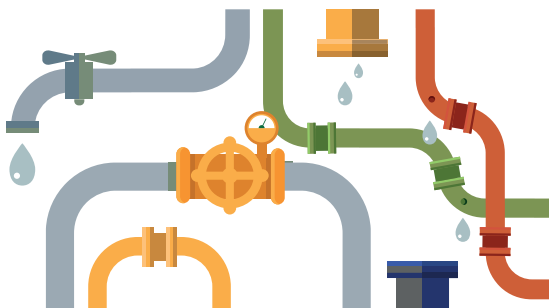
In this leaflet, we set out:

- what causes mould
- our timetable for action when you report damp and mould to us, and
- some simple tips to help you manage everyday condensation.

What causes mould?

Mould grows in damp homes. Your damp problem could be caused by:

- a fault with the building that needs to be repaired – such as a leak or a fault with the structure, or
- (more commonly) too much condensation.



In either case, we are ready to investigate, make any repairs that are needed and offer simple tips about the way you use your home.

What we will do about damp and mould

In line with new legal deadlines, when you report damp or mould to us, we will follow this up within 24 hours.

If we assess your problem to be an emergency, because a large area of your home is affected, or someone's health is affected, we will start repairs within 24 hours – and we may rehouse you temporarily while we do this.

Otherwise, we will:

- inspect your home within 10 working days
- send you a summary report within three working days of the inspection
- fix any damp and mould that could harm your health or safety, within five working days of the inspection
- if we cannot start work within five days, do so as soon as possible and within 12 weeks
- complete all repair works within a reasonable time period, and
- check back with you in six months.



If your home is affected by any other emergency hazards, we will investigate and make safe within 24 hours – in line with our emergency repairs target.

Managing condensation

When we investigate mould in your home, we may find that the problem is caused by condensation. Condensation is the moisture that forms when warm, damp air touches a cold surface.



As a responsible landlord, our investigation will look at ways to help you manage condensation. We will start by checking that your heating and any built-in fans are working properly.

We may also offer you some simple advice – however, you can always contact us if you still have problems.

Four simple tips

To reduce everyday condensation in your home, we may advise you to take four steps.

TIP 1: MAKE LESS MOISTURE



- Avoid drying clothes on radiators. If you cannot dry them outside, dry them in the bathroom with the door shut and a fan running, or with a window left open. **Call us if your fan is not working or if your window will not open.**



- If you have a tumble dryer, keep the filters clean and regularly empty any water collected. The machine will get warm when it's in use, so leave a gap around it for air to circulate.



- Cover boiling pans and turn off kettles quickly. Keep kitchen doors shut while cooking.
- Keep bathroom doors shut when you are showering or taking a bath.
- Put the cold water in first if you are running a bath.

TIP 2: REMOVE CONDENSATION



- Wipe down windows and sills, or use a rechargeable window vacuum cleaner, to remove condensation and pools of water.
- After showering, wipe down any moisture left on tiling and shower screens.
- Running a dehumidifier will remove excess water from the air and make your home feel warmer. **Call us if you need advice about this.**

TIP 3: KEEP ROOMS WELL AIRED



- Always use your bathroom and kitchen fans until the steam has gone. Opening a window will speed this up. Keep your fans clean and **call us if they aren't working.**
- Keep windows around your home open for at least five to 10 minutes every day and always keep trickle vents open. **Call us if your windows won't open or if a trickle vent is blocked.**
- Keep curtains or blinds open for at least four hours every day, so that trickle vents can work properly and to stop mould growing around your windows.
- Pull furniture away from the wall to leave a gap for air to circulate. Avoid putting furniture right up against external walls.
- Try not to overfill cupboards and wardrobes. Opening the doors for a while each day can help remove stale air.

TIP 4: KEEP YOUR HOME WARM



In the winter, try to keep every room in your home warm during the daytime. There is advice about how best to use your heating controls at: <https://energysavingtrust.org.uk/advice/thermostats-and-heating-controls>

If you need advice about paying energy bills, you are welcome to make a housing surgery appointment.

Awaab's Law (Phase 2)

From 30 November 2026, Phase 2 of Awaab's law comes into force. Phase 2 expands the list of hazards covered by the Awaab's Law timescales so that it also includes:

- excess cold – for example, if your heating totally fails
- excess heat – for example, if you cannot air your home because a window lock is broken
- fall risks – for example, where uneven paths, or a broken stair or missing handrail make a fall more likely
- structural collapse – for example, if a large section of a ceiling fell down or your balcony is in a poor condition
- fire and explosions – for example, if your smoke alarms aren't working or you suspect a gas leak
- electrical hazards – for example, if you can see live wires from a damaged socket or the consumer unit lacks modern safety features
- domestic hygiene – for example, you see live rats in your kitchen, or a leak from a soil stack is entering your home.

We are expected to use our best judgement in each case, and to take your household circumstances into account when deciding whether any problem you report is an emergency or significant hazard. If we decide the hazard is an emergency, we will attend and make safe within 24 hours or move you to temporary accommodation. We will start the works within five days, or within 12 weeks for work that will take longer. For significant hazards, we will investigate within 10 days. We will start the works within five days of the investigation, or within 12 weeks for work that will take longer.

To report a hazard, you can:

- tell any of our staff
- call us on 020 7704 2324
- email repairs@barnsbury.org, or
- write to 4-6 Colebrooke Place, London N1 8HZ

Let us know if you need this leaflet in large print or an alternative language