



proofterior

GROUP LIMITED

AWAAB'S LAW COMPLIANCE PACK

A CLEAR GUIDE FOR LANDLORDS, LETTING AGENTS,
AND BLOCK MANAGEMENT COMPANIES.

WHAT IS AWAAB'S LAW?

Awaab's Law, introduced in 2023, sets strict deadlines for landlords and property managers to investigate and resolve damp, mould, and disrepair complaints. It was created to protect tenants after the tragic death of 2-year-old Awaab Ishak due to prolonged exposure to mould.

Failure to comply can result in legal action, fines, reputational damage, and increased tenant risk. Proofterior partners with landlords, agents, and block managers to ensure these duties are met at every stage.

YOUR LEGAL DUTIES AT A GLANCE

When a hazard is reported or identified: Landlords must categorise the issue as an emergency, significant, or out of scope.

Emergency Hazards

- **Investigate immediately.**
- If confirmed, take make-safe action within 24 hours.
- If the property cannot be made safe, provide alternative accommodation until resolved.

Significant Hazards

- **Investigate within 10 working days.**
- Provide a written summary to the tenant within 3 working days of the investigation concluding.
- If confirmed, start safety work within 5 working days.
- Any further works must be initiated within 5 working days and no later than 12 weeks, depending on complexity.

LEGAL NOTE FOR LANDLORDS

Tenant Support (Legal Duty)

- The law explicitly requires landlords to communicate with tenants during investigations and works. This includes sharing written summaries within 3 working days of an investigation ending, giving safety advice, and ensuring tenants know what is being done. This avoids tenants being left in the dark, and creates an audit trail of compliance.
- If the property cannot be made safe within the deadlines (24h for emergency or the staged times for significant hazards), landlords must arrange suitable alternative housing until the hazard is resolved. This ensures tenant health and safety is not compromised while works are ongoing.

Legal Protection (Your Defence)

- Awaab's Law gives landlords a defence if they can prove they took all reasonable steps to comply, but were prevented by circumstances outside their control (e.g. tenant refusal of access, specialist materials unavailable, or contractor shortages).
- To rely on this defence, you must keep clear evidence: dated communications, inspection reports, contractor bookings, and records of attempted access.

Think of it this way: tenant support is your duty, while legal protection is your safety net—but only if you can prove you've acted responsibly and documented every step.



HOW *PROOFTERIOR* HELPS YOU STAY COMPLIANT

At Proffterior, our service model is built around the deadlines of Awaab's Law.

Emergency Response (24 hours)

If a hazard is urgent, our team can act immediately and begin make-safe works within 24 hours.

Significant Hazard Investigations (10 working days)

We conduct detailed surveys and investigations within the legal timeframe.

Clear Tenant Reports (3 working days)

We prepare compliance-ready summaries you can share with tenants quickly and professionally.

Fast Safety Works (5 working days)

Our remediation teams start safety measures within 5 working days of confirmation.

Further Remediation (≤ 12 weeks)

We schedule and begin complex works as soon as practicable, ensuring compliance with the 12-week cap.

Alternative Accommodation Support

If works cannot be completed on time, we document the reasons, help coordinate tenant support, and evidence "reasonable steps."

Prevention & Long-Term Care

Waterproofing, ventilation upgrades, and property health checks to stop issues from recurring.

COMPLIANCE TIP

Proffterior's detailed reports, dated photographs, and inspection logs create the evidence trail you need to demonstrate "all reasonable steps" were taken.

If delays happen due to factors outside your control (such as tenant refusal of access or supply shortages), this documentation can help you rely on the legal defence built into Awaab's Law.

YOUR COMPLIANCE ROADMAP WITH *PROOFTERIOR*



WHY CHOOSE PROOFTERIOR?

Our Experience & Expertise

With over 20 years of hands-on experience, Proofterior has become the South's leading damp and mould specialists. We've worked with housing associations, private landlords, and block management companies across Dorset and Hampshire, solving problems from minor condensation issues to severe structural damp. Our knowledge of both building construction and compliance regulations means we don't just fix the visible mould—we tackle the root cause to provide lasting solutions that stand the test of time.



Compliance, Care & Communication

With over 20 years in damp, mould, and condensation management, Proofterior has the knowledge and tools to address both visible damage and root causes. We work with housing associations, landlords, and block managers across Dorset and Hampshire, supporting compliance across single homes and multi-unit estates.

- Time-stamped surveys, photos, and compliance reports.
- Templates and summaries for tenant communication.
- Support with alternative accommodation duties if hazards cannot be resolved on time.
- Prevention-first approach to reduce repeat problems.



QUICK COMPLIANCE CHECKLIST



Categorise hazard

Emergency, Significant, or Out of scope.



Emergency

Investigate immediately, act within 24 hours, provide accommodation if not resolved.



Significant

Investigate within 10 working days.



Provide Written Summary

Provide tenant written summary within 3 working days of investigation closing.



Start Work within 5 working days

If hazard is confirmed: start safety work within 5 working days.



Keep Tenants Updated

Keep tenants updated, provide safety advice, and complete works in a reasonable timeframe.



Maintain Records

Maintain records of "reasonable steps" if deadlines cannot be met due to external factors.

STAY COMPLIANT. STAY PROTECTED.

With Awaab's Law in effect, landlords and agents must act fast. Proofterior ensures you meet every deadline while protecting your tenants, properties, and reputation.

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