

SOCIAL RENTED HOME · ENGLAND

Awaab’s Law hazard report

LANDLORD	WORK ORDER REFERENCE	VISIT DATE
ENGINEER	TRADE AND COMPANY	ARRIVAL AND DEPARTURE
PROPERTY ADDRESS	POSTCODE	RESIDENT OR CONTACT
		TELEPHONE
THE JOB YOU WERE SENT TO DO		ROOMS VISITED

THE RULE **The engineer records and reports. The landlord decides** whether a hazard is an emergency or significant hazard under Awaab’s Law.

Report anything you see or are told about, whatever the job sheet says. A suspected emergency is reported at once by phone, as well as on this form. Report from the property, the same day: the landlord may be treated as aware from the moment you saw it.

At the visit

Tick each one done. Record what you see and hear, not a diagnosis.

DONE	CHECK
☐	Looked beyond the job sheet The access route and the work area, not only the item on the order
☐	Asked the resident about the history New, recurring, getting worse, reported or repaired before
☐	Noted who lives there Children, older people, health or disability, as the resident described them
☐	Took photographs with consent Before any work, and again after the make safe
☐	Recorded any refused or part access With the time, and reported where a risk may remain

WHAT THE RESIDENT SAID, IN THEIR WORDS

Awaab’s Law: the timescales and the dates

KEY FACTS FOR THE LANDLORD’S CLOCK

EMERGENCY HAZARD Within 24 hours Investigate and complete the safety work within 24 hours of the landlord becoming aware. SI 2025/1042 REG 5	SIGNIFICANT HAZARD 10 working days To investigate, counted from the day after the landlord becomes aware. SI 2025/1042 REG 6(4)	WRITTEN SUMMARY 3 working days To the tenant after the investigation concludes. SI 2025/1042 REG 9	SAFETY WORK 5 working days To complete safety work on a significant hazard once the investigation concludes. SI 2025/1042 REG 11(2)
PREVENTATIVE WORK 12 weeks at the latest Begins within 5 working days or, where that is not possible, within 12 weeks. SI 2025/1042 REG 13	PHASE 1 27 October 2025 In force: damp and mould, and every emergency hazard. SI 2025/1042	PHASE 2 30 November 2026 Due to come into force, adding the hazards overleaf. Approved by both Houses in October 2026. 2026 REGULATIONS REG 1(2)	THE LEGAL DUTY The landlord’s Contractors report the hazards they find. Landlords keep full responsibility. PHASE 2 GUIDANCE S8.5

HAZARD CHECKLIST

What you found, where, and how urgent it looks

Tick one urgency box for each hazard found, and write where it is and how far it extends. Unsure is still reported. More than one hazard can apply to the same defect.

Damp and mould, and every emergency hazard

PHASE 1 · IN FORCE 27 OCTOBER 2025

HAZARD AND THE SIGNS TO LOOK FOR	LOCATION AND EXTENT	URGENCY YOU SUSPECT		
		EMERGENCY	SIGNIFICANT	UNSURE
Mould Visible growth, a musty smell, mould uncovered behind fittings during the work		☐	☐	☐
Damp Wet or stained walls, ceilings or floors, rising or penetrating damp, heavy condensation		☐	☐	☐
Water coming in Roof, pipework, wastes, seals, windows or outside walls; any uncontrolled leak		☐	☐	☐
Ventilation not working Extractor fan failed, vents blocked, trickle vents or windows that do not open		☐	☐	☐
Cold surfaces Heating failed or inadequate, so cold walls feed condensation and mould		☐	☐	☐
Repeat problem An earlier treatment or repair has failed and the cause is still there		☐	☐	☐
Any other emergency Any immediate risk to health or safety, of any kind, such as gas, electrics, fire, structure or water		☐	☐	☐

Excess cold, excess heat and falls

PHASE 2 · DUE 30 NOVEMBER 2026

HAZARD AND THE SIGNS TO LOOK FOR	LOCATION AND EXTENT	URGENCY YOU SUSPECT		
		EMERGENCY	SIGNIFICANT	UNSURE
Excess cold Heating failed or inadequate, faulty controls, severe draughts, broken windows or doors		☐	☐	☐
Excess heat Rooms overheating, ventilation failed, no way to shade or cool the home		☐	☐	☐
Falls on the level Uneven or damaged floors, trip hazards, steps under 300 mm, baths, showers and toilets		☐	☐	☐
Falls on stairs and steps Damaged treads or nosings, loose or missing handrails, poor lighting		☐	☐	☐
Falls between levels Missing or weak guarding and balustrades, low window sills, unprotected openings		☐	☐	☐

PROPERTY	DOCUMENT Hazard report	WORK ORDER	VISIT DATE	PAGE 2 of 5
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HAZARD CHECKLIST

Electrical, fire, structure and hygiene

Electrical, fire and explosions, structural collapse

PHASE 2 · DUE 30 NOVEMBER 2026

HAZARD AND THE SIGNS TO LOOK FOR	LOCATION AND EXTENT	URGENCY YOU SUSPECT		
		EMERGENCY	SIGNIFICANT	UNSURE
Electrical hazards Exposed or damaged wiring, scorching, a burning smell, damaged sockets or consumer unit		☐	☐	☐
Fire and explosions Smell of gas, damaged gas fittings, missing or faulty smoke alarm, blocked way out of the home		☐	☐	☐
Structural collapse and falling elements Large cracks, movement, loose masonry, sagging ceilings, insecure fixtures		☐	☐	☐

Fire in blocks of flats: in a building with two or more homes, a fire defect in a part the Fire Safety Order regulates is an excluded fire hazard under phase 2. Those parts include the structure, external walls, common parts and flat entrance doors. Report it on this form all the same.

Domestic hygiene, one hazard covering each of these

PHASE 2 · DUE 30 NOVEMBER 2026

HAZARD AND THE SIGNS TO LOOK FOR	LOCATION AND EXTENT	URGENCY YOU SUSPECT		
		EMERGENCY	SIGNIFICANT	UNSURE
Pests Rats, mice or insects, and the gaps that let them in		☐	☐	☐
Refuse and waste Bin storage or disposal missing, damaged or unusable		☐	☐	☐
Food storage, preparation and cooking Sink, worktops, cupboards or the cooker supply defective or missing		☐	☐	☐
Cleanability Surfaces so damaged they cannot be kept clean		☐	☐	☐
Personal hygiene Bath, shower, basin, or hot and cold water not working		☐	☐	☐
Sanitation No working toilet, or sewage getting into the home		☐	☐	☐
Drainage Drains blocked, leaking or backing up		☐	☐	☐

Anything else

REPORT IT: THE LANDLORD DECIDES

HAZARD OR DEFECT	LOCATION AND EXTENT	URGENCY YOU SUSPECT		
		EMERGENCY	SIGNIFICANT	UNSURE
		☐	☐	☐
		☐	☐	☐

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EVIDENCE AND ACTION

What you recorded, what you did, what is left

Make safe only within your competence and authority. Record facts, not assumptions, and never blame the resident.

Photographs and video

With the resident's consent. Before any work starts, and after the make safe. Photograph mould before it is removed.

PHASE 2 GUIDANCE S8

☐ Taken ☐ Not taken ☐ Resident declined

HOW MANY

FILE OR PHOTO REFERENCES

Readings and tests

Moisture, humidity, temperature or electrical test results, with the instrument used.

READINGS

INSTRUMENT

Immediate action

What was done today to make the home safe, and when.

MADE SAFE

☐ Yes ☐ Partly ☐ No

AREA ISOLATED

☐ Yes ☐ No ☐ Not needed

TIME OF ACTION

AREA OR SUPPLY ISOLATED

Outstanding risk

What still needs doing, who is needed, and anything in the way: parts, access, scaffold.

SPECIALIST NEEDED

☐ Yes ☐ No ☐ Unsure

TRADE OR SPECIALIST

PARTS OR ACCESS PROBLEM

Detailed notes

The condition, its extent, the apparent cause, what was done and what is still outstanding.

PHASE 2 GUIDANCE S11.1

Reported from the property

The same day, before you leave. Phone a suspected emergency through at once, then complete this.

DATE FOUND

TIME FOUND

DATE REPORTED

TIME REPORTED

REPORTED TO

ROLE AND ORGANISATION

HOW IT WAS REPORTED

☐ Phone ☐ App ☐ Email ☐ Portal ☐ Other

PROPERTY	DOCUMENT Hazard report	WORK ORDER	VISIT DATE	PAGE 4 of 5
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Engineer's completion check

BEFORE YOU LEAVE THE PROPERTY

DONE	CHECK
☐	Facts recorded, not assumptions, and nothing that blames the resident
☐	Made safe only within my competence and authority
☐	Any suspected emergency, outstanding risk, repeat defect or failed repair marked clearly
☐	Photographs attached, or the reason none were taken written down
☐	Original job not closed while a separate hazard is still open and unreported
☐	Receipt confirmed, or escalated where the resident may still be at risk

ENGINEER

SIGNATURE

DATE

TIME

COMPLETED BY THE OFFICE

Reporting and handover record

Filled in when the report reaches the office, so every step after the visit is timed and named.

OFFICE REFERENCE	DATE RECEIVED	TIME RECEIVED	RECEIVED BY
ACKNOWLEDGED AT	LANDLORD'S REFERENCE	LANDLORD TOLD: NAME	LANDLORD TOLD AT

MANAGER TOLD

☐ Yes☐ No

REPORTED AS

☐ Suspected emergency☐ Possible significant hazard☐ Unsure, for triage☐ Other repair

ESCALATED TO: NAME AND COMPANY

DATE AND TIME

RISK HANDED OVER

☐ Yes☐ No☐ None outstanding

ACCEPTED BY: NAME AND COMPANY

DATE AND TIME

OFFICE NOTES AND ACTIONS

OUTCOME

☐ Closed☐ Transferred to the landlord☐ Still open

REVIEWED BY

SIGNATURE

DATE

TIME

Still at risk? If the area cannot be made safe, the home may be unsafe to live in, or nobody acknowledges the report: use the emergency route and keep escalating.

SOURCES: SI 2025/1042, THE AMENDMENT REGULATIONS 2026, GOV.UK AWAAB'S LAW PHASE 2 GUIDANCE, HOUSING OMBUDSMAN HAZARDS GUIDANCE