



Ministry of Housing, Communities & Local Government

Matthew Pennycook MP

Minister of State for Housing and Planning
2 Marsham Street
London
SW1P 4DF

25 June 2025

Dear Chief Executives and Council Leaders,

Alongside this government's commitment to delivering the biggest increase in social and affordable housebuilding in a generation, the Deputy Prime Minister and I are determined to drive a transformational and lasting change in the safety and quality of social housing.

We recognise that many social housing landlords provide safe and decent homes to their tenants, ensure they receive services that meet their needs, and act quickly to resolve complaints.

Yet we also know that far too many tenants still live in homes that are not well managed or maintained and often struggle to secure adequate redress. We are determined to end this unacceptable state of affairs and ensure that residents in social housing live in safe and decent homes, are listened to, and have access to redress when things go wrong.

We appreciate the vital role that providers of social housing play, and we commend those who strive continuously to ensure they are fulfilling their core purpose and are treating their tenants with fairness and respect. We remain committed to working in partnership with the sector to improve the quality of life for those living in social housing across the country.

At the recent Spending Review, the government set out the main elements of our social and affordable housing investment strategy in this Parliament. The funding support that was announced provides a decade of certainty over the capital funding available to build new, more ambitious housing development projects.

To provide you with the certainty you need to quickly ramp up investment in existing and new stock, we intend to share further detail about future regulation on quality and safety in the coming weeks. As a first step, we are laying regulations today to bring Awaab's Law and Electrical Safety Standards into effect for the social rented sector from this Autumn.

Awaab's Law

The shameful death of two-year-old Awaab Ishak in December 2020 as a result of prolonged exposure to damp and mould threw into sharp relief the need for renewed action to promptly address hazards in homes.

While progress is also dependent on a more fundamental change in culture and values throughout the sector, Awaab's Law will play an integral role in ensuring that complaints about hazards are taken seriously; that they are responded to in a timely and professional manner; and that tenants are treated with empathy, dignity and respect. It is also my sincere hope that, over time, it will build trust between landlords and tenants.

As you will know, my officials and I have engaged extensively with providers and other key stakeholders with a view to ensuring that the implementation of Awaab's Law is as smooth and successful as it can be. I want to thank everyone in the sector who has taken the time to share their thoughts with us, be that through the public consultation or via other channels. We have listened carefully to all the views expressed with a view to ensuring the final policy strikes the right balance to prioritise tenant safety and ensure the new arrangements can be delivered effectively. We are committed to a test and learn approach and will be monitoring implementation carefully so that we can respond appropriately should the need arise.

As the Deputy Prime Minister set out in a Written Ministerial Statement on 6 February, Phase 1 of Awaab's Law, which will be implemented from October, sets requirements in relation to dangerous damp and mould hazards, and all emergency repairs.

Phases 2 and 3, which will expand the hazards in scope of Awaab's Law, will be implemented in 2026 and 2027 respectively. Social landlords should prepare for this accordingly.

In the meantime, tenant safety must remain paramount and landlords must continue to ensure that duties to keep homes fit for human habitation and free of category 1 hazards and to remedy disrepair continue to be met as Awaab's Law is phased in.

The requirements of Awaab's Law, reflecting feedback that we heard through the consultation and beyond, are as follows:

- If a social landlord becomes aware of a matter or circumstance in a social home that may be a hazard within scope, they must investigate within 10 working days to ascertain if there is such a hazard.
- The social landlord must produce a written summary of the findings of the investigation (in most circumstances) and provide this to residents within 3 working days of the investigation concluding.
- If the investigation finds that a hazard presents a significant risk of harm to the health or safety of a resident, the social landlord must, in most circumstances, within 5 working days of the investigation concluding, make the property safe (using temporary measures if necessary) and begin any other work needed to stop the problem coming back as soon as possible, and no later than 12 weeks after the end of the investigation. The social landlord must satisfactorily complete repair works within a reasonable time period.
- In an emergency situation, the social landlord must investigate and action any emergency repairs as soon as reasonably practicable and, in any event, within 24 hours.

- If the property cannot be made safe within the specified timescales for Awaab's Law, then the social landlord must offer to arrange for the residents to stay in suitable alternative accommodation, at the social landlord's expense, until it is safe to return.

I know many landlords are already working at pace to prepare for the new requirements under Awaab's Law. To support you in meeting these new expectations, we have published draft guidance for social landlords which is available on gov.uk.

My officials and I will be engaging with the sector in the coming months to discuss the policy, ensure guidance is as robust as possible and to understand how delivery is going to inform future Awaab's Law phases. We would welcome your feedback on this to ensure it is as useful as possible, which should be sent to SocialHousingSafety@communities.gov.uk

Electrical Safety

Following the consultation in Summer 2022, we are also today confirming that new electrical safety requirements will come into force in November requiring all landlords to inspect and test electrical installations in their properties at least every five years and carry out necessary works.

These requirements are already in place for private landlords. Social landlords will also be required to inspect and test any electrical appliance they provide as part of a tenancy. Many social landlords already meet this standard and have supported us to develop these new regulations. These new standards will mean the existing best practice becomes a legal requirement and mirrors regulations already in place in the private rented sector. As with Awaab's Law, we are developing new guidance which we will share with you ahead of the implementation date.

Taking action to tackle claims farming

Alongside Awaab's Law and Electrical Safety regulations being laid, we have set out in our [Written Ministerial Statement](#) how we are working with the Ministry of Justice to tackle claims farming on housing disrepair cases which I know is a rising concern for landlords and tenants.

Next steps

I know that certainty over future regulatory requirements is critical to enabling landlords to develop effective business plans and to commit to growing the much-needed new supply of social homes.

The Spending Review announcements provide a decade of certainty on investment into social housing, and the forthcoming consultations on Decent Homes Standard and Minimum Energy Efficiency Standards will provide more clarity on long-term reform.

I hope that today's announcements also bring clarity on the urgent and critical safety requirements that landlords are being asked to meet, to enable you to better plan your

investment into current and future homes. Thank you for your engagement and input, and I look forward to continuing to work in partnership with you on this vital mission.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Matthew Pennycook', with a large, stylized loop at the end.

**MATTHEW
PENNYCOOK MP**

Minister of State for Housing and Planning