

## Tenant Summary: Housing Health and Safety Rating System (HHSRS)

### Why this matters

We want to keep your home safe and healthy. Awaab's Law means hazards must be fixed quickly to protect you and your family.

### What hazards are covered?

- Damp and mould
- Excess cold or heat
- Fire and electrical hazards
- Falls (stairs, baths, etc.)
- Structural collapse
- Hygiene and food safety issues

### What we will do

- Emergency hazards: Investigated and made safe within 24 hours
- Significant hazards: Investigated within 10 working days, safety work started within 5 working days, full repairs within 12 weeks

### Your rights

- Request an in-person inspection if the first check was remote
- Alternative accommodation offered if repairs cannot be completed quickly
- If you refuse alternative accommodation, confirm in writing

### What we need from you

- Report hazards promptly
- Allow access for inspections and repairs
- Tell us in writing if you refuse alternative accommodation or decide to return home