

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