

Your rights under Awaab's Law

For tenants of councils and housing associations in England. Sources: GOV.UK Awaab's Law tenant guidance; SI 2025/1042.

What your landlord must do

- Investigate and fix emergency dangers within 24 hours of being told.
- Investigate serious damp and mould within 10 working days.
- Give you a written summary of what they found within 3 working days of finishing.
- Make your home safe within 5 working days of the investigation finishing.
- Pay for suitable temporary accommodation for your household if your home cannot be made safe in time.

What to do, step by step

- Report the problem straight away - the legal clock starts when your landlord knows.
- Keep evidence: dated photos, copies of messages, names of who you spoke to.
- Tell them about health conditions, babies, pregnancy or mobility needs - the law requires them to consider your actual household.
- Chase the written summary in writing if it does not arrive within 3 working days.
- If your home cannot be made safe in time, your landlord must offer suitable temporary accommodation at their cost.
- Not resolved? Use your landlord's formal complaints process, then the Housing Ombudsman (free): housing-ombudsman.org.uk

Good to know

You cannot be charged for the temporary accommodation. You can end it at any time by telling your landlord in writing. For stays beyond about a week, it is reasonable to ask for a serviced apartment (kitchen, bedrooms) rather than a hotel room.

Independently researched using official UK Government guidance and recognised housing sector sources (GOV.UK, legislation.gov.uk). Reviewed regularly by Jigsaw Conferences' operational housing team. General information only - not legal advice. Verified 11 August 2026.