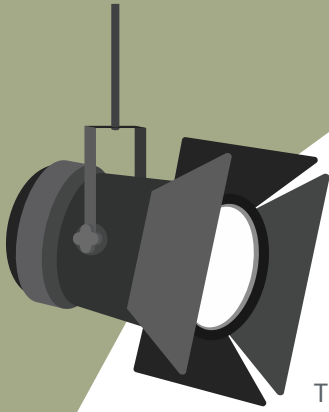




Awaab's Law: Working Together to Keep Homes Safe

From 6 October 2026, new legal requirements will strengthen how damp and mould are dealt with in social housing in Scotland.

This means acting quickly when damp and mould are reported, investigating the cause and making sure appropriate action is taken to protect our tenants' health and wellbeing.

New timescales - When we become aware of damp or mould in your home, we must:

- Within 10 working days: Investigate the reported damp and mould
- Within 3 working days of the investigation concluding: Provide you with a written summary of our findings
- Within 5 working days of identifying substantial damp or mould: Start the necessary repair or remedial work
- Within 20 working days: Complete the repair or remedial work once it has started, where reasonably practicable

These timescales mean that reporting problems early is more important than ever.

Your Responsibilities

- Report damp, mould or water leaks as soon as you notice them
- Tell us where the problem is and, where possible, provide photographs
- Allow our staff and contractors reasonable access to inspect and carry out necessary work within the timescales
- Let us know if an appointment is not suitable so we can rearrange it
- Tell us if the problem gets worse or returns after work has been completed

In the event that access is not provided or we are unable to contact you, timescales may be placed on hold where this can be evidenced. Some scenarios:

- Report damp or mould to CHA but cannot provide access for 4 working days = no change to timescales
- Contractor contacts you on day 5 and you are unable to

provide access until day 11 = Period between day 5 and 10 will be excluded from timescale and targets will be adjusted accordingly

- Report damp and mould to CHA, contractor attempts contact from day 1 and unable to reach you until day 13 and informed that access cannot be provided until day 20 = Period between day 1 and day 19 is excluded and timescales adjusted accordingly

Tenant Compensation

Tenants can claim an initial £15 compensation if deadlines are missed, plus an extra £3 for each working day until the repair starts, capped at £100. Timescales may be adjusted based on evidence of no access or failed contact.

Definitions & Exemptions:

Substantial Damp or Mould – growth or moisture that poses a significant risk or harm to the health and safety of an occupier.

Emergency Hazard – severe damp or mould that has an immediate and severe impact on breathing or health of an occupier.

Landlords have a legal exemption from Repairing Standard and Awaab's Law duties where damage to the house has been caused by the tenant not using the house in a proper manner, such as not properly using the heating and ventilation systems. This exemption can be found in clause 16(1)(b)(i) of the Housing (Scotland) Act 2006 under which the Awaab's Law duties have been introduced. However, landlords must not make assumptions that reports of damp or mould are caused by tenant behaviour. For example, landlords must not dismiss or fail to investigate a report on the assumption that the problem is condensation attributable to tenant behaviour. In instances where an investigation establishes that the problem is not a result of a building defect, landlords should report those findings to the tenant and work with tenants to signpost them to appropriate advice and guidance.



(AI Image)

Steps you can take to reduce moisture

Whilst some condensation is normal, there are steps you can take to reduce condensation and help prevent damp and mould in your home.

Increasing ventilation

If possible, you should try to:

- Ensure your air and window vents aren't covered
- Open windows and use extractor fans if you have them, particularly when bathing or cooking. It can be particularly helpful to leave them on for about 15 minutes after
- Leave space between furniture and the walls so air can circulate
- Reduce excess moisture

If possible, you should try to:

- Cover pots and pans with lids when cooking
- Dry clothes outside when the weather is warm. If you need to dry your clothes indoors, avoid drying them on a radiator. Try using a drying rack near a slightly open window
- Wipe down walls, windows and mirrors with a cloth or towel after showering
- Maintaining a reasonable temperature

If you see damp or mould in your home, please report it to us straight away. Don't wait for it to get worse.

Report it early. We'll investigate it. Together, we'll get it fixed.



Remembered always: in memory of 2-year old Awaab Ishak

