



**CIH HOUSING
BRIGHTON
PEOPLE & PLACE**

Learning From Complaints and Further Investigation

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CIH HOUSING BRIGHTON PEOPLE & PLACE

From report to resolution: a case management approach to Awaab's Law

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From report to resolution: a case management approach to Awaab's Law



Chris Cottrell

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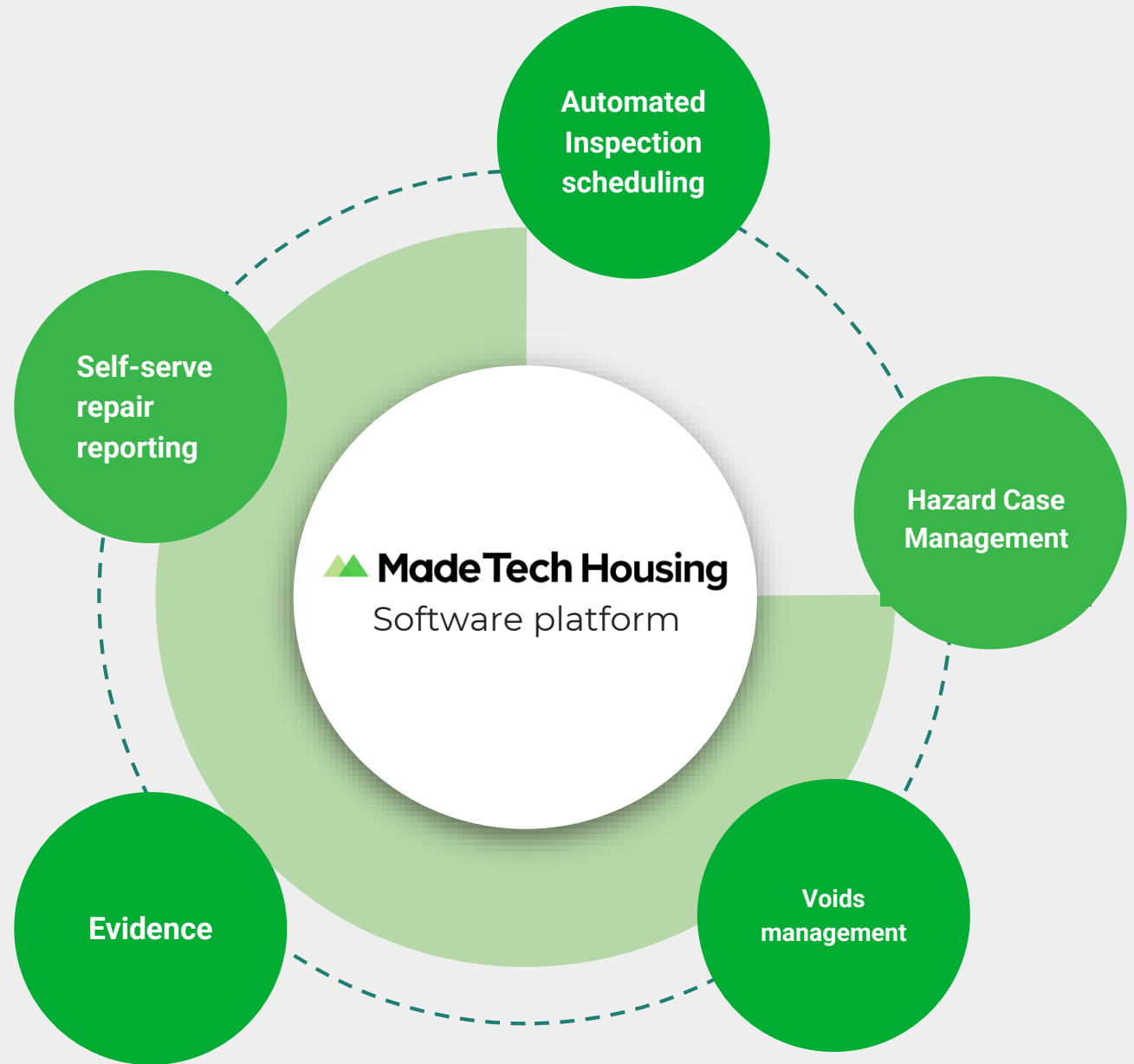
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Transformation Programme Manager
London Borough of Barking & Dagenham



▲ MadeTech Housing

Less effort for tenants.
Less waste for teams.



The story starts 12 months ago...

CIH Brighton 2025

“Are we equipped to comply with Awaab’s Law?”



Guidance

Awaab's Law: Draft guidance for social landlords

Published 25 June 2025

Applies to England

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1. Introduction
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A note on the status of this guidance

This non-statutory guidance is being published in **draft** and relates to the 'Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025' also known as Awaab's Law, which were laid in Parliament on 25 June 2025. Subject to Parliamentary approval it is the government's intention to bring Regulations into force on 27 October 2025.

The policy set out in Regulations will not be subject to change before that date, however this draft non-statutory guidance may be subject to revisions to ensure that the guidance, when finalised, is as helpful as possible. We therefore welcome any feedback on where further clarification or additional information would be helpful. Please send any feedback to socialhousingsafety@communities.gov.uk.

Please refer to the text of the draft Regulations, which set out what the law will be from 27 October 2025 (subject to Parliamentary approval) for further clarification on the draft guidance.

We will publish finalised guidance ahead of Awaab's Law coming into force in October 2025.

1. Introduction

Awaab's Law will come into force for the social rented sector from **27 October 2025**. From this point social landlords will have to address **all emergency hazards** and all **damp and mould** hazards that present a significant risk of harm to tenants to fixed timeframes.

Diagram 1 - Awaab's Law Process Flow

Note : Does not include, renewed and further Investigation timeframes

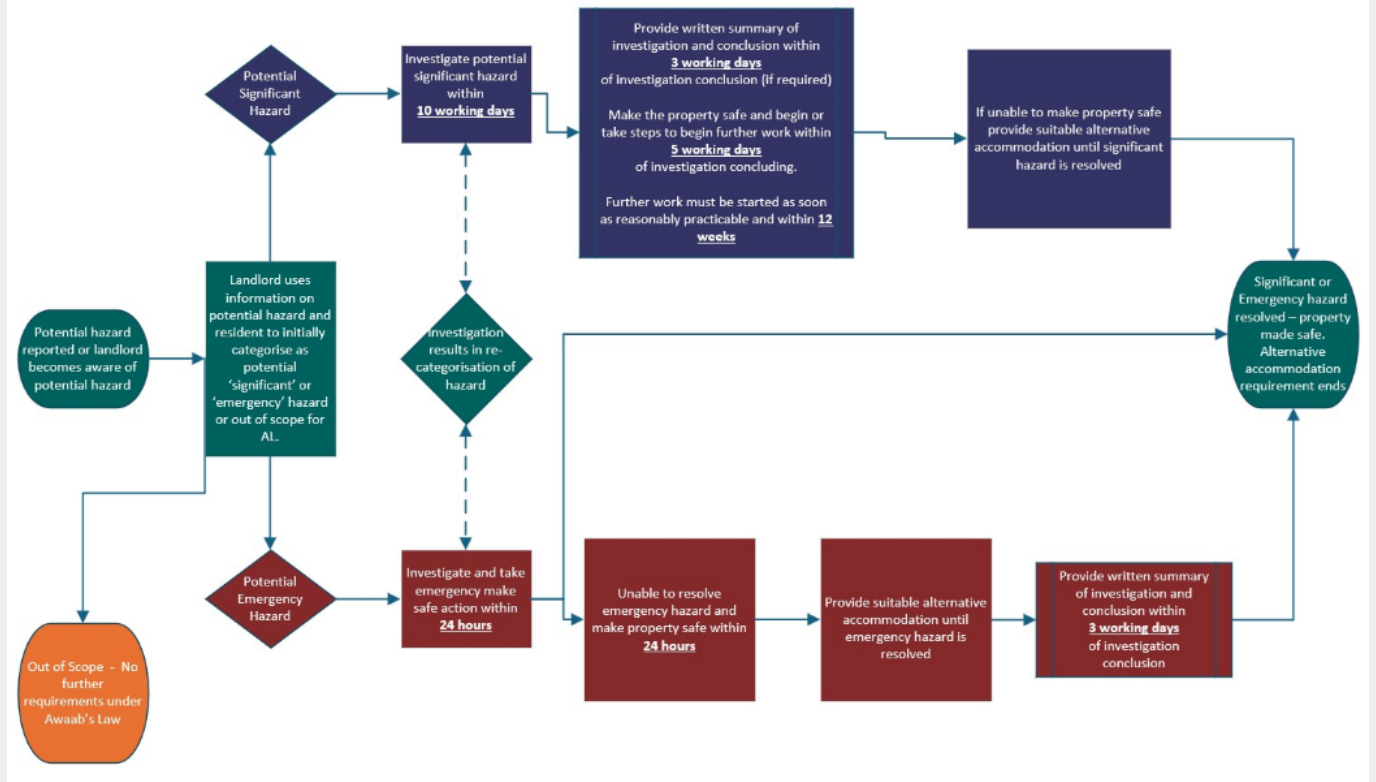


Diagram 1: Awaab's Law Process Flow
 NB: Does not include renewed and further investigation timeframes

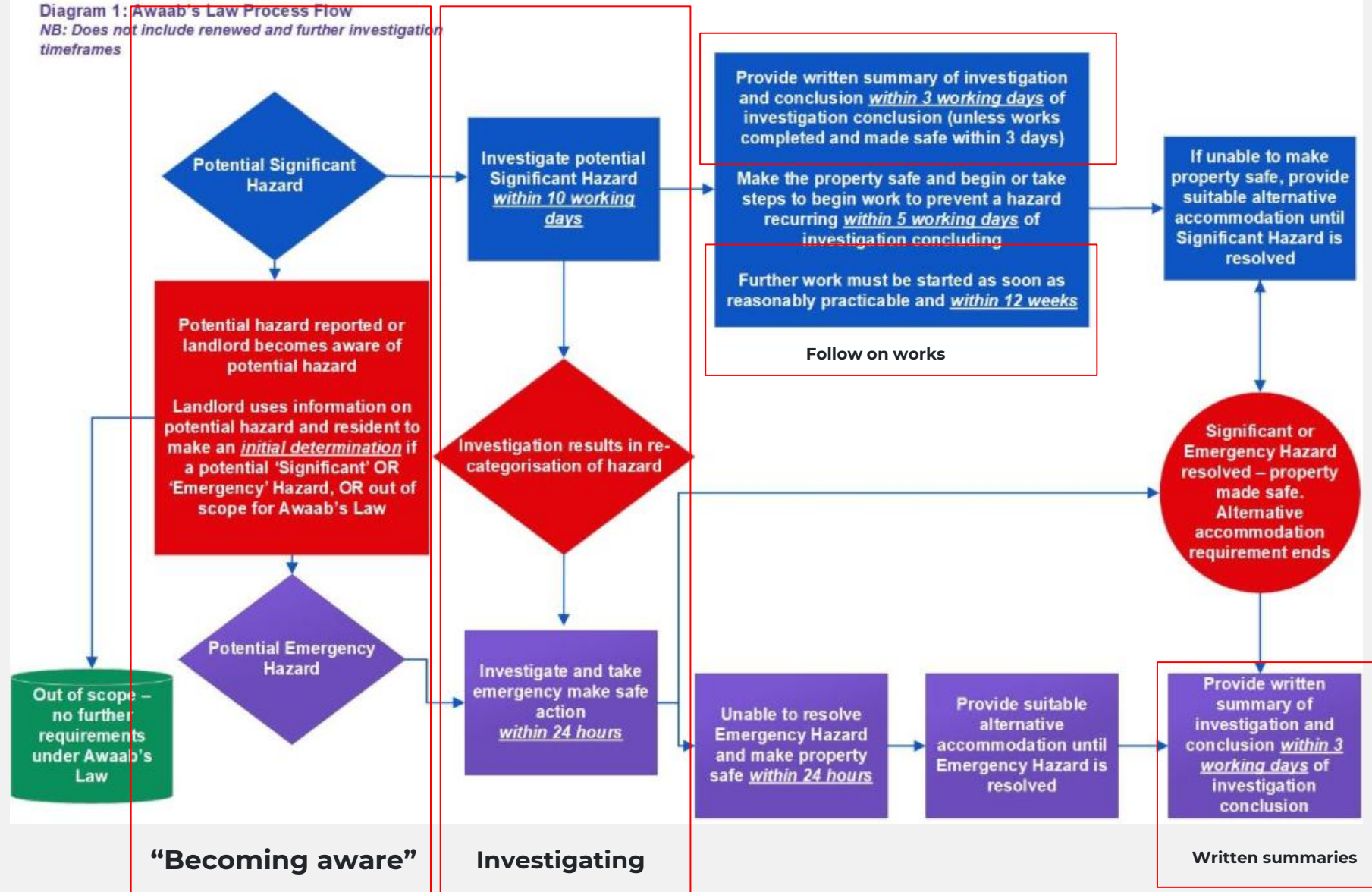
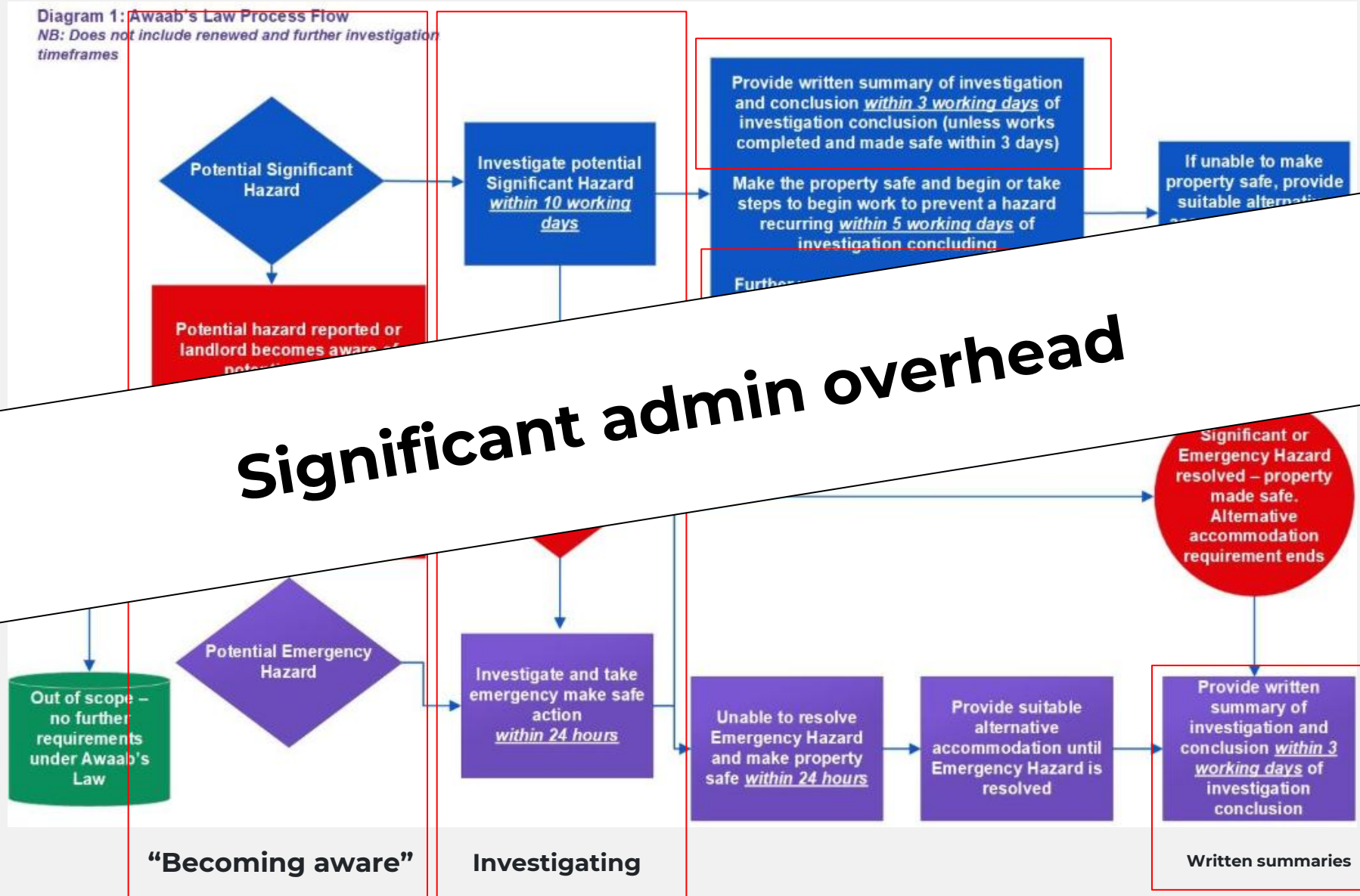


Diagram 1: Awaab's Law Process Flow
 NB: Does not include renewed and further investigation timeframes



Significant admin overhead

The Awaab's Law software gap

Repairs / Housing systems often...

New work intake typically handled one team

Poor at surfacing relevant information to users

Record job 'status' (and not much else)

Awaab's Law requires...

"Becoming aware"

Manage tight investigation timelines

Robust evidence and communication with tenants

The Awaab's Law software gap

Repairs / Housing systems often...

New work intake typically handled one team

Poor at surfacing relevant information to users

Record job 'status' (and not much else)

Job-based

Awaab's Law requires...

"Becoming aware"

Manage tight investigation timelines

Robust evidence and communication with tenants

Case-based

A moving target

Evolving guidance and understanding of requirements as we approached phase 1

Existing systems weren't built for this

Our job management system is excellent for repairs. But Awaab's Law demands case-level thinking - investigation lifecycles, deadline tracking, tenant communication - none of which it was designed for.

The compliance risk was real

With legal timelines as tight as 24 hours for emergency hazards, we couldn't afford to rely on spreadsheets, manual tracking, or siloed data.

July 2025

There's limited suitable software off- the-shelf

**The main software suppliers won't/ haven't respond
in time**

Phase 1 coming in October (!)



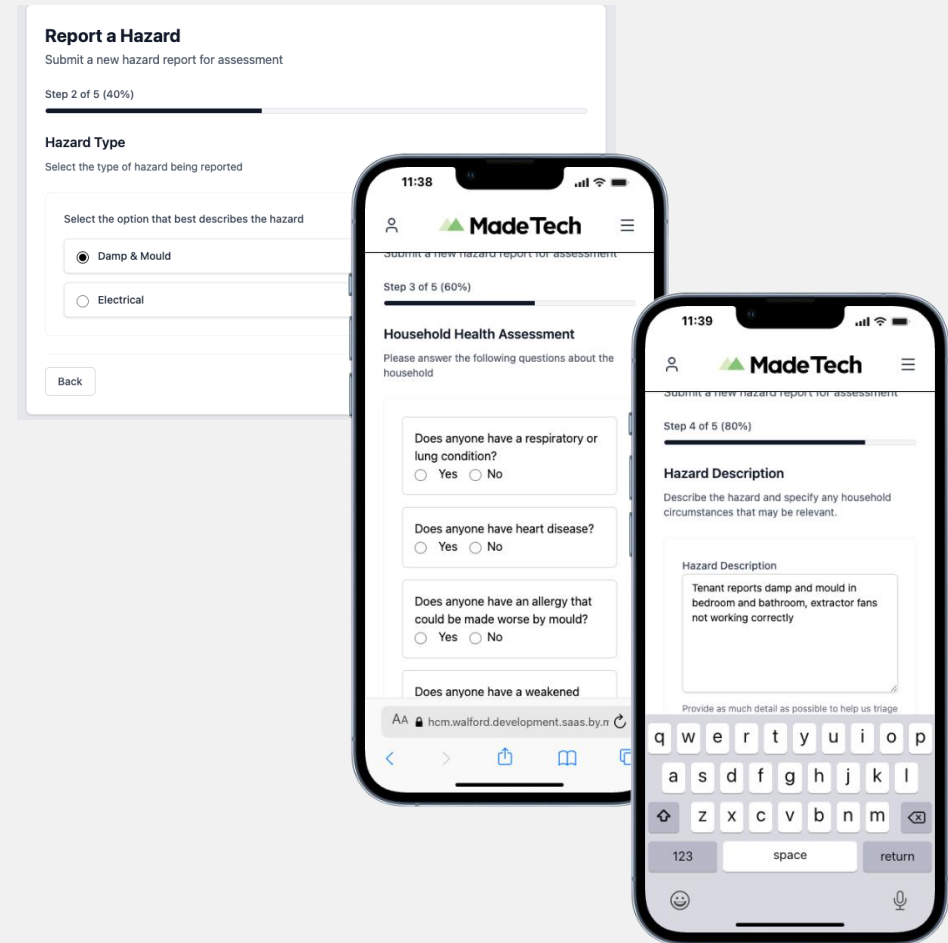
So we partnered up to build a solution.

We call it **Hazard Case Management.**

What does the optimum solution look like?

Easy case creation

Anyone can report a hazard - the 'become aware' moment is clear and captured

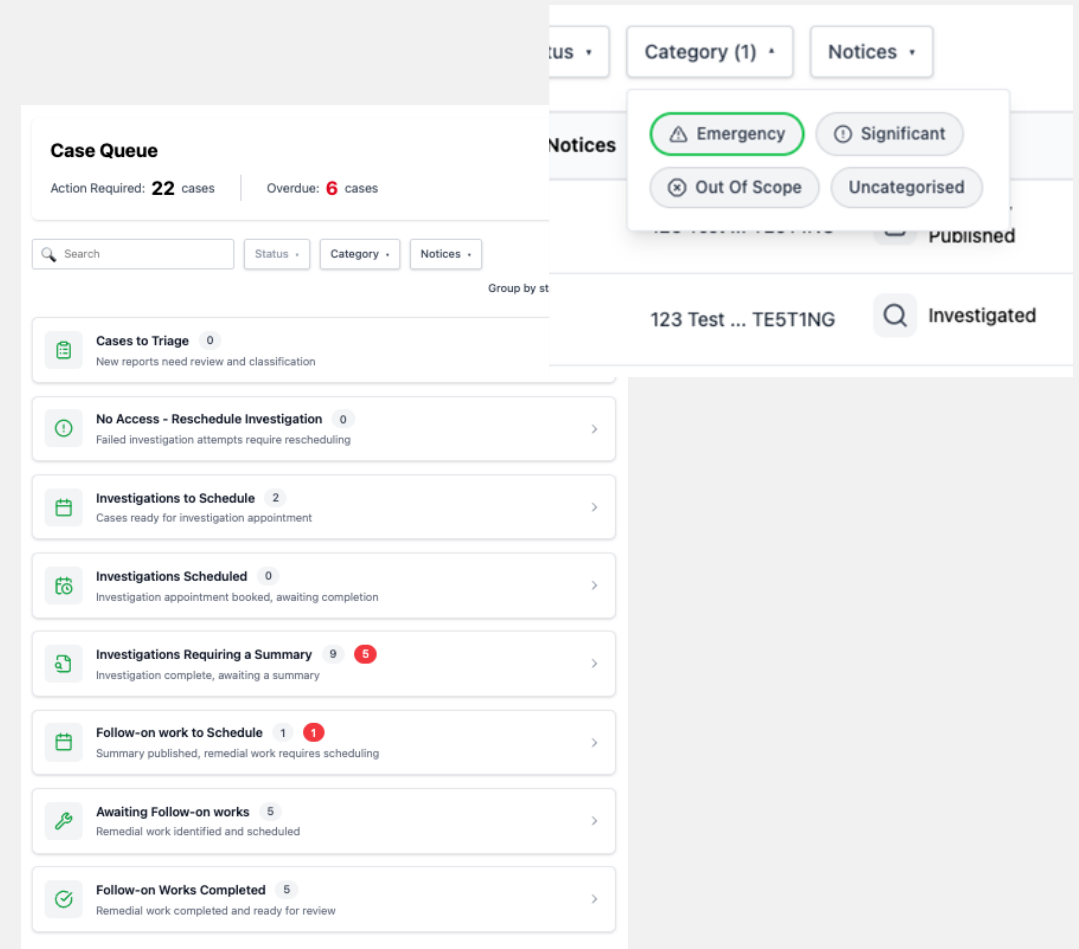


What does the optimum solution look like?

 **Easy case creation**

 **Auto deadline tracking**

Alerts fire before legal timeframes are breached - no manual chasing



The screenshot displays a 'Case Queue' dashboard. At the top, it shows 'Action Required: 22 cases' and 'Overdue: 6 cases'. Below this is a search bar and filter buttons for 'Status', 'Category', and 'Notices'. A 'Notices' filter overlay is visible, showing options: 'Emergency' (highlighted with a green border), 'Significant', 'Out Of Scope', and 'Uncategorised'. The main queue lists several categories with counts and descriptions:

- Cases to Triage** 0: New reports need review and classification
- No Access - Reschedule Investigation** 0: Failed investigation attempts require rescheduling
- Investigations to Schedule** 2: Cases ready for investigation appointment
- Investigations Scheduled** 0: Investigation appointment booked, awaiting completion
- Investigations Requiring a Summary** 9 (5): Investigation complete, awaiting a summary
- Follow-on work to Schedule** 1 (1): Summary published, remedial work requires scheduling
- Awaiting Follow-on works** 5: Remedial work identified and scheduled
- Follow-on Works Completed** 5: Remedial work completed and ready for review

At the bottom right, there is a search bar with the text '123 Test ... TESTING' and a search button labeled 'Investigated'.

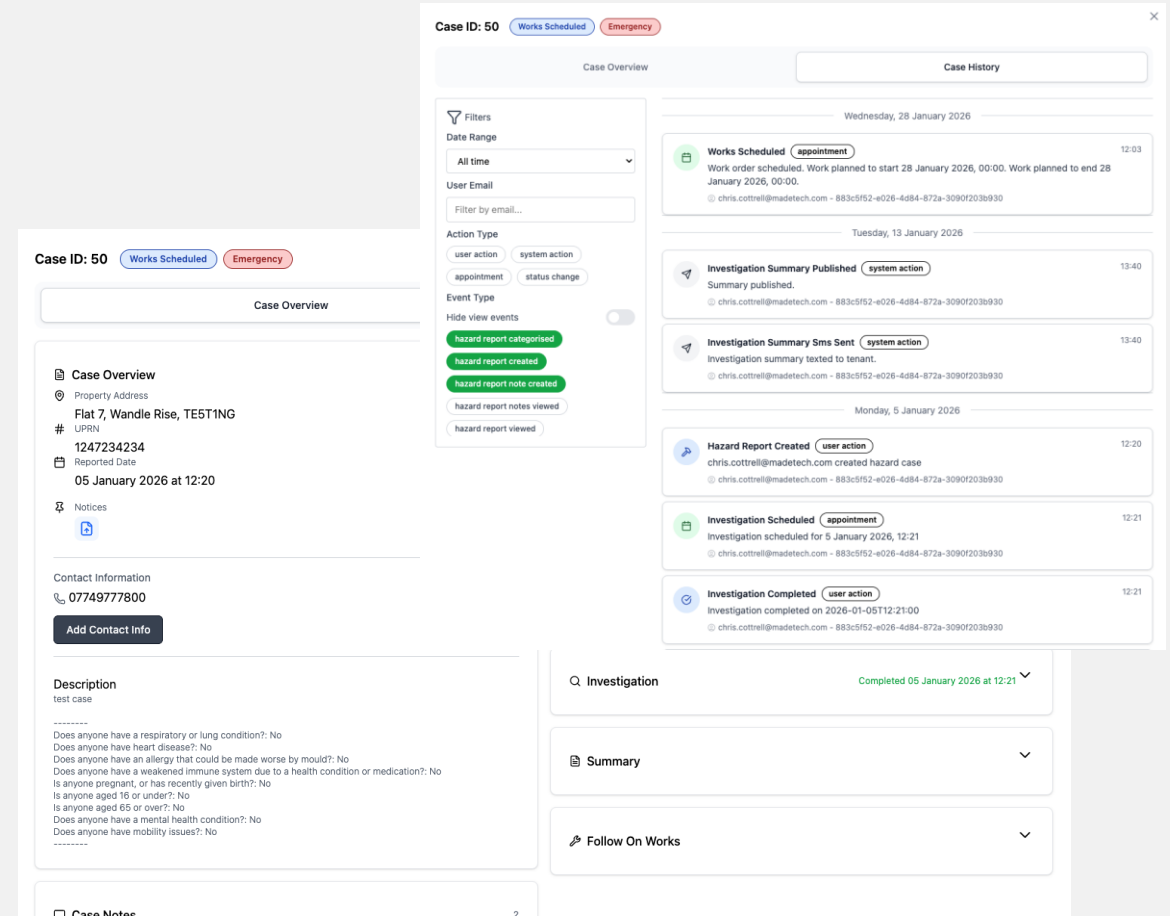
What does the optimum solution look like?

 Easy case creation

 Auto deadline tracking

 Whole case history

End-to-end evidence in one place - no manual gathering if challenged



The screenshot displays a user interface for a case management system. At the top, it shows 'Case ID: 50' with status tags for 'Works Scheduled' and 'Emergency'. The main view is split into two panes: 'Case Overview' on the left and 'Case History' on the right. The 'Case Overview' pane includes a 'Case Overview' section with details like 'Property Address: Flat 7, Wandle Rise, TESTING', 'UPRN: 1247234234', and 'Reported Date: 05 January 2026 at 12:20'. Below this is 'Contact Information' with a phone number '07749777800' and an 'Add Contact Info' button. A 'Description' section contains a 'test case' and a checklist of health-related questions. At the bottom, there is a 'Case Notes' section with a count of 2. The 'Case History' pane shows a chronological list of events: 'Works Scheduled (appointment)' on Wednesday, 28 January 2026; 'Investigation Summary Published (system action)' and 'Investigation Summary Sms Sent (system action)' on Tuesday, 13 January 2026; and 'Hazard Report Created (user action)', 'Investigation Scheduled (appointment)', and 'Investigation Completed (user action)' on Monday, 5 January 2026. A sidebar on the left of the history pane offers filters for 'Date Range' (set to 'All time'), 'User Email', 'Action Type' (including 'user action', 'system action', 'appointment', 'status change'), and 'Event Type' (including 'hazard report categorised', 'hazard report created', 'hazard report note created', 'hazard report notes viewed', and 'hazard report viewed'). On the right side of the main interface, there are three expandable sections: 'Investigation' (Completed 05 January 2026 at 12:21), 'Summary', and 'Follow On Works'.

What does the optimum solution look like?

 **Easy case creation**

 **Auto deadline tracking**

 **Whole case history**

 **AI-drafted summaries**

Tenant summaries drafted from surveyor reports for review and publishing

Case Summary



AI Generated

OPERATIVE NOTES

BR1 ceiling DMC visible 2sqm approx. Checked loft – no leak. TMV in bathroom ok. Extractor not working – motor gone. Rec: replace extractor, monitor.

☆ TENANT-FRIENDLY SUMMARY

We found damp and mould on your bedroom ceiling (about 2 square metres). We checked the loft and there's no leak from above. Your bathroom extractor fan isn't working properly, which is likely causing moisture to build up. We're going to replace the extractor fan and will check back to make sure this fixes the problem.

What does the optimum solution look like?

 **Easy case creation**

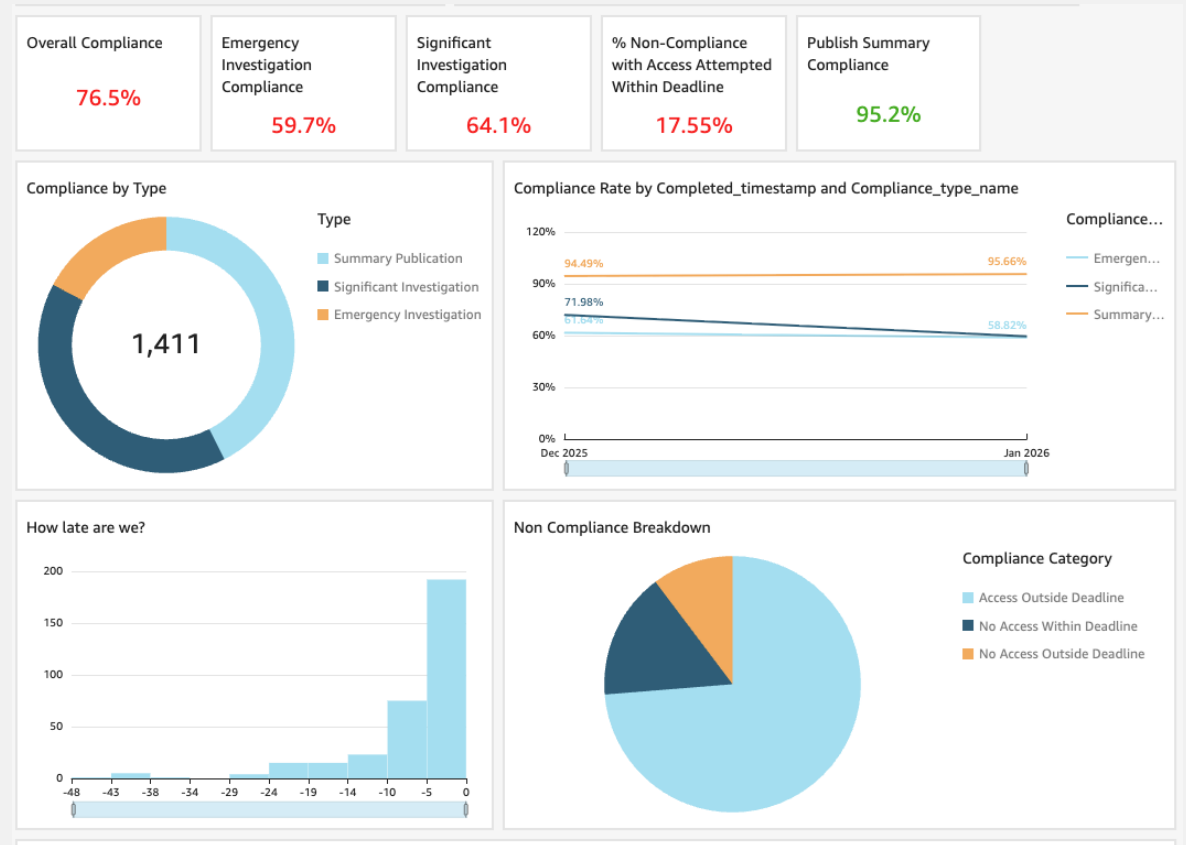
 **Auto deadline tracking**

 **Whole case history**

 **AI-drafted summaries**

 **Reporting**

Identify patterns across categorisation, deadlines, no-access



The impact at **Barking & Dagenham**

Full visibility of work in progress

Every open hazard case visible in real time - who owns it, what stage it's at, and how many days remain before a legal deadline.

Cross-team working, properly joined up

Housing, compliance, and surveying teams operating from the same case record — no more information silos or manual handoffs.

Significant administrative time saved

AI summary drafting is saving us a week of admin every month

Reporting we can actually stand behind

Structured data capture throughout the case lifecycle means our compliance picture is accurate, auditable, and board-ready.

The impact at **Barking & Dagenham**

100%

Internal audit compliance

- Risk assured - not just compliant on paper
- Auditors confirmed full process adherence across case records
- Board can now report with confidence on regulatory performance

Looking ahead to phase 2 at **Barking & Dagenham**

1 More volume = more operational pressure

2 Cross-team collaboration

3 Improving how we do vulnerability and risk assessment

Let's continue the conversation

 **MadeTech Housing**

Stand 10

chris.cottrell@madetech.com

**Barking &
Dagenham**



CIH HOUSING BRIGHTON PEOPLE & PLACE

What the Competence and Conduct Standard Means for the Sector Workforce

Julie Haydon, president, Chartered Institute of Housing

Nikkie Pullen, head of organisational development, Abri

Trish Harrington-Dicks, business engagement & service improvement manager,
Abri Housing Association





**CIH HOUSING
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Damp, mould, and excess cold – practical mitigation strategies

Alex Parker, regional director - midlands, Aico

Ricky Lang, deputy assistant director, Dacorum Borough Council

