



UK Government



Easy  
Read

# A new law in social housing

Getting problems in  
your home fixed quickly

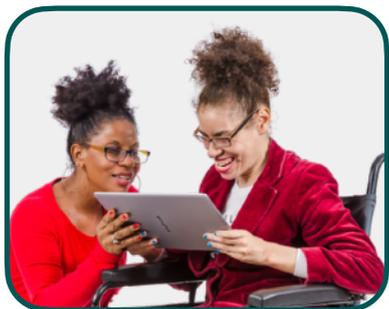


Make  
things  
right

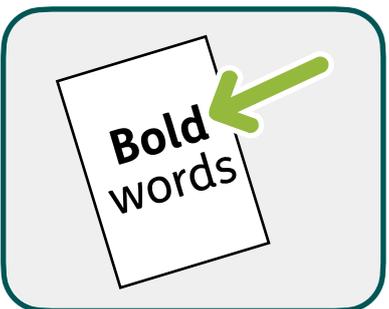
# Easy Read



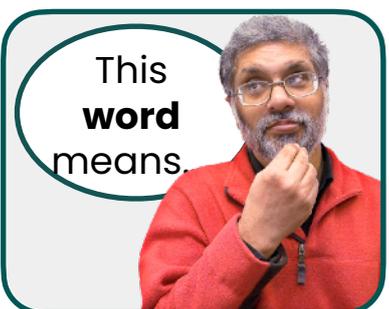
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** – this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

# What is in this booklet

About this booklet.....	4
About the new law .....	5
How to tell your landlord about a problem .....	8
Find out more .....	10



You can fill in a quick survey to say what you think about this Easy Read booklet:

[www.easy-read-online.co.uk/easy-read-feedback-survey](http://www.easy-read-online.co.uk/easy-read-feedback-survey)

# About this booklet



The Government has written this booklet to explain a new law in **social housing**.



**Social housing** is where you rent your home from your local council or an organisation called a housing association.



The council or housing association you rent your home from is called your **landlord**.



The new law, which is also called 'Awaab's Law', is about how you can get certain problems in your home fixed quickly.

# About the new law



The new law says that landlords must fix serious problems and emergency problems in homes within set times.

## Serious problems

Serious problems are:

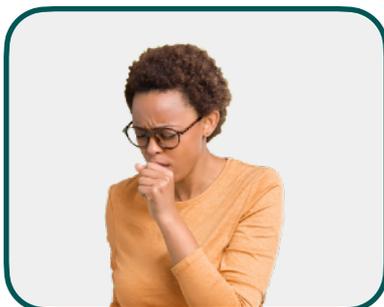


- **Damp** - damp is when parts of your house, like the walls, are always wet.



- **Mould** - mould is something that grows in houses when they are damp.

Mould can be black, green or white and can look fuzzy.



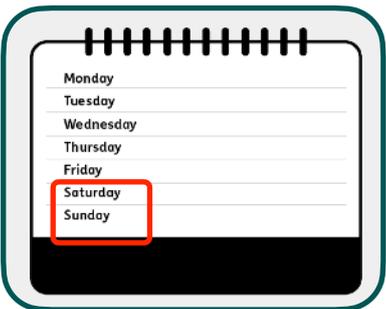
Mould and damp can be very bad for your health, so they must be fixed quickly.



Problems with mould and damp must be looked into within 10 **working days** and fixed within another 5 working days.



**Working days** are when offices are usually open. Monday to Friday are working days.



Saturdays, Sundays and holidays like Christmas are not working days.

## Emergency problems



Emergency problems are problems that may be a serious risk to your health and safety.



Emergency problems include dangerous electrical issues, broken front or back doors, windows, or big water leaks.



Emergency problems must be fixed within 24 hours.

# How to tell your landlord about a problem

Here are some ways you could tell your landlord about a serious or emergency problem in your home:



- Going to their website.



- Emailing them.



- Phoning them.



- Telling them in person.

The new law says that:



- Landlords must fix an emergency problem within 24 hours after being told about it.



- Landlords must look into a serious damp or mould problem within 10 working days after being told about it.

If there is a problem, they then have 5 days to fix it.



If you are not happy with the way your landlord has dealt with a problem, you can make a complaint to them.



If you are still not happy, you can then complain to the **Housing Ombudsman**.



The **Housing Ombudsman** looks into complaints about social housing and social housing landlords. It is free to use.

# Find out more



To find out more about how the new law can help you, please look at our website:

[gov.uk/socialhousing-law](https://gov.uk/socialhousing-law)

This Easy Read booklet was produced by [easy-read-online.co.uk](https://easy-read-online.co.uk)  
The booklet includes images licensed from Photosymbols & Shutterstock.