

Report to: Housing Review Board



Date of Meeting 30<sup>th</sup> July 2025

Document classification: Part A Public Document

Exemption applied: None

Review date for release NA

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## Housing Repairs Policy & Awaab's Law

### Report summary:

The following report presents a proposed Repair Policy that will replace the existing April 2021 Repairs Policy and the existing Damp and Mould policy. The proposed policy aligns with the new requirements from Awaab's law and other related legislation.

#### Is the proposed decision in accordance with:

Budget Yes ☒ No ☐

Policy Framework Yes ☒ No ☐

### Recommendation:

1. The Housing Review Board to recommend to Cabinet that they approve the proposed Repairs Policy.
2. That the Housing Review Board note some final amends may be made following further feedback from tenant scrutiny and stakeholders (Commitment to bring the Policy back to HRB should any material amends be required).

### Reason for recommendation:

The current policy is out of date and the introduction of Awaab's law from 27 October 2025 will require a risk-based approach to repair, which defined timescales for responding and completing the highest risk repairs.

Officer: Nathan Muggeridge, Corporate Lead for Property & Assets

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#### Portfolio(s) (check which apply):

- ☐ Assets and Economy
- ☐ Communications and Democracy
- ☐ Council, Corporate and External Engagement
- ☐ Culture, Leisure, Sport and Tourism
- ☐ Environment - Nature and Climate
- ☐ Environment - Operational
- ☐ Finance
- ☐ Place, Infrastructure and Strategic Planning
- ☒ Sustainable Homes and Communities

**Equalities impact** Low Impact

**Climate change** Medium Impact

**Risk:** Medium Risk; Risk considerations outlined in section 5 of this report.

**Links to background information** [Awaab's Law: Draft guidance for social landlords - GOV.UK](#)

**Link to** [Council Plan](#)

Priorities (check which apply)

- ☒ A supported and engaged community
- ☒ Carbon neutrality and ecological recovery
- ☐ Resilient economy that supports local business
- ☒ Financially secure and improving quality of services

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## Housing Repairs Policy & Awaab's Law

### Background / Context

1. The Responsive Repairs Policy was last published in April 2021 and was supposed to be reviewed after 3 years. Furthermore, the Damp & Mould Policy needs to be reviewed in 2025.
2. Awaab's Law draft guidance was published on 25th June 2025 and it confirmed the new legislation will be implemented from the 27<sup>th</sup> October 2025. The compliance with the new law will require change in the approach to how repairs are managed, and the performance is tracked.

### Repairs Policy

3. **'Appendix A - Repair Policy - June 25'** is the proposed Repairs Policy.
4. The repairs policy is based on a person centred and risk-based approach that will enable EDDC to balance cost, performance and risk. This approach aligns with the requirements of Awaab's Law and other relevant legislation.

### Risks

5. The key risks associated with the proposed Repairs Policy include:

Ref	Risk	Mitigation Measure	Residual Risk
1	The additional resources required to delivery the new policy and the ability to recruit these resources.	The ongoing recruitment to fill the current vacant roles and approval to create additional roles will see the Property and Assets team increase capacity. Changes in repair volumes and performance will be monitored closely for supply and demand challenges.	Medium
2	The compliance with the timescales and actions associated with Awaab's law requires a case-management capability, which is not available with the Housing System currently. It will take time to implement.	It is planned to start exploring case management capabilities, but this will take time and is unlikely to be implemented prior to October 2025.	High

Ref	Risk	Mitigation Measure	Residual Risk
3	Delays or an insufficient planned works programme leading to ongoing repairs needs potentially increasing further.	Approved staffing resource will help to minimise the planned works programme delays. Further work is required to understand the scale of the planned works programme required to meet the current repairs requirement.	High
4	Increases in the demand for repairs services following the awareness associated with Awaab's law, which will coincide with the start of the annual increase in repairs needs.	Explore options for increasing the Call Agent and Survey capacity using existing resources (e.g. other admin roles helping with call management).	Medium

### Next Steps

6. The application of the new Repairs Policy will be supported by the following next steps:
- Obtain feedback from the Repairs and Maintenance Scrutiny Group and other stakeholders.
  - Ask Trowers, EDDC's Disrepair solicitor, to complete a review of the policy and provide feedback.
  - Continue to recruit to vacant roles in the Property & Assets Team.
  - Establish the ability in One Housing to assign the priority classifications to all repairs and track compliance with the target delivery timescales.
  - Setup a standard survey reporting template and identify how the reports will be provided to tenants. It is recognised not all tenants will have access to email.
  - Implement the Repair's Call Agent scripting so it aligns with the Repair's policy and minimises the number of survey requirements.
  - Review current and historic Damp and Mould data, plus the stock condition HHSRS failure data to quantify the current risks. Proactive visits will then be scheduled to these properties to quantify the risk and allow any repairs to be completed prior to the end of October 2025.
  - Explore how the decant capacity can be increased in a cost-effective manner to meet the potential needs from the new repair policy. The future demand for decants is currently unknown, but likely to increase.
  - Continue to review the resources and budgets required to implement and deliver compliance with the new policy.
  - Commence the exploratory work to identify a suitable Case Management system.
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**Financial implications:**

There are no current financial implications. Future budgets will take into consideration any additional demands. RW

**Legal implications:**

Awaab's Law will come into force for the social rented sector from 27 October 2025. From this point social landlords have to address all emergency hazards and all damp and mould hazards that present a significant risk of harm to tenants to fixed timeframes. It is important, therefore, that we have plans in place to ensure compliance. MW

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