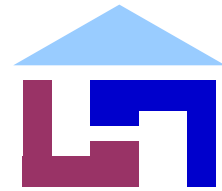




Church of England
Soldiers', Sailors' & Airmen's
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Church of England
Soldiers', Sailors' and Airmen's
Housing Association Ltd

To: Scheme Noticeboards

From: CEO

Date: 27 October 2025

Notice to All Tenants – Awaab's Law

Keeping Your Home Safe and Healthy

A new law called Awaab's Law comes into effect today, 27 October 2025. It was introduced to make sure that all social landlords act quickly when there are problems in homes that could affect health – especially damp and mould.

At CESSA Housing Association, your safety and wellbeing are always our top priority. Our homes are maintained to high standards, but if any problem does appear, we want to make sure it is dealt with quickly and properly.

What the Law Says

Under Awaab's Law, landlords must:

- **Investigate** any reports of damp, mould, leaks or other hazards within 14 days,
- **Start repairs** within 7 days if a problem is found,
- **Take emergency action** within 24 hours if there's an immediate health risk,
- **Keep tenants informed** in writing about what is being done and when.

What You Should Do

If you ever notice damp, mould, leaks, condensation, or water damage, please let us know straight away.

You can report it to:

- Your Scheme Manager, or
- Our Maintenance Team on 02392 890912.

Please don't wait until it gets worse — the sooner we know, the sooner we can put it right.

Our Commitment

We are committed to:

- Keeping every home safe, dry and warm.
- Listening carefully to any concerns you raise.
- Acting quickly to fix problems and prevent them returning.

Many of our residents are older or have existing health conditions. Damp and mould can cause or worsen breathing problems, so early action helps to protect everyone's health and comfort.

A Personal Message

Awaab's Law strengthens what we already believe in — that every tenant deserves a safe and healthy home. Thank you for helping us by reporting any issues quickly and working with our staff when inspections or repairs are needed.

Joe Petty
Lt Col (Retd)
Chief Executive