



RISE

Retrofit information,
support & expertise

Awaab's Law Phase 2: How to be operationally ready

Supply chain advice pack

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Introduction

Awaab's Law Phase 2 is expected to place increased emphasis on the timely identification, investigation and resolution of housing hazards, alongside the ability to evidence that appropriate action has been taken. While responsibility for compliance sits with housing providers, the organisations that support them through retrofit, maintenance and remediation activities will play a critical role in helping deliver safe and effective outcomes for residents.

This advice pack explores the practical steps retrofit supply chain organisations can take to strengthen their operational readiness. From workforce competence and quality assurance to evidence management, reporting and contractor governance, it highlights the key areas where clients may increasingly seek assurance as compliance requirements continue to evolve.

Workforce competence

As Awaab's Law Phase 2 comes into force on the 30th of November, housing providers are likely to seek greater assurance that their supply chain has the skills, knowledge and processes needed to identify risks, deliver quality work and support compliance requirements.

Competence extends beyond technical qualifications. Staff should understand how retrofit measures can affect damp, mould, condensation, ventilation and indoor air quality, as well as how to recognise issues, escalate concerns and maintain appropriate records.

Organisations should ensure that:

- Staff have suitable qualifications, training and experience.
- Teams understand damp, mould and moisture-related risks.
- Employees can collect and maintain accurate evidence and documentation.
- Resident-facing staff can communicate effectively and sensitively.
- Competence is reviewed and refreshed regularly through training and supervision.
- Subcontractor competence is assessed and verified.

Operational readiness check

- Can we demonstrate the competence of employees and subcontractors?
- Do staff understand the relationship between retrofit, ventilation, damp and mould?
- Are there clear training, supervision and escalation procedures?
- Can we provide evidence of qualifications, training and ongoing professional development?



High levels of workforce competence helps organisations deliver quality outcomes, reduce risk and provide the assurance housing providers may increasingly require under Awaab's Law Phase 2.

Documentation and record keeping

Housing providers are likely to expect higher standards of documentation from their supply chain partners as Awaab's Law Phase 2 places greater emphasis on timely investigation, remediation and evidence. The ability to demonstrate what was identified, what action was taken, when it was completed and how outcomes were verified will become increasingly important.

Good record keeping helps provide assurance that work has been delivered correctly and supports audit, compliance and quality management processes. It can also help organisations respond quickly to client requests and resolve disputes where questions arise over completed works.

Documentation may include:

- Survey findings and inspection records.
- Photographic evidence before, during and after works.
- Installation records and commissioning certificates.
- Quality assurance and inspection reports.
- Resident communications and visit records.
- Remedial action logs and close-out reports.
- Training and competence records.

Organisations should consider whether information is stored consistently, can be easily retrieved and is retained for an appropriate period.

Quality assurance

As Awaab's Law Phase 2 increases expectations around the quality and timeliness of interventions, housing providers are likely to seek stronger assurance that retrofit works are being delivered consistently and to the required standard. Robust quality assurance processes can help identify issues early, reduce the need for remedial works and provide confidence that hazards have been addressed effectively.

Quality assurance should extend beyond the completion of physical works. It should encompass inspections, evidence reviews, process compliance and verification that documentation has been completed correctly. Where damp, mould or ventilation-related issues are involved, organisations may also need to demonstrate that underlying causes have been investigated and appropriate solutions implemented.

Quality assurance activities may include:

- Pre-installation surveys and reviews.
- In-process inspections.
- Post-installation quality checks.

- Photographic evidence reviews.
- Independent audits or technical assessments.
- Defect management and corrective actions.
- Lessons learned and continuous improvement processes.

A structured quality assurance approach can help organisations reduce risk while providing clients with confidence that work has been completed correctly and can be evidenced if required.

Evidence management

Housing providers are likely to place greater emphasis on the quality, accessibility and completeness of evidence supplied by delivery partners as Awaab's Law Phase 2 increases the need for timely action and demonstrable compliance. It may no longer be sufficient to simply complete work; organisations may also need to demonstrate what was done, when it was done and how the outcome was verified.

Effective evidence management helps provide an auditable trail that supports quality assurance, compliance reporting and client assurance. It can also help resolve disputes, demonstrate responsiveness and verify that issues have been addressed appropriately.

Evidence may include:

- Photographs before, during and after works.
- Survey and inspection records.
- Installation and commissioning certificates.
- Quality assurance reports.
- Moisture, ventilation or environmental monitoring data.
- Resident communications and sign-off records.
- Remedial action and completion records.

Organisations should consider whether evidence is collected consistently, stored securely and can be retrieved quickly when requested by clients, auditors or regulators.

Reporting requirements

As Awaab's Law Phase 2 strengthens expectations around accountability and responsiveness, housing providers may require more detailed and timely reporting from their supply chain partners. Clear reporting can help landlords demonstrate that issues have been identified, investigated, rectified and closed out within required timescales.

For retrofit organisations, reporting is likely to become increasingly important not only for evidencing completed works, but also for providing visibility of progress, risks, defects and outstanding actions. Clients may expect information to be accurate, consistent and readily available when requested.

Reporting requirements may include:

- Survey and inspection findings.
- Progress updates on remedial works.
- Quality assurance outcomes.
- Defect and snagging reports.
- Evidence of completed actions.
- Escalation of risks or non-compliances.
- Performance against agreed timescales and service levels.

Organisations should ensure reporting responsibilities are clearly defined and that information can be produced in a format that aligns with client requirements.

Resident communication

Resident communication is likely to play an increasingly important role under Awaab's Law Phase 2. While housing providers retain responsibility for managing resident concerns, supply chain partners are often the people residents engage with during surveys, inspections and works delivery. Clear, professional and timely communication can help build trust, reduce misunderstandings and support positive outcomes.

Organisations should recognise that residents may be reporting issues that affect their health, comfort and wellbeing. Staff should therefore be equipped to communicate clearly, explain planned activities and ensure concerns are recorded and escalated appropriately where required.

Engaging and effective resident communication may include:

- Providing clear information about planned visits and works.
- Explaining the purpose and expected outcomes of interventions.
- Recording resident concerns accurately.
- Managing expectations around timescales and next steps.
- Signposting issues that require escalation.
- Treating residents with professionalism, empathy and respect.

Housing providers may increasingly seek assurance that contractors and delivery partners have appropriate resident engagement processes in place and that interactions are documented where necessary.

Contractor governance

Housing providers are likely to seek greater assurance that their contractors and subcontractors operate within robust governance arrangements, as Awaab's Law Phase 2 increases expectations around accountability and compliance. Strong contractor governance helps ensure work is delivered consistently, risks are managed effectively and responsibilities are clearly understood across the delivery chain.



Supply chain organisations should recognise that clients may increasingly assess not only technical capability, but also how contractor performance, competence, quality and compliance are managed. Weak oversight of subcontractors could create risks for both suppliers and housing providers where issues relating to quality, evidence or responsiveness arise.

Key governance considerations may include:

- Clearly defined roles, responsibilities and accountabilities.
- Processes for assessing and onboarding subcontractors.
- Verification of competence, qualifications and certifications.
- Monitoring of quality, performance and compliance.
- Management of defects, complaints and corrective actions.
- Escalation routes for risks and non-conformances.
- Regular reviews of contractor performance.

Effective governance arrangements can help create a consistent approach across projects and provide clients with confidence that standards are being maintained throughout the supply chain.

Summary

Preparing for Awaab's Law Phase 2 is not simply a compliance exercise. It is an opportunity for organisations across the retrofit supply chain to review their systems, processes and capabilities to ensure they can provide the assurance housing providers need.

Businesses that can demonstrate strong governance, competent personnel, robust quality controls, effective record keeping and clear communication are likely to be better positioned to support clients operating within a more demanding regulatory environment. By taking proactive steps now, organisations can reduce risk, improve consistency and help deliver the safe, high-quality outcomes that residents expect and deserve.

Resources



Podcast: All RISE podcasts are available [here](#).

Podcast: "Switchee speaks: damp, mould, and the retrofit mission" available [here](#).



Masterclass: All RISE masterclasses are available [here](#).

Masterclass "Housing retrofit and Awaab's Law" available [here](#).



Advice pack: All RISE advice packs available [here](#).

Advice pack: "Monitoring and Evaluation: Damp and Mould" available [here](#).



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