



RISE

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support & expertise

Awaab's Law Phase 2: What the retrofit supply chain needs to know

Supply chain advice pack

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Introduction

Awaab's Law Phase 2 represents a significant step change in how housing hazards are identified, managed and resolved within the social housing sector. From 30 November 2026, the legislation expands beyond a focus on damp and mould to include a wider range of hazards, increasing the importance of preventative action, effective remediation and clear evidence of compliance.

While the legal responsibility rests with social landlords, the retrofit supply chain will play a critical role in helping providers deliver safe, healthy homes. Retrofit measures can help prevent many of the hazards covered by the legislation, but they can also create unintended risks if not designed, installed and managed appropriately.

What is Awaab's Law Phase 2?

Awaab's Law introduces legally enforceable timescales for social landlords to investigate and address housing hazards reported by residents. It was introduced following the death of Awaab Ishak and aims to ensure that serious housing safety concerns are acted upon promptly.

Phase 2 comes into force on 30 November 2026 and expands the law beyond damp and mould to include a wider range of hazards, including:

- Excess cold
- Excess heat
- Fire and explosions
- Electrical hazards
- Falls
- Structural collapse and falling elements
- Domestic hygiene and sanitation hazards

Where these hazards present a significant risk to residents, social landlords must investigate reports and take action within prescribed timescales.

Importantly, Awaab's Law is about more than completing repairs. It requires landlords to identify hazards, communicate findings to residents and demonstrate that appropriate action has been taken. Emergency hazards may require action within 24 hours, while other significant hazards are subject to statutory investigation and remediation deadlines.

Although compliance is the responsibility of social landlords, Phase 2 has significant implications for the retrofit supply chain. Many of the hazards now covered by the legislation are closely linked to building condition, energy efficiency, ventilation, heating systems and installation quality. As a result, contractors, installers, assessors



and retrofit coordinators will play an increasingly important role in helping landlords prevent hazards, evidence compliance and deliver safe, healthy homes.

Why it matters to the retrofit sector

While compliance with Awaab's Law Phase 2 is the responsibility of social landlords, many of the hazards covered by the legislation are influenced by the design, specification, installation and performance of retrofit measures.

For example, retrofit projects can help reduce risks associated with excess cold, excess heat and damp by improving insulation, heating systems, ventilation and overall building performance. However, poorly designed or installed measures can also contribute to problems such as overheating, condensation, poor indoor air quality and fire safety concerns.

As a result, housing providers are likely to place greater emphasis on working with delivery partners that can demonstrate:

- Technical competence and compliance with recognised standards.
- Effective identification and management of housing-related hazards.
- Robust quality assurance and installation practices.
- Clear records and evidence of completed works.
- Good communication and engagement with residents.

Phase 2 also reinforces the importance of a whole-house approach to retrofit. Measures should not be considered in isolation. Decisions relating to insulation, ventilation, heating, electrical systems and fire safety must work together to support healthy, safe homes.

For retrofit contractors, installers, assessors and coordinators, this means that demonstrating quality outcomes may become just as important as delivering energy and carbon savings. Those organisations that can evidence safe, compliant and resident-focused delivery will be best placed to support social landlords in meeting their obligations under Awaab's Law Phase 2.

How retrofit interventions can support hazard prevention

Retrofit can help prevent many of the hazards covered by Awaab's Law Phase 2 when measures are designed and installed correctly.

Reducing excess cold

Improved insulation, airtightness and efficient heating systems can help homes maintain safe indoor temperatures, improving comfort and reducing cold-related health risks.

Managing damp and mould

Better thermal performance and appropriate ventilation can reduce condensation and moisture build-up, helping to address the underlying causes of damp and mould.

Preventing excess heat

Good retrofit design can minimise overheating risks through measures such as shading, solar control and effective ventilation strategies.

Supporting fire, electrical and structural safety

Retrofit projects provide opportunities to identify and address safety issues, while ensuring that new measures do not compromise existing fire protection, electrical installations or structural integrity.

Taking a whole-house approach

The greatest benefits are achieved when insulation, ventilation, heating and other building systems are considered together. This helps ensure that measures designed to improve energy performance also contribute to safer, healthier homes.

However, retrofit can also create new risks if measures are poorly specified, installed or maintained. Competent assessment, quality installation and effective quality assurance are therefore essential to ensuring retrofit supports, rather than undermines, hazard prevention.

What housing providers are likely to expect from their supply chain

As social landlords prepare for Awaab's Law Phase 2, they are likely to expect retrofit delivery partners to play an active role in supporting safe, healthy homes.

Key expectations are likely to include:

- Competence and compliance with relevant standards, regulations and retrofit best practice.
- Awareness of housing hazards, including the ability to identify and escalate potential risks.
- Good quality assurance, with clear evidence that works have been completed correctly.
- A whole-house approach, considering how different measures interact and affect building performance.
- Effective resident engagement, including clear communication before, during and after works.

Increasingly, landlords will be looking for supply-chain partners that can not only deliver retrofit measures, but also help prevent hazards, demonstrate quality



outcomes and provide the evidence needed to support compliance with Awaab's Law Phase 2.

How evidence, quality assurance and resident engagement may become increasingly important

Awaab's Law Phase 2 is likely to increase the focus, not only on timely completion of works, but also demonstrating that qualifying hazards have been identified, managed and resolved.

Evidence and record keeping

Housing providers are likely to require clear records of surveys, assessments, installations, inspections and remedial works. Good documentation can help demonstrate that hazards were considered, appropriate action was taken and works were completed to the required standard.

Quality assurance

Robust quality assurance processes will become increasingly important in ensuring retrofit measures perform as intended and do not introduce new risks. This may include inspections, testing, photographic evidence and clear audit trails throughout project delivery.

Resident engagement

Residents are often the first to identify problems within their homes. Effective communication before, during and after retrofit works can help build trust, support the identification of potential hazards and ensure residents understand how to use new systems and measures correctly.

Supporting better outcomes

Together, evidence, quality assurance and resident engagement help provide confidence that retrofit projects are delivering safe, healthy and effective outcomes. Organisations that can demonstrate excellence in these areas are likely to be better placed to support housing providers in meeting their obligations under Awaab's Law Phase 2.

Summary

For contractors, installers, assessors, coordinators and suppliers, Awaab's Law Phase 2 is likely to increase expectations around competence, quality assurance, record keeping and resident engagement. Housing providers will increasingly look to their delivery partners to identify potential hazards, deliver quality outcomes and provide evidence that work has been completed safely and effectively.

Understanding these requirements now will help organisations prepare for future expectations and support the delivery of retrofit projects that improve both building performance and resident wellbeing.

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](#).



This pack aims to share insights, good practices, and lessons learned from the sector. It is intended for informational purposes only and does not constitute recommendations or endorsements of specific suppliers, products, or services or as legal advice. Please always check the latest regulations.



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