

R E F E R E N C E

Awaab's Law: the phase timetable.

Every statutory date, every clock, every hazard category
in one page. For housing associations, local authorities
and registered providers.



REGULATORY REFERENCE

Awaab's Law: the phase timetable.

Every statutory date, every clock, every hazard category in one page. Verified July 2026.

Awaab's Law places statutory time-bound duties on social landlords in England to investigate and fix serious hazards. It applies to registered providers of social housing: local authorities, housing associations and other registered providers. The Renters' Rights Act 2025 extends Phase 1 standards into the private rented sector; Phase 2 remains social-housing-only at the time of writing.

The three phases

PHASE	DATE	WHAT IT COVERS
Phase 1	27 October 2025 (in force)	All emergency hazards, and significant damp and mould hazards.
Phase 2	30 November 2026 (subject to parliamentary approval)	Excess cold and heat, falls, structural collapse and falling elements, fire and explosions, electrical hazards, domestic and personal hygiene, and food safety.
Phase 3	Expected 2027	All remaining HHSRS hazards except overcrowding.

The transition point

Phase 1 guidance remains operative until 11:59pm on 29 November 2026. Phase 2 guidance and requirements take effect from the following day. MHCLG published the Phase 2 landlord guidance and hazards annex on 13 July 2026, alongside the draft amendment regulations. The regulations are subject to the draft affirmative procedure and require parliamentary approval before commencement.

Who this applies to

Registered providers of social housing in England: local authorities, housing associations, and other registered providers. Private landlords are not currently under the same regime, though the Renters' Rights Act 2025 has extended Phase 1 standards into the private rented sector. Higher-risk buildings under the Building Safety Act carry additional golden thread obligations that intersect with Awaab's Law where a resident report engages both regimes.

REGULATORY REFERENCE

The statutory clocks under Phase 2.

Each clock is independent and can run in parallel with the others on the same report. The 24-hour immediate-danger duty applies under both Phase 1 and Phase 2.

CATEGORY	CLOCK	WHAT MUST HAPPEN
Immediate danger	Within 24 hours of the landlord becoming aware	Investigate and make the property safe.
Serious, non-emergency	Within 10 working days	Investigate the hazard.
Written findings to resident	Within 3 working days of investigation	Provide a written summary of findings and proposed actions.
Urgent safety works	Within 5 working days of investigation	Complete works classified as urgent.
Longer-term remedial works	Within 12 weeks	Commence works classified as longer-term.

The one-line takeaway

Five clocks, each independent, all attached to the same report. A landlord that cannot state the live status of every clock on every open case, on demand, is not Phase-2-ready.

OPERATING NOTES

The clock starts on awareness

The regulations are explicit: the statutory clock starts when the landlord becomes aware of the hazard, not when the case is triaged. Every reporting channel, phone, email, portal, WhatsApp, contractor site visit, community frontline, has to land into one workflow at the moment of contact. Any report that sits in a channel-specific queue starts the clock without starting the response.

The four operating tests

A social landlord's aftercare operation should be able to answer each question below, on demand, for every home and every open report.

- 01 What was reported, by whom, through which channel, at what time?
- 02 What was the triage decision, on what evidence, at what time?
- 03 What is the current status of every clock on every open case?
- 04 What was the resident told, in what form, at what time?

If any of these requires manual reconciliation across email, spreadsheets and a case management system, the operation is not Phase-2-ready.

What changes on 30 November 2026

For most social landlords, the operational change from Phase 1 to Phase 2 is the scope of hazards inside the timescales, not the timescales themselves. Damp and mould workflows built for Phase 1 need to be extended to the seven new categories. Triage rules need updating, out-of-hours arrangements need to cover the new categories, and contractor SLAs need to align to the 5-working-day and 12-week timescales.

Refresh cadence

This reference sheet is refreshed quarterly against the latest MHCLG guidance and hazards annex. Check the verification date in the header before relying on it for a live case.

One clock. One record.

Ubrix keeps every reporting channel, triage decision and statutory clock on one plot record, so Phase 2 readiness is a query, not a reconciliation exercise.

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