

Awaab's Law SLA Clock & Hazard Tracker

Track every Awaab's Law deadline from the moment a hazard is reported. Phased timescales are 1 working day for emergency, 5 days for damp / mould assessment, 14 days for hazard remediation. Survives a Housing Ombudsman complaint.

SLA matrix

Hazard	Initial action	Assessment	Remediation	Notes
Loss of heating / hot water (winter)	1 working day	24 hours	14 days max	Temporary fix counts
Damp & mould	5 working days	14 days inspect	14 days remediate	Photo every step
Cat 1 HHSRS hazard	5 working days	14 days	14 days	Local authority can serve notice
Total electrical loss	1 working day	24 hours	7 days	EICR check post-fix
Roof leak (active)	1 working day	5 days	14 days	Interim cover (tarp)
Boiler intermittent fault	5 working days	5 days	14 days	Service log evidence
Pest infestation (rats)	5 working days	7 days	21 days	PCR contractor + repeat visit

Per-hazard tracker (print and pin)

Property	Hazard	Reported	Inspected	Quoted	Fixed	Closed

Evidence chain (the gold-standard pattern)

- Tenant report: timestamped message (portal / WhatsApp / email) - never a phone call without a follow-up email.

- Acknowledgement: reply within 24 hours confirming receipt, expected next step and timing.
- Inspection: dated photos of hazard from 3 angles + brief written assessment.
- Quote: contractor invoice or quote confirming work scope and cost.
- Fix: dated post-work photos showing the same 3 angles + signed contractor sign-off.
- Tenant confirmation: brief message asking the tenant to confirm the issue is resolved.

Tenant-facing status template

Hi [tenant first name], Thanks for reporting [hazard description] at [property] on [date]. Here is what is happening and when: [Date]: I have arranged for [contractor / inspection] to attend on [date] between [time window]. [Date]: Once I have the assessment / quote, I will confirm the fix date - target date is [SLA date]. [Date]: After the work is complete, please confirm the issue is resolved by reply. I will keep you updated. If you need to contact me about this issue urgently call [phone number]. Thanks, [Landlord name]

Pre-built Ombudsman defence pack

- Tenant report timestamp (screenshot from portal / WhatsApp).
- Landlord acknowledgement timestamp (sent within 24 hours).
- Inspection date + photos + written assessment.
- Contractor quote / invoice with date of attendance.
- Post-work photos same angles + sign-off.
- Tenant confirmation of resolution.