

Healthy Homes Check

Preparing for Awaab's Law Phase 2

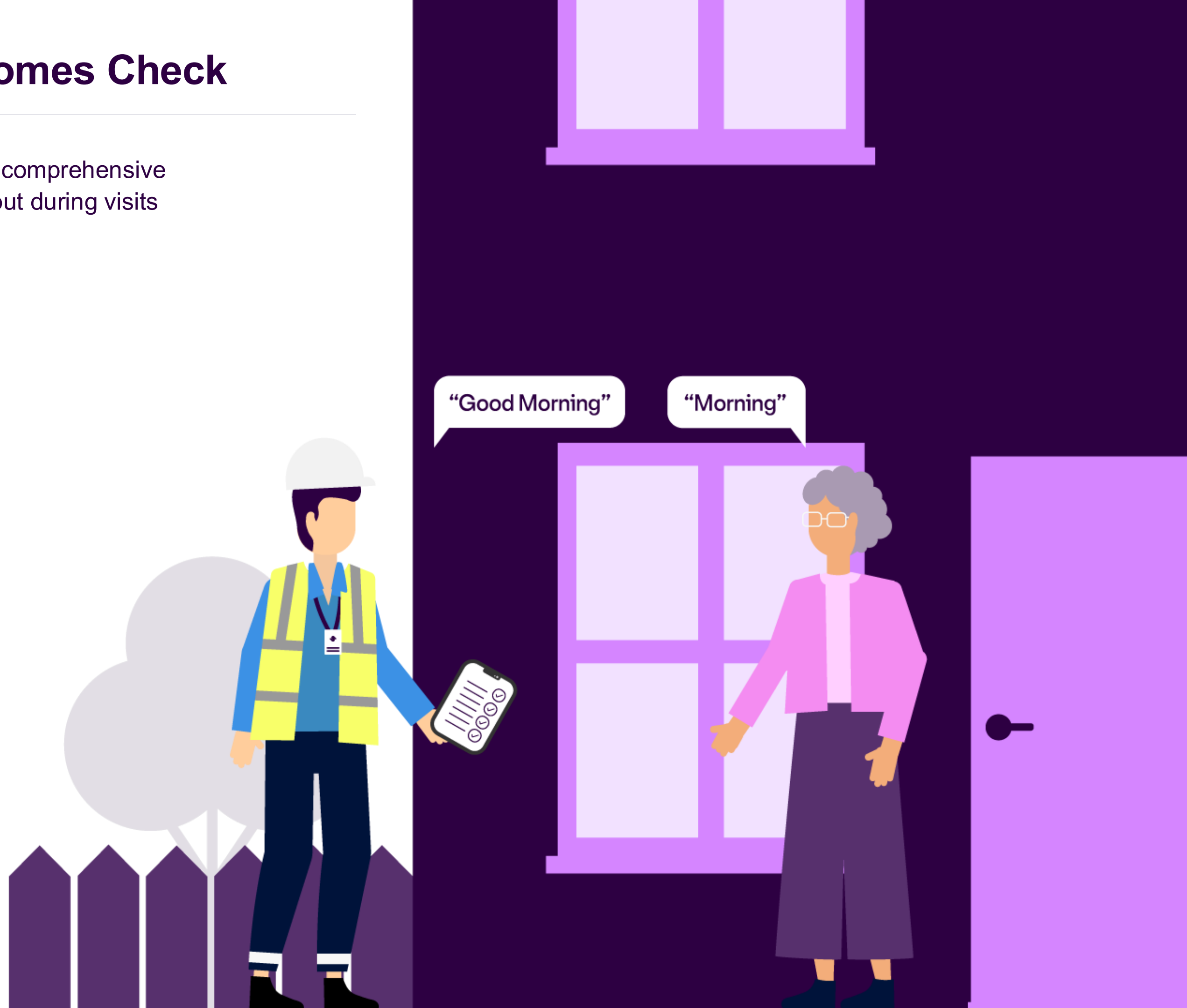
Andrew Tod, Head of Energy Transformation | 22nd September 2026

Introduction to the Healthy Homes Check

An enhanced, compliance-driven property survey: a comprehensive evaluation of safety, security and efficiency, carried out during visits we already make.

HOW IT WORKS

- Conducted as part of routine gas and maintenance inspections.
- Operatives perform a detailed visual assessment.
- Technology captures images, short videos and observational data.
- Immediate notification on critical issues, with weekly updates for routine reporting.

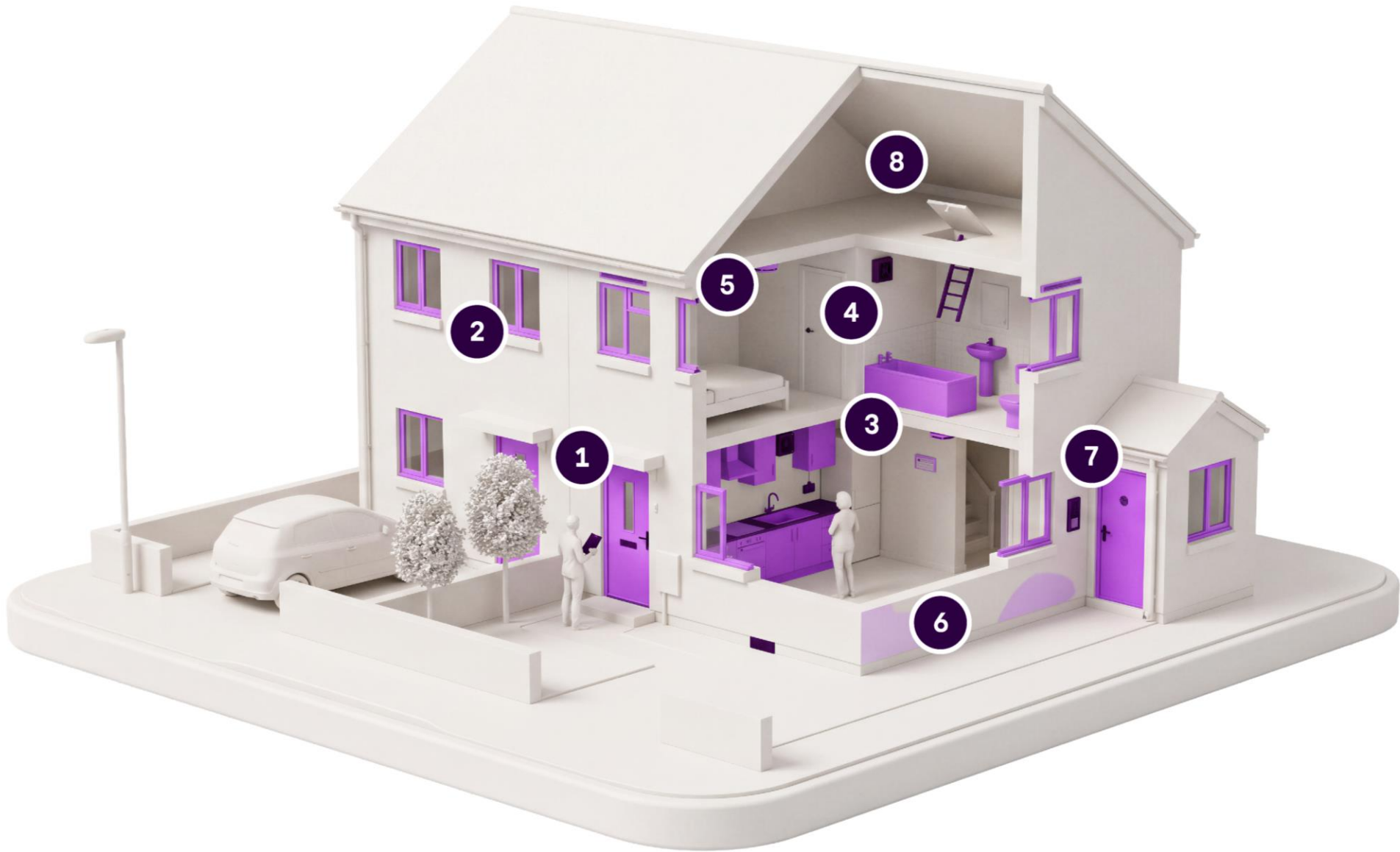


Healthy Homes Check

Eight essential home health and safety checks in one coordinated visit.

KEY BENEFITS

- Helps housing providers maintain compliance with HHSRS and Awaab’s Law.
- Provides proactive insights into property conditions.
- Minimises risks by identifying potential issues early. Immediate reporting of critical issues.
- Reduces resident disruption by combining checks with routine gas safety / heating system maintenance.



1

Front & Back Door Security Checks

Ensure that front and rear doors are operating safely and securely

2

Windows & Doors Inspection

Ensuring all windows and doors are operating / functioning properly

3

Kitchen & Bathroom Healthcheck

Ensuring kitchen and bathroom stock are in line with LA / HA refurbishment timelines

4

Property Ventilation Check

Assessing property ventilation and ensuring everything is operating as it should

5

CO² Smoke Alarm Check

Ensuring smoke alarms are safe and functioning

6

Visual Damp & Mould Inspection

Identifying and mitigating damp and mould

7

Fire Door Checks (Flats / Entry Systems)

Inspecting door entry systems and fire doors against operating requirements

8

Additional Stock Condition Checks

Additional stock condition checks (stopcock location / loft inspection etc.)

Why Sureserve

One trusted partner. Multiple areas of expertise.

Our expertise doesn't stop at the service you currently use us for.



Social Housing Specialists

Deep sector knowledge and a clear understanding of the challenges facing housing providers, residents and communities.



Multi-Service Expertise

Specialist capability across Heating, Electrical, Fire, Water, Energy Services, Retrofit and Renewables.



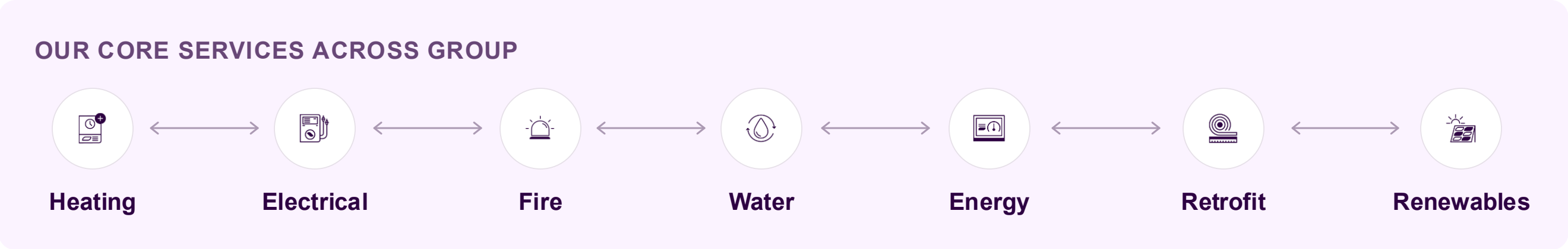
National Coverage. Local Delivery.

5,000+ people delivering essential services across the UK, combining scale with strong local relationships.



A Partner For The Whole Home

We support clients across safety, compliance, energy efficiency, sustainability and resident wellbeing.



THE NUMBERS

Households visited each year

1,693,152

Across the UK

People delivering services

5,000+

Across the group

Healthy Homes Checks completed

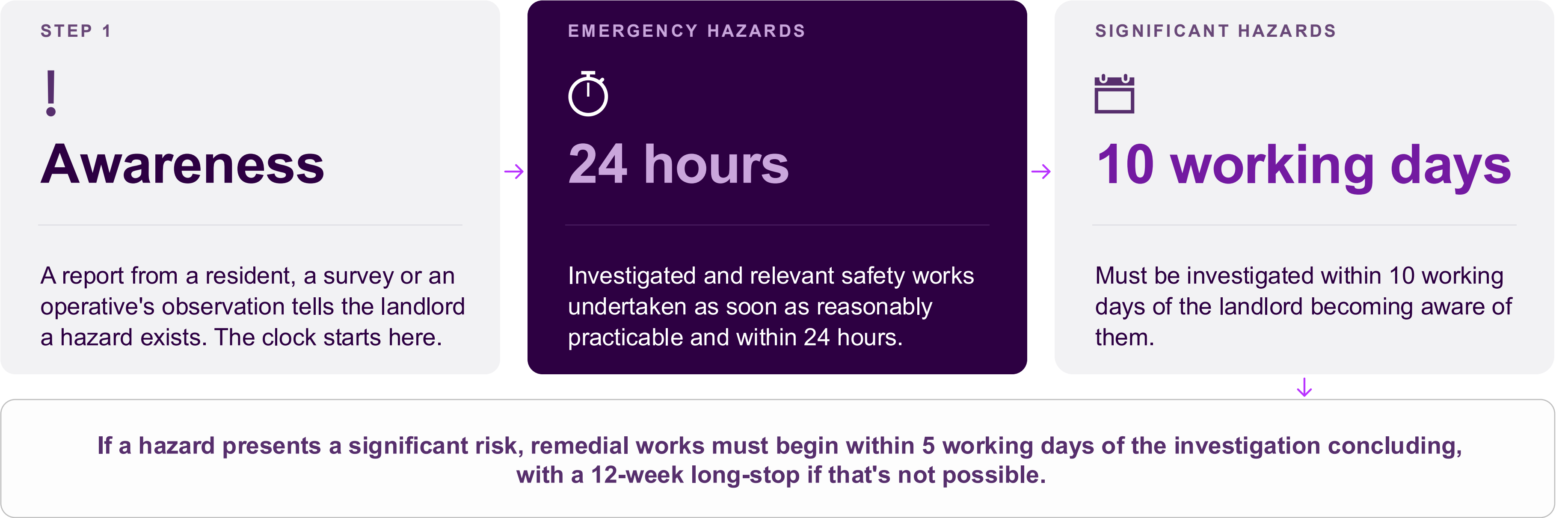
10,500+

Over 10,500 HHC completed each year

Awaab's Law Phase 1: what social landlords must do

In force since 27 October 2025

Address **all emergency hazards** and **all damp and mould hazards** that present a **significant risk of harm** to tenants to **fixed timeframes**



The clock starts at awareness. Whatever records the point of awareness becomes the evidence of compliance.
A written summary of findings must be given to the tenant within **3 working days of the investigation concluding.**

OVERALL SHIFT IN BEHAVIOUR

Evidence suggests that Awaab’s Law is beginning to shift behaviours and expectations in relation to prioritisation of serious hazards. However, constraints exist in terms of capacity and resident awareness.

HEADLINE FINDINGS: LANDLORDS

- Emergency hazards were handled relatively quickly, but damp and mould cases often extended over weeks/months due to complexity.
- Tension between acting quickly to demonstrate compliance and taking the time required for proper diagnosis, coordination and durable remediation.
- A minority of landlords had been preparing months / years in advance. Most Landlords described new processes as still bedding in and being refined.
- A recurring concern was the impact on diverting funding from planned maintenance and longer-term investment in housing stock.

HEADLINE FINDINGS: RESIDENTS

- Tenant experiences of landlord responsiveness to reported hazards remain variable, with inconsistent delivery evident across the sector.
- Overall awareness of Awaab's Law was low, and most residents associate it with damp and mould rather than hazards generally.
- Resident satisfaction hinged more on clear communication and visible progress than strict compliance with the legal timescales.
- Residents don't consistently get written inspection summaries; many aren't even aware they're entitled, others see as key for accountability/escalation.

WHERE IT SITS IN LAW

Awaab's Law is written into the tenancy itself. Section 10A, Landlord and Tenant Act 1985 stipulates the landlord must comply with:

“All prescribed requirements that are applicable to that Lease”
and Landlords must take “all reasonable endeavors to avoid a breach”

Phase 2 is coming

PREPARING FOR AWAAB'S LAW PHASE 2

The guidance has moved on since Phase 1, and the scope widens considerably.

WHAT HAS CHANGED

- Non-statutory guidance for social landlords has been published.
- Updated to reflect feedback from the Phase 1 "test and learn" process.
- Written summary templates are now included in the guidance.

HHSRS CATEGORIES ADDED TO AWAAB'S LAW

- Excess cold
- Excess heat
- Falls (stairs, between levels, baths)
- Structural collapse and explosions
- Fire hazards
- Electrical hazards
- Domestic and personal hygiene / food safety

Phase 2 comes into force on

30 November 2026

Preparing for Phase 2

EIGHT THINGS TO HAVE IN PLACE

WHAT TO HAVE IN PLACE

- 1 Consistent & clear communications with tenants
- 2 Access issues
- 3 Record keeping
- 4 Triage systems that align with Awaab's Law
- 5 Contract management
- 6 Asset management intelligence
- 7 Vulnerable resident identification
- 8 Consistent data collection and reporting from contractors

Be proactive, not reactive



One visit, seven essential safety checks. Sureserve’s Healthy Homes Check blends compliance checks with new layers of safety and condition reporting in a single visit, rolled out across PoplarHARCA’s 10,000 London properties in 2025.

WHAT WE DELIVERED

- Gas, electrical, fire door, damp and mould, kitchen, bathroom and ventilation checks in one appointment.
- Handheld technology prompts engineers through scoring and condition checks, with photographic evidence and consistent data standards.
- Every property now receives at least one fire door inspection per year, freeing surveyor time for complex cases.
- Residents book one visit instead of three or four, reducing the need to wait in and the stress of repeat appointments.

PROPERTIES SUPPORTED



10,000+

Delivering Healthy Homes Check to PoplarHARCA residents.



Sureserve are working with a specialist monitoring company on a 400-home pilot to target underperforming ventilation systems and design and install improvements to reduce resident exposure to poor indoor air quality.

WHAT WE ARE DELIVERING

- Reduced intervention time – bring reaction period from approx. 12 weeks down to 2 weeks by aligning humidity risk data with pre-booked access.
- Reduced resident exposure – shorten the period residents live with unresolved damp conditions
- Target underperformance – using environmental data to identify homes with high humidity and ventilation failure
- Verified upgrades – flow testing pre- and post-intervention to ensure ventilation meets defined performance thresholds

MOISTURE RELATED
DAMAGE ESCALATES
WHEN UNCHECKED:

1wk delay

→

minor condensation (c.£400)

3wk delay

→

mould & paint damage (c.£900)

6wk delay

→

plaster degradation (c.£1,800)

10wk delay

→

ceiling replacement (c.£3,200)



Costs are based on remedial works from Tier 1 contractors.



Fire alarm upgrade across 12 sheltered housing sites in Dartford, each one different in size, storeys and communal facilities. Awarded to Sureserve Compliance Fire under a JCT Intermediate Contract with contractor’s design, working alongside consultancy Ingleton Wood.

WHAT WE DELIVERED

- Grade D2 protection to every sheltered flat, with mains-powered detectors and integral standby batteries.
- Smoke alarms on all escape routes, heat alarms in kitchens and a Grade A heat detector in each entrance lobby.
- Category L1 life protection systems in communal areas, conforming to BS EN 54 with backup power.
- Fire alarms integrated with the Tunstall careline system, security access, lifts and mechanical plant.

PROPERTIES SUPPORTED

 **380+**

Units upgraded across 12 sheltered housing sites, from a single contract



EndoTherm

Jay Ham | Group Head of ESG, Sureserve

Tahir Ali | Energy Innovation Agency

Sureserve can provide EndoTherm free for social housing providers to support social value.

- Sureserve supplies, delivers and installs EndoTherm for free for social housing clients
- EndoTherm improves boiler efficiency up to 15%
- Tenant bills are reduced by £110-170 per year
- Product lasts 10+ years and is fully safe and tested



Free

Completely free product, delivery and installation



2-5 tCO₂e

Average emissions saved per property



£1,100-1,700

Average bill saving per property



40%

Reduction in the fuel poverty gap for tenants

What is it?

- A proven, water-based energy-saving additive
- Designed for use in any wet central-heating systems.

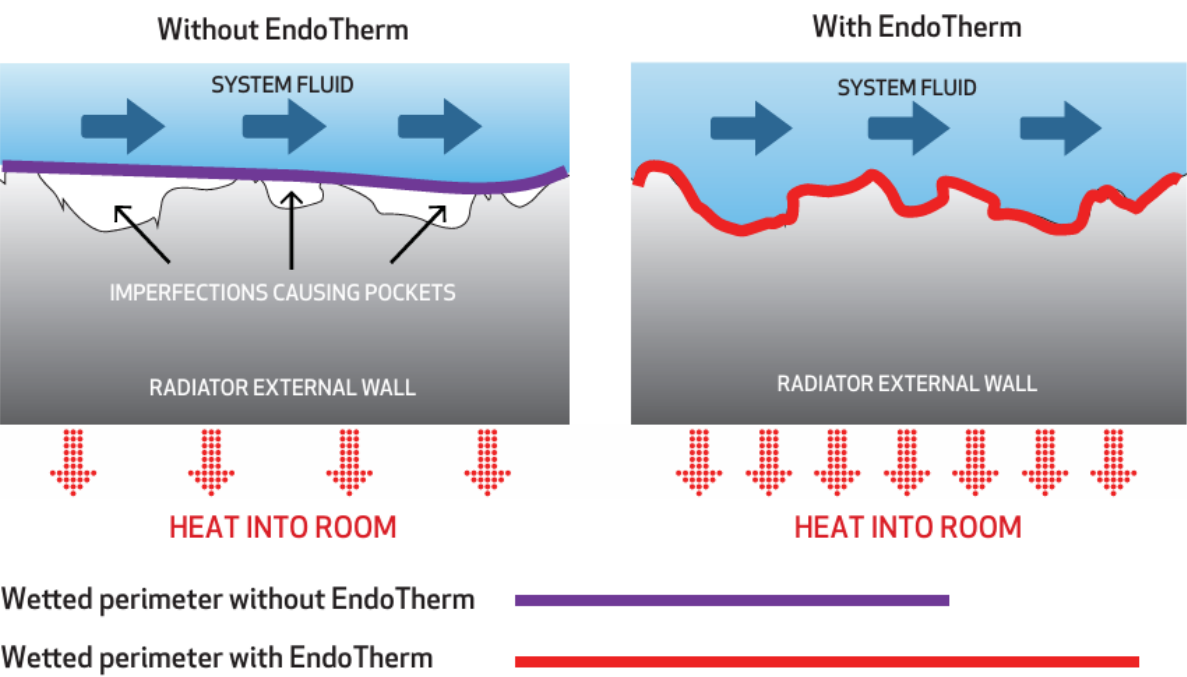
How does it work?

- EndoTherm reduces water surface tension, improves heat transfer and reduces wasted energy.
- It ensures heat is distributed more effectively allowing radiators to heat faster and boilers to work less intensively.

Is additional equipment needed?

- It works alongside existing boilers, heat pumps and radiators
- No equipment replacement is required
- No change of behaviour needed from residents.

HOW THE HEAT TRANSFER CHANGES



INDEPENDENTLY TESTED AND FULLY INSURED





Lower energy bills

Tenants save £1,000 on average per property



Reduced emissions

Average 2-5 tonnes of CO2 saved per property



15% energy saving

Product lasts for over 10 years



Independently proven

Rigorously tested by multiple third parties



Easy to install

No system downtime, installed in 2-5 minutes



Non-corrosive

Compatible with all boilers and inhibitors



100% organic

Made from 100% organic materials



Completely free

Free product and free installation

CASE STUDY





£140-170

Bill saving per year, per property



441kg CO2e

Carbon saving per year, per property



40%

Reduction in the fuel poverty gap for tenants

APPROVED COMPATIBILITY



















Thank you

Any questions?

Contact · marketing@sureserve.co.uk