

Health & Safety Update

Help us keep your home safe

ELDONIAN

COMMUNITY BASED HOUSING ASSOCIATION
PROMOTING SUSTAINABLE COMMUNITIES



Awaab's Law – October 2025



Awaab's Law is implemented on 27 October 2025. This new law ensures all emergency hazards including damp and mould are fixed efficiently to ensure tenants are kept safe in their homes. Below are some quick summary points to help you know your rights

1. **Emergency Repairs** - Landlords must make dangerous problems safe within 24 hours.
2. **Significant Hazards** - Issues like damp and mould must be inspected within 10 working days. Repairs to make the home safe must be done within 5 working days after inspection.
3. **Written Updates** - You will get a written update within 3 working days telling you what will happen next if your emergency/ significant repair has not been completed on time.
4. **Alternative Housing** - If repairs cannot be done in time, ECBHA will provide temporary accommodation until your home is safe again.

EPC (Energy Performance Certificate) Updates

After the successful completion of Phase 1, we are now beginning Phase 2 of EPC updates. This will help us identify what extra measures can be added to improve insulation and warmth in your property.



Electrical Safety Inspections

Electrical inspections are required every 5 years. If your property is due an inspection, we will be in touch directly.



Report repairs or for any queries contact us on the details below:

Office Number: 0151 207 3406

Email address for non-emergencies:
repairs@eldonians.org

Office Address: Tony McGann Centre,
Burlington Street, L3 6LG

Out of hours emergency repairs: 07500
722 202

**Stay Safe ,
Your cooperation helps us:**

- Protect you, your family, and your neighbours
- Keep homes safe and comfortable
- Ensure we meet legal requirements

Thank you for your support in helping us keep all properties safe, warm, and compliant.

Damp & Mould

Damp and mould can negatively affect your health and damage your home. Here are five simple things you can do to help prevent the problem:

- 1. Keep rooms aired by opening windows for a short time each day to let fresh air in.**
- 2. Wipe away moisture – use a cloth to remove condensation from windows and sills.**
- 3. Use extractor fans in the kitchen and bathroom when cooking or bathing.**
- 4. Leave a small gap between furniture and walls to help air circulate and stops damp patches forming.**
- 5. Heat your home evenly and keep rooms at a steady temperature to reduce condensation.**

If you see any signs of damp or mould in your home, let us know straight away so we can arrange an inspection and any necessary maintenance. Our contractors will also ask about damp and mould when completing their customer satisfaction sheets – please tell them if you have noticed anything in your home. Together, we can keep your home safe, healthy and comfortable.

Annual Gas Checks

From This month, our contractors will begin contacting residents to arrange your annual gas safety check. These checks are a legal requirement and are crucial for ensuring we keep your home safe. All checks are carried out by Gas Safe registered engineers.

Please make an appointment when contacted and make sure you allow access to your home at the agreed time. Your cooperation is vital in helping us keep everyone in the community safe.



Working Together to Stay Safe

By working together, we can keep your home safe, warm, and comfortable.

Your cooperation helps us to:

- Protect you, your family, and your neighbours**
- Keep our homes safe and compliant with insurance and legal requirements**
- Make sure properties remain well-maintained and energy-efficient**

