

The Awaab's Law

Phase 2

Readiness Assessment

Awaab's Law Phase 2 raises the bar for housing providers. Success will depend not only on identifying hazards, but on understanding risk in the context of the residents who live with them.

Many organisations have already invested heavily in stock condition surveys, asset intelligence and compliance programmes. The next challenge is ensuring that property data, resident information and operational processes work together to support effective decision-making, prioritisation and intervention.

This assessment is designed to help you evaluate your organisation's readiness across four critical areas: Data visibility, risk management, vulnerability awareness and operational effectiveness. It is not a compliance audit. Instead, it provides a practical benchmark to help identify potential gaps before they become operational challenges.

Using this checklist

Review each statement and score your organisation based on its current level of capability:

Yes = 2 points Fully established and consistently applied	Partially = 1 point In place, but not consistently or organisation-wide	No = 0 points Not currently in place
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Add up your score at the end of the assessment to understand where your organisation sits on the Awaab's Law Phase 2 readiness journey and where further attention may be required.

Maximum score: 30 points

Remember, the objective is not to achieve a perfect score. It's to identify where disconnected data, limited visibility or inconsistent processes could impact your ability to assess risk, prioritise action and protect residents effectively.

SECTION 01

Data & Visibility - Score Y/N/P

- ☐ We have up-to-date stock condition data for all properties.
- ☐ Property data can be accessed by repairs, housing and compliance teams.
- ☐ Vulnerability information is recorded consistently.
- ☐ Staff can access resident and property information from a single view.
- ☐ We can identify residents requiring enhanced support.

SECTION 02

Risk Assessment - Score Y/N/P

- ☐ Hazard severity is assessed consistently.
- ☐ Resident vulnerability is included in triage decisions.
- ☐ High-risk cases are automatically escalated.
- ☐ We can evidence our decision-making process.
- ☐ Priority jobs are tracked against statutory timeframes.

SECTION 03

Operational Readiness - Score Y/N/P

- ☐ Repairs, housing and compliance teams follow a shared process.
- ☐ Cases have clear ownership.
- ☐ Vulnerable resident cases receive enhanced monitoring.
- ☐ Managers have compliance dashboards.
- ☐ We can produce an audit trail from first report through to resolution.
- ☐ Priority jobs are tracked against statutory timeframes.

Scoring Guide

- 0-10: Significant compliance risk
- 11-18: Basic foundations in place
- 19-25: Well positioned for Phase 2
- 26-30: Leading practice - audit-ready

Your score is only the starting point

The organisations best prepared for Awaab's Law Phase 2 are bringing together property intelligence, resident intelligence and operational processes to create a single view of risk.

To see how leading housing providers are approaching this challenge, explore our platform tour:

[From First Report to Full Compliance](#)