

Event today is free & exclusively for TPAS Cymru members





You matter | Ti'n cyfri

5 ways to engage Tenants in the new WHQS Hazards Rule

March 2026

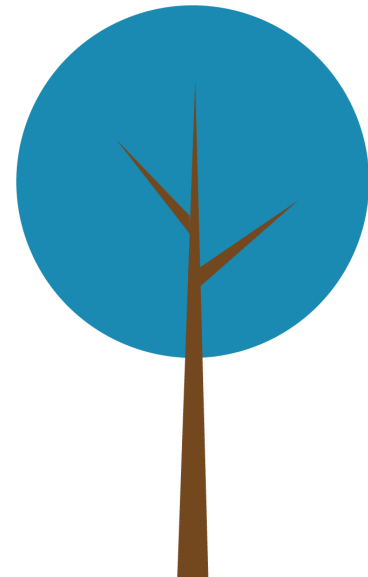
**Event today is free & exclusively
for TPAS Cymru members.**

**Part of our ongoing support
relating to Hazards/Damp & Mould.**



Session content

1. Background & context
2. Brief overview of new rule
3. Why engage with Tenants?
4. Who to engage with.
5. 5 ways to engage Tenants.



Housekeeping

- **Slides shared after session.**
- **Do share your tenant engagement plans & ideas in chat.**
- **Obligatory evaluation form pop-up when leave session!**



Talk to us about any follow up support. **For example -**

- In-house session
- Hazards Rule – briefings for colleagues
- Hazards/Damp & Mould – Customer Service workshops
- Facilitation of engagement sessions



TPAS Cymru support in development



**Senedd Cymru
Welsh Parliament**

Home > Senedd Business > Building Safety (Wales) Bill

Building Safety (Wales) Bill





**GOOD | GWOBRAU
PRACTICE | ARFER
AWARDS | DA 2026**





NEW - Resident Engagement in Safe & Healthy Homes

This new award recognises a **landlord organisation and/or Tenant group** which has successfully engaged Tenants/Residents in initiatives to ensure safe and healthy homes.

This could include activities such as involving tenants in co-designing safety information, working with tenants to raise awareness of safety issues, engaging tenants in safety improvements to homes.

This could focus on one or more safety issues, such as, fire safety, damp and mould, and other hazards.

So, if you have involved Tenants/Residents to ensure safe and healthy homes, either across all homes or within a specific estate/community tell us what you have been up to and what others could learn from it.



NEW - Tenant Focused Contractor

Who can apply?

This award is open to **DLO's and contractors** that are currently working with one or more of our member housing organisations at the time of nomination.

This award recognises contractors and DLOs who consistently put tenants first in the way they plan and deliver their work. It focuses on *how* work is delivered and experienced by tenants, not just what is delivered.

It celebrates organisations that go beyond completing works, those who ~~and~~ deliver through a positive, respectful and supportive experience for tenants.

A photograph of a row of terraced houses with a blue semi-transparent overlay. The overlay contains the text 'Background & context', 'Brief overview of new', and 'Hazards Rule'.

Background & context

Brief overview of new Hazards Rule

Diamonds
To Let

BRINSONS
SOLD



CABINET STATEMENT

Written Statement: Welsh Housing Quality Standard – Responding to Hazards

Jayne Bryant, Cabinet Secretary for Housing and Local Government

First published: 19 December 2025

Last updated: 19 December 2025

Ensuring that tenants in Wales have safe, secure, and high-quality homes remains my fundamental priority. I recently consulted on proposed changes to the Welsh Housing Quality Standard (WHQS) to ensure social landlords take prompt action on health hazards in the home.

Share this page: [X](#) [f](#) [@](#)

Written Statement: Welsh Housing Quality Standard – Responding to Hazards

Jayne Bryant, Cabinet Secretary for Housing and Local Government

First published: 19 December 2025

Last updated: 19 December 2025

“This means having systems in place to respond quickly, keep tenants informed, and treat their concerns with empathy and respect, not just as technical problems.”

“Social landlords must now publish response times and report on their performance as part of the WHQS compliance return, ensuring tenants can see how their landlord is meeting obligations.”



Llywodraeth Cymru
Welsh Government



Welsh version of 'Awaab's Law'

New hazards response
'Rule' in WHQS



NEWS

Home | InDepth | Israel-Gaza war | War in Ukraine | Climate | UK | World | Business | Po

England | Local News | Dorset

Alexys Brown death: Housing and lift firms fined £1.5m

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INSIDE HOUSING

REGULATION
DEVELOPMENT
FINANCE
ASSET MANAGEMENT
SUSTAINABILITY
MORE TOPICS

NEWS
INSIGHT
COMMENT
IH LIVE



Nine children died after falling from windows and balconies of social housing in six years

NEWS 15.08.25 8.00 AM BY ELLA JESSEL



NEWS

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England | Local News | London

'Boiler scalding left me unable to put clothes on'



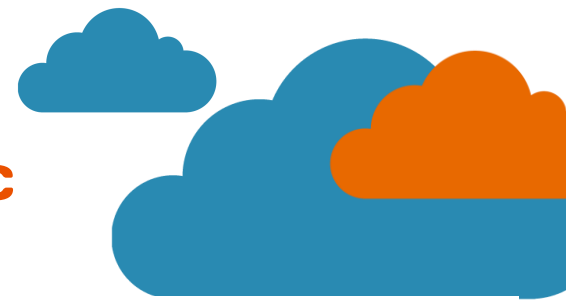


Large landlord fined £900,000 for putting residents at risk of contracting Legionnaires' disease

NEWS 01.11.24 10.30 AM **BY JENNY MESSENGER**

Large housing association Sanctuary has been fined £900,000

WHQS Addendum - New Element 1c



The HHSRS hazards are:

<ul style="list-style-type: none">• Damp and mould growth	<ul style="list-style-type: none">• Excess cold	<ul style="list-style-type: none">• Excess heat	<ul style="list-style-type: none">• Asbestos (and MMF)
<ul style="list-style-type: none">• Biocides	<ul style="list-style-type: none">• Carbon Monoxide and fuel combustion products	<ul style="list-style-type: none">• Lead	<ul style="list-style-type: none">• Radiation
<ul style="list-style-type: none">• Uncombusted fuel gas	<ul style="list-style-type: none">• Volatile Organic Compounds	<ul style="list-style-type: none">• Entry by intruders	<ul style="list-style-type: none">• Lighting
<ul style="list-style-type: none">• Noise	<ul style="list-style-type: none">• Domestic hygiene, Pests and Refuse	<ul style="list-style-type: none">• Food safety	<ul style="list-style-type: none">• Personal hygiene, Sanitation and Drainage
<ul style="list-style-type: none">• Water supply	<ul style="list-style-type: none">• Falls associated with baths	<ul style="list-style-type: none">• Falling on level surfaces	<ul style="list-style-type: none">• Falling on stairs
<ul style="list-style-type: none">• Falling between levels	<ul style="list-style-type: none">• Electrical hazards	<ul style="list-style-type: none">• Fire	<ul style="list-style-type: none">• Flames, hot surfaces
<ul style="list-style-type: none">• Collision and entrapment	<ul style="list-style-type: none">• Explosions	<ul style="list-style-type: none">• Position and operability of amenities	<ul style="list-style-type: none">• Structural collapse and falling elements

WHQS Addendum - New Element 1c



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New Rule



Rule

A hazard which may present a significant risk with an assessed likelihood of imminent harm to the tenant/occupier must be investigated within 24 hours and remedied within a further 24 hours. Any work to make safe should be carried out as soon as possible in any event.

A hazard which may present a significant risk with no assessed likelihood of imminent harm will be investigated within 10 working days and remedied within a further 5 working day period.

On occasion and on the assumption of best endeavours, it will not be possible to remedy a hazard within the timescales above. In this case, a written summary plan must be provided to the tenant (hard copy or electrical) within 5 working days. The content of the summary plan is set out in the published statutory guidance.

New Rule



Statutory Guidance

- The requirement to comply with the rule will be limited to where a significant risk is assessed. A 'significant risk' is one that poses a significant risk of harm to the health or safety of a tenant/occupant, specifically, a significant risk of harm is defined as a risk of harm to the occupier's health or safety that a competent member of the landlord's workforce with the relevant knowledge would take steps to make safe as a matter of urgency.
- In assessing a significant risk and imminent harm, landlords must take into account
 - the tenants and other occupiers individual circumstances including age, any physical and/or mental health issues and any other vulnerabilities.
 - the condition of the home.
 - the nature of the hazard (likelihood of harm materialising and the potential severity of that harm in the specific circumstances).



APRIL

1



Journey
Start



Hazards Response Rule

Challenges

- Timescales for implementing all hazards
- Limited Guidance from WG
- Internal Systems change
- WG compliance reporting
- Concerns about potential 'over reporting'

Positives

- Positive news – consistent approach.
- Focus on the aim of new rule
- Demonstrating what you do already.
- Clarity & evidence
- Create your own detailed internal guidance
- Opportunity to tackle potential underreporting and 'hear the silence'.



Going beyond just compliance

Is your organisation going beyond compliance, ensuring empathy and personalisation?.

Organisations that focus on engaging and understanding Tenants alongside the rules are more likely to improve tenant satisfaction and avoid issues from escalating.

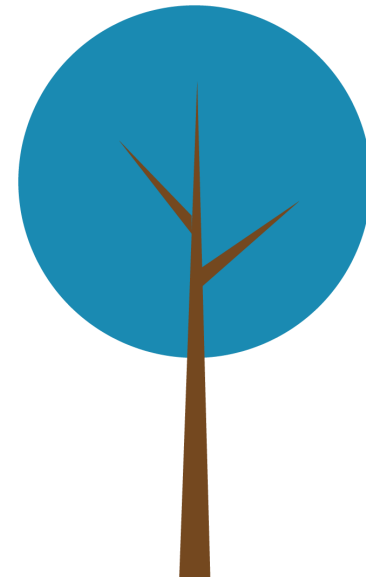


Why engage Tenants in in the new WHQS Hazards Rule?

- What outcomes are you aiming for ?

What outcomes are you aiming for ? - You decide.

- **Tenants are informed** – the Rule and landlord procedures
- **Provide reassurance to Tenants on the safety of their home** – your commitment to safety & compliance
- **Empowered tenants** – to report , to hold to account
- **Tenant focussed hazard response service**
- **Inclusive and fair service** – works for all Tenants
- **Value for money service** – Effective & Efficient,
- **Build trust and understanding**
- **Compliance** – WHQS & Regulation



WHQS Compliance & Tenant Engagement



Llywodraeth Cymru
Welsh Government

The key areas to be included in the compliance policy are provided below:

- Approach to WHQS, reflecting local resources and circumstances;
- Database/asset management software;
- Tenant engagement;
- Independent verification;
- Compliance statements for new tenants;
- Elements not measured, to be covered by detailed explanatory statements;
- Cost prohibitive activity;
- Target Energy Pathways Narrative;
- Redevelopment, demolition and carbon; and
- Community benefits.



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WHQS & Regulatory Compliance & Tenant Engagement



Llywodraeth Cymru
Welsh Government

RS3	High quality services are delivered to tenants
	<p>The social landlord:</p> <ul style="list-style-type: none">a) Keeps tenants safe in their homes and promptly identifies and corrects any under-performance or non-compliance on landlord health and safety mattersb) Delivers services which meet the diverse needs of tenantsc) Achieves and maintains high levels of tenant satisfaction with servicesd) Makes landlord performance information available to tenants
RS4	Tenants are empowered and supported to influence the design and delivery of services The social landlord:

A photograph of a row of colorful terraced houses in a residential street. The houses are painted in various colors including blue, yellow, and white. The scene is set against a clear blue sky. A semi-transparent orange banner is overlaid on the top half of the image, containing the text "Who to engage with.....".

**Who to engage
with.....**

Who to engage with.....



- All Tenants - **and** occupiers
- Existing Tenant groups/panels etc
- Those who support Tenants – *e.g. voluntary organisations, community orgs, family, support workers*
- Diverse voices:
 1. Protected characteristics
 2. People from your Tenant profile & different property types
 3. Lived experiences - e.g. families, sensory loss, carers,
 4. Customer experience – those who have experienced hazard response service and support
 5. ‘silent’ tenants

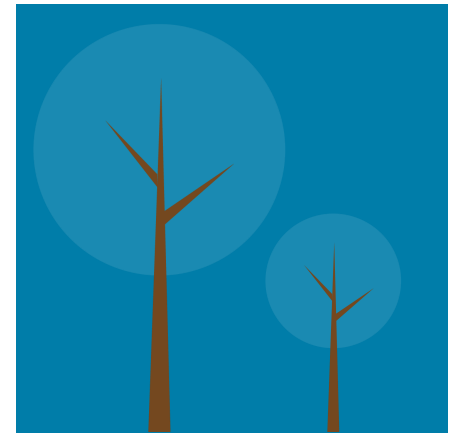
Two areas to engage Tenants in.....

1.

**Hazards Rule
response:
'report and
repair'**

2.

**'predict and
prevent'
approach**

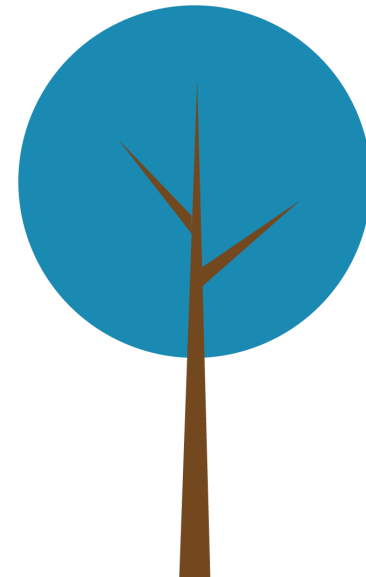


5 Ways to engage Tenants:

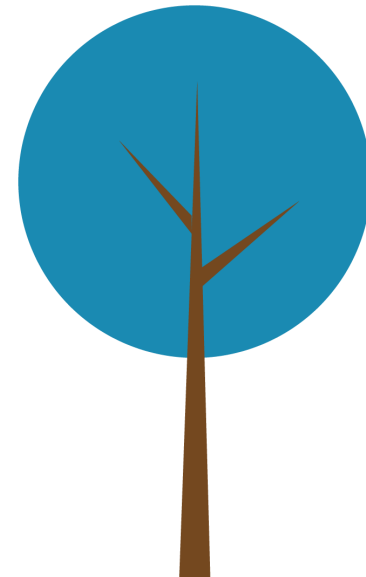


Tenant Awareness & Understanding

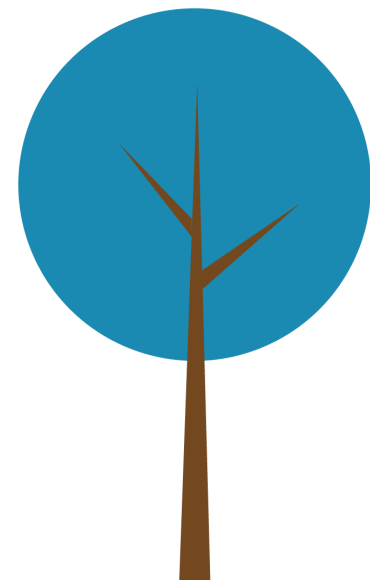
- WG WHQS Rule details = compliance
- **‘Our commitment to keep you safe in your home’ = Reassurance & Trust.**
- HHSRS hazard categories by ‘theme’/ practical examples
- Who will take ownership of responding to hazards – all staff? ,specialist team? Qualified staff, Visuals of key professional staff = Trust
- Explain any new related procedures. *e.g. we may need to ask a few more questions; how personal info will be kept safe.*
- How to report hazards – *e.g. 3 simple ways*
- How to report ‘near misses’! = preventative action



- Co-designing your awareness comms with Tenants
- Multiple comms approaches to reach all audiences:
 - Video explainers
 - FAQs
 - Roadshows/estate walkabouts
 - Plain language / 'Easy Read' format information
 - Ongoing comms campaign




- Different comms for Tenants living in homes with communal corridors/access etc - *e.g. don't assume a neighbour has already reported a hazard in a communal area.*
- Share awareness information with relevant stakeholder organisations – those who support Tenants who you may not be reaching or engaging with . *e.g. community support organisation, local charity or support group, local health centre,*



Guidance


Awaab's Law: Guidance for tenants in social housing

Updated 4 December 2025



Landlords also have to take action if they find out about a hazard through a different route. This could be when:

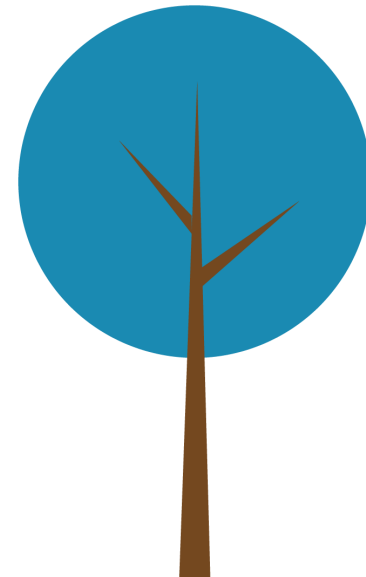
- **you or someone else** report a problem
- **a contractor or inspector** notices something
- **another organisation, such as an advice organisation** raises a concern
- **the landlord** spots or is shown an issue during a visit to your home



If you tell a contractor or someone else about your issues, you should also follow up using your landlord's official contact methods to make sure it has been picked up.

Engage Tenants in exploring Nudge/Behavioral Prompts in communications to help with hazard prevention

- **"Range" Nudges:** "keep hallways clear 100% of the time"
- **Social Norming:** Use messages that highlight safe behaviour, such as "9 out of 10 households in your area have checked their smoke alarms this year".
- **Habit Anchoring:** Pair safety actions with existing routines e.g. "Change smoke alarm batteries when you change your clocks for daylight savings"
- **Make it Positive:** Focus on what to *do* rather than what to *avoid*.



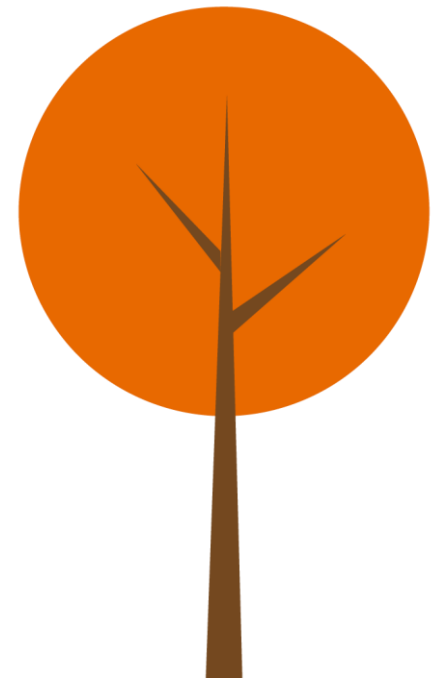


Engaging tenants
in:

**Testing Hazards
Information &
Reporting
methods**

Scenarios for Tenants to test:

- What AI says about your organisation's hazard reporting! - *example*



how can i report damp to my housing association

Here's how to report damp to your housing association step-by-step:

If you'd like, tell me:

- Are you a tenant?
- Is the damp severe?
- Has this been reported before?

I can help you write a complaint message.



write a short message you can send to

Message



Hello, I am a tenant and I would like to report damp and mould in my property. The damp is in [room/area], and it has been there for [how long]. It seems to be getting worse. Could someone please arrange an inspection or repair? My address is [your address]. Thank you.



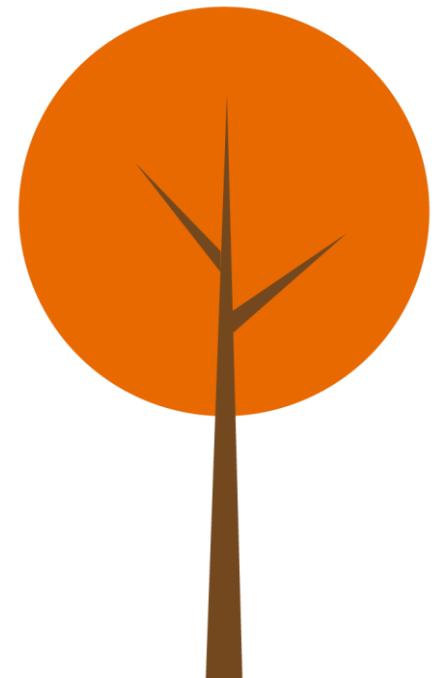
If you want, I can also write:

- a **slightly stronger message** (if the damp is bad), or
- a **phone script** so you know exactly what to say when you call them.



Scenarios for Tenants to test:

- What AI says about your organisation's hazard reporting! - *example*
- Website – up to date? , any old outdated info?!
- App option?
- Is it easy to find how to report a hazard?
- Easy to use ?– reporting online, unloading photos etc
- Non digital options clear **and** encouraged?
- Inclusive – e.g. *language, literacy, sensory loss*?
- Tone – feels helpful and jargon free, reflects your organisation values?
- Repair or ‘Concern’ or near-miss options?

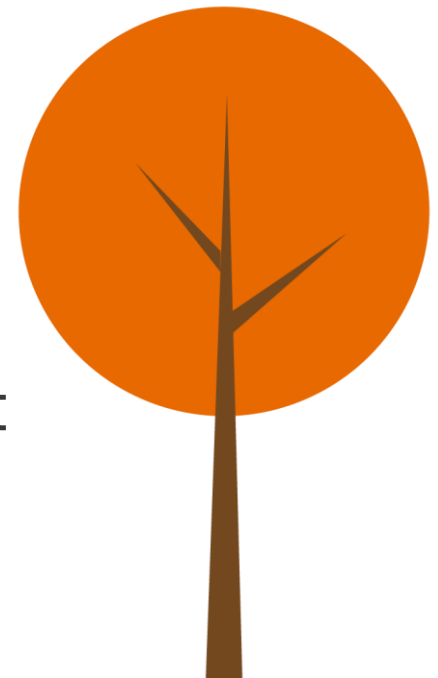




**Co-designing &
Testing
assessment
information
gathering &
Triaging process.**

Scenarios for Tenants to test:

- Made clear how personal information gathered will be used, and who shared with?
- Explained why questions are being asked?
- People's understanding of the questions – jargon free, non-leading questions?
- Tone – feels non-prying, supportive? Not believed? Feeling blamed?



How will your information be used?

You don't have to share personal details you're uncomfortable with, and you don't need to give evidence from your doctor. But sharing as much information as possible can help your landlord understand the situation and what needs to be done to help, as they can only act on the information they have.

Under UK data protection laws (UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018), your landlord must:

- get your clear consent to use this sensitive information
- explain how your information will be used
- keep it secure
- only use it for the agreed purpose

Health and disability information is classed as 'special category' data and must be handled with extra care. You have the right to see your data, ask for changes, or withdraw consent at any time.

Other tips for reporting a hazard:



Co-designing Written Summary Plan template

Written Summary Plans: WG guidance



On occasion and on the assumption of best endeavours, it will not be possible to remedy a hazard within the timescales above. In this case, a written summary plan must be provided to the tenant (hard copy or electrical) within 5 working days. The content of the summary plan is set out in the published statutory guidance.

If applicable, the written Summary plan must include the following information as a minimum:

- Confirmation of the nature of the hazard identified and whether it has been assessed as presenting imminent harm or not.
- The action has been taken/will be taken to make the property safe.
- Details of the work to be undertaken to remedy the hazard.
- When the work is likely to start and finish.
- Detail of the arrangements made to mitigate any risks to the tenant occupier in the interim.
- How to contact the landlord – an individual should be named with a direct contact email/Tel no.

A summary report can be provided to the tenant in hardcopy or email/electronic means, but the issue of the summary must be properly recorded in the landlords' records.



Reviewing & Accountability

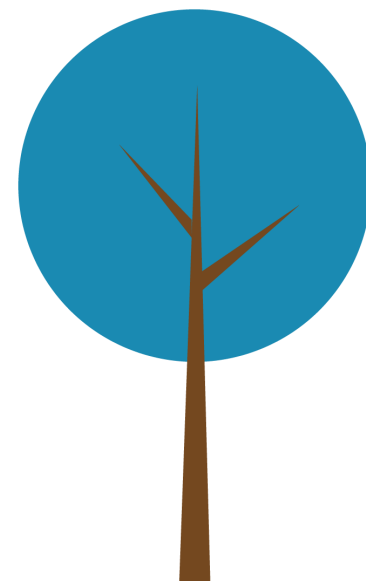
Engage Tenants in reviewing your tenant facing procedures -

Transactional insight - timely case specific feedback from Tenants who have been through hazard response service.

Ongoing reviews:

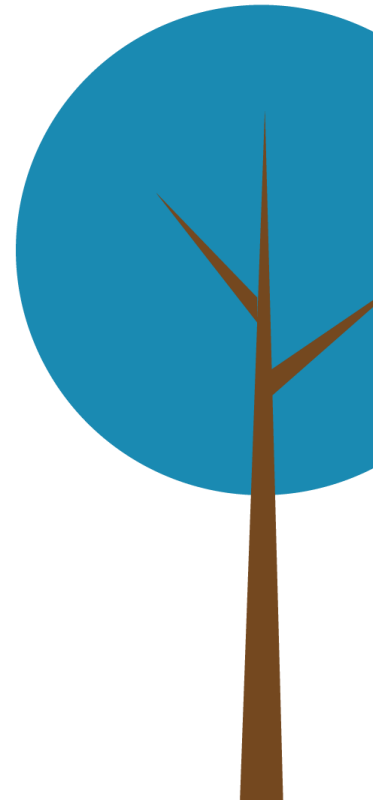
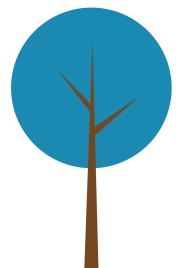
Reviewing your comms – what worked? What didn't? and why?

Reviewing assessment info gathering/triaging questions – what didn't we ask? What questions really helped?



Accountability to Tenants

- Sharing what the WHQS compliance data is saying, **with** context.
- Exploring what performance type information tenants want to see.
- Sharing what the landlord has learnt, changed and improved during implementation.
- Opportunity for tenants to ask senior staff/execs questions about response service and performance .



5 ways to engage Tenants in the new WHQS Hazards Rule



- 1. Tenant Awareness & Understanding**
- 2. Testing Hazards Information & Reporting methods**
- 3. Co-designing & Testing assessment information gathering & Triaging process**
- 4. Co-designing Written Summary Plan template**
- 5. Reviewing & Accountability**

ABOUT TPAS

How we support
Social housing in
Wales.

RESOURCES

Access our Guides,
Reports and Best
practice.



Tenant Voice Cymru Forum: Hazards

Wednesday 25th March | 11am-12:15pm | Zoom

You may be familiar with the tragic incident of Awaab Ishaak, a 2-year-old boy who lived in social housing in England, who died as a direct result of the damp and mould in the home. England have since implemented 'Awwab's Law', placing a responsibility on all social landlords to take complaints about all emergency hazards and any significant damp and mould concerns, seriously and respond.



Talk to us about any follow up support. **For example -**

- In-house session
- Hazards Rule – briefings for colleagues
- Hazards/Damp & Mould – Customer Service workshops
- Facilitation of engagement sessions





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5 ways to engage Tenants in the new WHQS Hazards Rule

March 2026