

Poor Data Hindering Landlords' Compliance with Awaab's Law

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Poor data quality and outdated IT systems are emerging as major barriers to landlords meeting the requirements of Awaab's Law, according to a new report examining the challenges facing the UK social housing sector.

The findings come as landlords prepare for the second phase of the legislation later this year, following the introduction of the first phase in October 2025. The law introduced strict timeframes for responding to emergency hazards as well as damp and mould issues within homes.

The report, [*Navigating the New Realities of Quality, Accountability, and Trust in UK Social Housing*](#), sponsored by software specialist Mobyssoft, warns that fragmented data systems are preventing many organisations from meeting their growing regulatory obligations. According to the research, some landlords are relying on incomplete or inconsistent data when deciding where investment and repairs should be prioritised.

The issue has gained attention following a rise in media reports of housing providers struggling to meet the deadlines introduced under the first phase of the legislation.

Awaab's Law is expected to expand later this year under phase two, with new requirements covering fire safety, electrical hazards, structural risks, excess cold and heat, falls and hygiene related hazards.

Rising financial consequences

The report highlights the financial risks landlords face if hazards are not addressed quickly.

Analysis of the 100 most recent Housing Ombudsman cases involving damp and mould found total compensation payments of £307,935. This equates to an average payout of £3,079 per case.

However, the report suggests the wider costs can be significantly higher. Research by Mobyssoft indicates landlords spend an average of £8,682 on repairs to address a single category one hazard. Combined with compensation, this means landlords could face costs of more than £11,500 for failing to deal with one serious issue in a property.

These figures do not include additional expenses such as legal costs, temporary relocation of tenants or internal service reviews.

Technology seen as part of the solution

The report argues that housing providers need to move more quickly to adopt new technologies to improve data management and identify risks earlier.

Tools such as artificial intelligence and advanced analytics can help organisations detect patterns in maintenance records and highlight properties where issues are likely to emerge.

Some systems now draw on data from more than seven million repairs jobs to support better decision making and prioritisation of investment.

Gary Young, Chief Executive of Mobyssoft, said improving data quality will be critical as the sector adapts to new regulatory expectations.

“For the sector, trust is now the single most valuable currency we hold,” he said.

“For landlords, regulators, boards and most importantly tenants, the question is whether we can evidence with confidence and clarity that we have a firm grip on our operations and are acting decisively in the best interests of communities, to make sure people are living in safe and decent homes.

“Awaab’s Law has been central to this shift in our sector, with a raft of changes to ensure regulation aligns with what really matters to tenants.”

Young added that the housing sector is entering a more data driven phase.

“We are overseeing the transition to a new data driven era for housing. Better information leads to better decisions and where data quality and risk intelligence are of the highest importance to the sector.”

The report concludes that stronger data governance will be essential to building confidence among tenants, regulators and housing providers, while helping the sector move from a reactive approach to property maintenance towards a more proactive and preventative model.