



the Community Edit

Autumn 2025

for WHBC tenants and leaseholders

Thank you to everyone who came out to see us at our various Community Catch-ups around the borough.

The feedback you give at these events helps us to continue improving our housing services for you.

See below for one of the ways we've responded to feedback about the type of information we give you.

There's important information on Awaab's Law and what it means for you on page 2 and on page 3, you can find out what the Residents Panel have been up to.

You said, we're doing...

As part of our Tenant Satisfaction Measures survey, we've been asking questions around what information you'd be interested in receiving from the council.

Repairs & major works has been the most popular request with 38% of you wanting to know more.

With that in mind, we've worked with our contractors Equans and Morgan Sindall to hold drop-in events for Hatfield tenants whose homes are included in the council's planned works programme for this year or are part of our Warmer Homes programme to improve energy efficiency.

Both events gave tenants the opportunity to meet the teams that will be carrying out the work on their homes, as well as see examples of the fixtures, such as cabinets or fans, that will be fitted.

Find out more about our energy efficiency work on page 3.



Contacting us Out of Hours

If you ever need to report an emergency repair out of office hours (e.g. evenings, overnight, weekends or bank holidays), just give us a call on **0800 111 484**.

One of our contractors will be there to help you.

When you call, please listen carefully to the options so we can get you to the right team as quickly as possible.



**WELWYN
HATFIELD**

Awaab's Law

Awaab's Law, named after two-year old Awaab Ishak, who tragically died from prolonged exposure to mould at his Rochdale home, sets strict time limits for social housing providers to deal with dangerous health hazards in their homes.

What it means

From 27 October 2025, social landlords must respond to emergency hazards, including dangerous damp and mould, within 24 hours of becoming aware of them.

Emergency repairs focus on making the property safe. If further work is needed, we will discuss this with you.

If the issue reported to us is a 'significant hazard' (a serious risk to health or safety) we must investigate it within 10 working days.

The council's damp and mould policy can be found on our website www.welhat.gov.uk/policies



Reporting a potential hazard

Call the Housing Maintenance team on 0800 111 4484 as soon as you notice a potential hazard in your home.

How you can help

While the council is responsible for resolving hazards, your co-operation is essential.

- Please allow access to your home for any investigation surveys and repairs needed.
- Follow any advice given by our teams to help prevent potential hazards, such as opening window trickle vents or guidance on minimising condensation to reduce damp and mould in your home.
- When reporting a repair, please answer our questions as fully as possible. This will include us checking some of your and your family members' details.

If you are unhappy

If you are unhappy with our actions, you can make a complaint to us

- Online: www.welhat.gov.uk
- Email: contact-whc@welhat.gov.uk
- Phone: 01707 357 000

Private rented sector

The government is planning to extend the requirements of Awaab's Law to the private rented sector as part of the Renters' Rights Bill. This is expected to come into force in 2027.

Extractor Fans

Extractor fans remove moisture in the air, especially after cooking or showering, and help prevent condensation, damp and mould.

We are legally required to ensure our homes are properly ventilated. To make sure our extractor fans are as effective as possible, we will be replacing their switches, so the fans are on when needed. Extractor

fans in our properties are connected to the ceiling lights and so will only come on when a room is in use.

The total cost of using the extractor fans in both your kitchen and bathroom is on average around £7 a year.



Residents Panel update



Hello again from the Residents Panel. It's been good meeting people across the borough at events over the last few months, including a rather hot day at the Hatfield Community Fare in August!

We shall be attending a few more events before the end of the year so keep an eye open or even better follow us on Facebook to see where we will be and to keep up to date with what we are working on.

Our last project was redesigning the Tenant Handbook, making it fit for purpose and tenant focused. The first few handbooks have been printed and look brilliant! It's now in a ring binder folder so it's easy to change pages without having to reprint the entire handbook. Plus, for the first time, it will be available digitally!

Our next projects are to do with the new regulation about how the Housing Ombudsman wants complaints to be dealt with and Awaab's Law which gives landlords strict timescales for addressing damp, mould and emergency hazards.



Both these projects are important to make sure the council is meeting its legal requirements and the processes they have in place work for tenants, leaseholders and the council itself. We will report our findings to both the senior leadership within the council and Cabinet Housing Panel next year.

Recently, we have welcomed new members to the Panel. It's always nice to get a variety of views and lived experiences. We offer the option to come along to a few meetings to see what we do before you decide whether you would like to join the Panel and be the "critical voice of tenants and leaseholders".

Our meetings are once a month at the Council Offices. You can attend in person or join online. If you would like to know more, either contact me directly or email residentinvolvement@welhat.gov.uk.



You can also find information on the resident involvement pages of the council website <https://www.welhat.gov.uk/council-social-housing/resident-involvement>.

Energy Efficiency Works

We're improving the energy efficiency of some of our lowest performing council houses, meaning their residents benefit from smaller energy bills and a healthier, more comfortable home.

Working with our contractor Morgan Sindall, 234 properties in the borough have already benefitted from energy-saving measures such as external wall insulation, loft insulation, replacement doors and windows, as well as improved ventilation to prevent damp and mould.

"I'm happy something nice has been done to the home. It looks a lot nicer and energy costs are down," said one resident.

This work was made possible thanks to a government grant of nearly £3m from the Social Housing Decarbonisation Fund and a £5m investment from the council.

Another 650 council homes will have energy efficiency works over the next three years under the Warm Homes: Social Housing Fund.



EQUANS Wolves Den

Our planned maintenance contractor, Equans, is offering £1,000 to help with funding and business support to one lucky entrepreneur in their Wolves Den event.

If your business is no more than two years old, employs fewer than five people and is based in Welwyn Hatfield, Equans wants to hear from you.

The closing date for applications is 17 October 2025. Successful candidates will be notified by the end of October and then invited to pitch their ideas to the Wolves Den.

Last year's winner, Callum Dee from the Bald Viking Beard Company, said:

"The Equans Impact Fund is an incredible help. I've already attracted new customers with some of the advertising I've paid for using the grant and look forward to seeing how much more it can help me."

Scan the QR code for the entry form.



Free Online Courses

Your repairs and maintenance provider Morgan Sindall Property Services offer a range of **FREE** online courses.

From Administration to Zen Gardening, there's courses to support employment, health, wellbeing or to simply try a new activity.

For a full list of courses available please visit the Staff Skills Training website: <https://staffskillstraining.co.uk/course-list/>

To sign up for a course email Chloe.Sykes@morgansindall.com. When emailing, please include your name and postcode.

**MORGAN
SINDALL**
PROPERTY SERVICES

The Housing Ombudsman

The Housing Ombudsman can investigate complaints from tenants and leaseholders about landlord services. This includes things like property condition, repairs, estate management, charges and anti-social behaviour.

We hope we can sort out your problem, but if you have followed our complaints process and are still not happy, you can contact the Housing Ombudsman and ask them to look into it.

Social housing landlords must be members of the Housing Ombudsman scheme and cannot evict tenants for complaining about issues.

Complaints can help landlords put things right and improve services for all residents.

- **Online:** www.housing-ombudsman.org.uk/residents/
- **Email:** info@housing-ombudsman.org.uk
- **Phone:** 0300 111 3000
- **Write:** The Housing Ombudsman Service
PO Box 1484, Unit D, Preston, PR2 0ET

Contact us

In an emergency
T: 0800 111 4484

To report a repair
T: 0800 111 4484
E: housingmaintenance@welhat.gov.uk

Neighbourhood Team
T: 01707 357796
E: neighbourhoods@welhat.gov.uk

Income Management Team
T: 01707 357088
E: housingincome@welhat.gov.uk

ASB & Tenancy Enforcement Team
Telephone: 01707 357000
Email: asb@welhat.gov.uk



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