

Plain Language - Talking To Customers

Explaining clearly & respectfully

- Use simple words: say “damp and mould” not “penetrating damp-related issues.”
- Listen to customers’ concerns — don’t dismiss them as “lifestyle problems.”
- Be patient and professional — showing you care builds trust.
- Have an adult-to-adult conversation – don’t talk down to customers, be respectful and focused on solutions.



What Are Emergency /Significant Hazards?

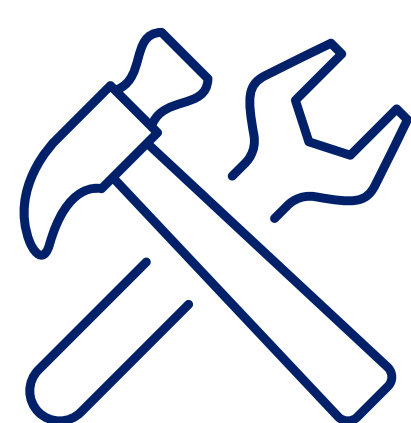
Know when to act fast

Emergency = Fixing within 24 hours

- Broken front door (security risk)
- Severe water leak.
- No heating in winter
- Damp and Mould that affects health
- Gas Leaks
- Loss of water supply
- Dangerous electrics
- Broken windows
- Structural problems

Significant Hazard

- Issues that could cause immediate harm if not fixed quickly



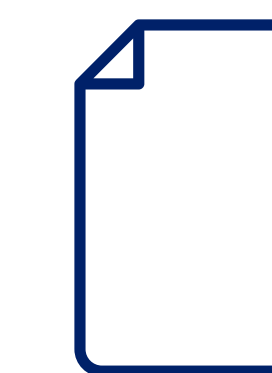
Safer 7

Contractors

Background

Why this matters

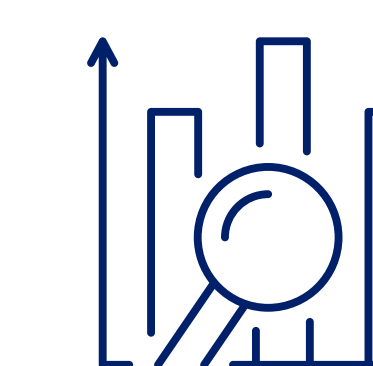
- Awaab’s Law was introduced after the tragic death of a child caused by mould in his home.
- It puts a duty on us to take action quickly when hazards are reported.
- Everyone plays a part in keeping homes safe, including you.



What Are The Statistics?

The scale of the issue

- Damp and mould are among the most common housing hazards.
- Thousands of families across the UK are affected each year.
- These hazards can cause serious health problems, especially for children, the elderly, and vulnerable residents.



The Law

Your part to play

Under Awaab’s Law, we must:

- Investigate hazards within set timescales.
- Make repairs within 24 hours of an emergency hazard.
- Aware of Orbit's time frames.
- Ensure works completed to rectify the hazard do not cause further issues.
- Provide Orbit with any relevant information required for written summaries in a timely manner.
- Report any hazards or potential hazards you identify (beyond those being directly fixed) when visiting a customer's property.



How Do I Report Concerns?

The right steps to take

- Scan the QR code to report immediately.
- Be specific: note the location, description, and urgency.
- Take photos of the hazards.
- Any health issues? Which room is the hazard located?
- Reasonable adjustments - elderly, disabled, pregnant.

You must also report any safeguarding or health & safety concerns you become aware of when visiting a customer's home.



Scan to report hazards

What Should I Look/Listen Out For?

Spotting hazards at work, listening to customers

- Damp patches, mould on walls/ceilings/windows.
- Strong musty smells.
- Peeling paint, wallpaper bubbling.
- Customers mentioning health issues (coughing, asthma).
- Broken locks, leaks, or poor ventilation.

