

Our Service Level Agreement (SLA)

Clear, Compliant and Committed to Safer Homes

New housing law and legislation sets higher standards for tackling hazards such as damp and mould. Our SLA ensures rapid classification, timely action, and full transparency for **Housing Providers** and **Tenants**

Housing Law and Legislation Shapes What We Do

Awaab's Law will come into force for the social rented sector from **27th October 2025**. From this point social landlords will have to address **all emergency hazards** and all **damp and mould hazards** that present a significant risk of harm to tenants to fixed timeframes.

The guidance is structured to provide detail on the requirements under each regulation relating to Awaab's Law, followed by information on enforcement. A summary of the Regulations can be found in section 13.1. **To distinguish between guidance on legal obligations under Awaab's Law and on best practice. The guidance will use the terms 'must' and 'should' respectively.** 'Must' means a requirement of the regulations, 'should' means good practice that will support compliance, and 'may' means best practice actions we would encourage landlords to do where possible.

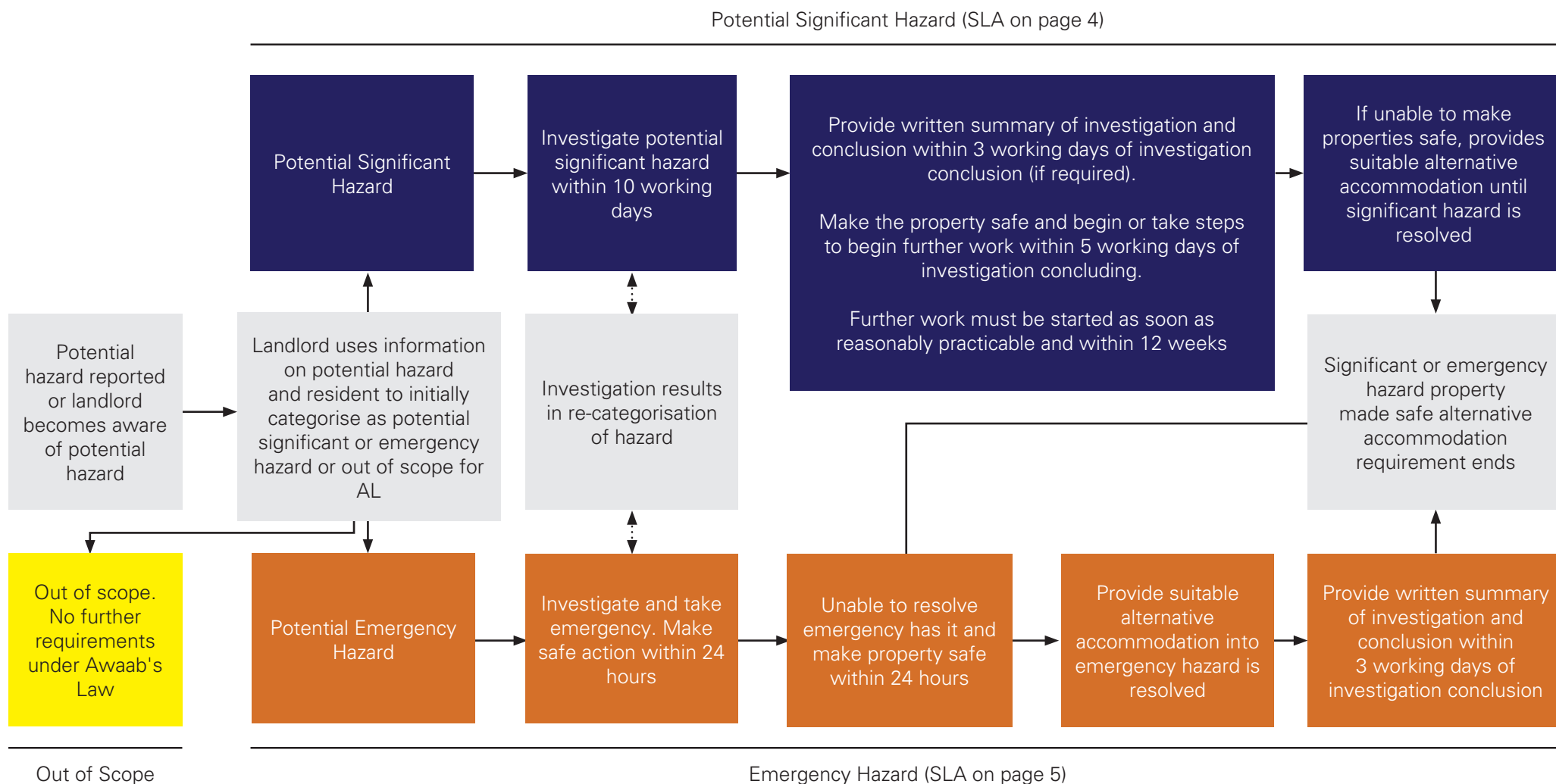
1.4. Awaab's Law requirements on social landlords

The Regulations mean landlords must:

- investigate any potential emergency hazards and if the investigation confirms emergency hazards, undertake relevant safety work as soon as reasonably practicable, both within 24 hours of becoming aware of them
- investigate any potential significant hazards with in **10 working days** of becoming aware of them
- produce a written summary of investigation findings and provide this to the named tenant within **3 working days** of the conclusion of the investigation
- undertake relevant safety work within **5 working days** of the investigation concluding, if the investigation identifies a significant hazard
- begin, or take steps to begin, any further required works within **5 working days** of the investigation concluding, if the investigation identifies a significant or emergency hazard. If steps cannot be taken to begin work in **5 working days** this must be done as soon as possible, and work must be physically started **within 12 weeks**
- satisfactorily complete works within a reasonable time period
- secure the provision of suitable alternative accommodation for the household at the social landlord's expense, if relevant safety work cannot be completed within specified timeframes
- keep the named tenant updated throughout the process and provide information on how to keep safe

Source: www.gov.uk/government/publications/awaabs-law-draft-guidance-for-social-landlords/awaabs-law-draft-guidance-for-social-landlords

Landlord's Investigation Timeframes



Our Service Standards for Damp, Mould and Hazards

These SLAs outline our service commitments to Housing Providers and tenants, ensuring compliance with the latest housing legislation and regulations. They deliver a transparent, accountable framework focused on safe, healthy homes. We prioritise rapid responses when hazards are identified and keep tenants informed at every stage of the process.

Category	Service/KPI	Commitment	Target/Timelines	Measure	Notes
Work Order Received	Process job in a timely manner	All jobs will be entered into our system promptly.	Within 24 hours of receipt	Job logged within 24 hours.	
Survey Booking	Arrange survey promptly	Contact attempts will begin within 24 hours of job entry.	Within 5 working days	3 call attempts, followed by an email/letter.	If contact is unsuccessful, the case will be returned to the Housing Provider for further support. If works are referred to another contractor, a survey fee will apply.
Quote Generation	Provide quotation to Housing Provider	Quotation will be generated once the survey is received and issued to provider.	Within 24 hours of survey being received	Quotation emailed to Housing Provider within 24 hours.	
Job Ordered	Approved jobs scheduled promptly	On receipt of purchase order, scheduling contact attempts will begin within 48 hours.	Within 24 hours of purchase order acceptance	Job passed to scheduling team for booking within 24 hours.	
Job Booking	Confirm and book works	Contact attempts will begin within 48 hours of receiving purchase order.	Within 4 weeks of purchase order	3 call attempts, followed by an email/letter.	Non-emergency mould removal is available within 2 weeks (if classed as significant and subject to tenant availability). If contact attempts fail, the case will be returned to the Housing Provider with evidence, and an administration fee may apply.
Work Completion	Provide completion documentation	Following successful completion, all relevant documentation will be shared.	Within 48 hours of work completion	Completion pack (job sheets, certificates, photos, invoices) received within 48 hours.	Invoices are expected to be paid within agreed terms. Outstanding invoices may place Housing Provider accounts on hold, preventing booking of new jobs and surveys.

Our Emergency Hazard SLA

These SLAs set out our service promises to Housing Providers and tenants, ensuring compliance with Awaab's Law and delivering transparent, accountable service. Our priority is safe, healthy homes. We keep tenants informed at every stage and respond quickly when hazards are identified.

Category	Service/KPI	Commitment	Target/Timelines	Measure	Notes
Emergency Notification	Receive emergency job notification	Emergency notifications received from Housing Provider will be actioned.	Immediate	Job logged on system upon receipt.	
Technician Dispatch	Attendance on site	A mould technician will be dispatched.	Within 24 hours	Technician attendance recorded within 24 hours.	Hazardous mould can be washed during the initial visit if pre-authorised by the Housing Provider.
Survey & Quotation	Survey and recommendations	Survey details, recommendations and photos will be sent to Housing Provider.	Following survey completion	Quotation issued with supporting survey details and photos.	Airtech will chase daily for up to 5 days to obtain approval.
Job Order	Approved jobs scheduled promptly	Upon receipt of a purchase order, scheduling contact attempts will begin.	Contact attempts within 24 hours	Job booking attempts recorded within 24 hours.	
Work Completion	Completion documentation	Following completion of works, all relevant documentation will be provided.	Within 48 hours of job completion	Completion pack (job sheets, certificates, photos, invoices) received within 48 hours.	Invoice issued in line with agreed payment terms.

Our Customer Service Commitments



Survey

Identifying the Solution

We will respond to new enquiries within 1 working day, arranging the earliest convenient survey appointment. Surveys typically take 45 minutes, with AM or PM slots available.

Service Level Agreement:

- Acknowledge enquiry within 1 working day
- Survey appointment confirmed at earliest available time



Quote

Clear and Timely Costs

Following a completed survey, we will issue a detailed quotation including recommendations, survey details, and photos. All correspondence will be clear, professional, and written in plain language.

Service Level Agreement:

- Quotation issued within 1 working day of survey completion



Booking

Arranging the Work

Once a purchase order is received, works will be scheduled promptly, taking into account job duration, travel, stock availability, and skill requirements.

Service Level Agreement:

- Job booking initiated within 24–48 hours of purchase order
- Works scheduled at the earliest available appointment within agreed service levels



Communication

Keeping You Informed

Customers are kept informed throughout the process: what to expect, when to expect it, why it's needed, and who will be attending. We provide reminders and updates if changes occur.

Service Level Agreement:

- Reminder issued 24–48 hours before attendance
- Any changes clearly communicated with new confirmed date



Resolution

If Something Goes Wrong

If an issue arises, it will be acknowledged the same business day. We will investigate quickly, provide the best solution, and take corrective action. Remedial works are prioritised equally with standard works.

Service Level Agreement:

- Issues acknowledged within same business day
- Resolution plan agreed promptly
- Follow-up after remedial or complaint to confirm satisfaction

Your Compliance Partner for Safe, Compliant Homes

At Airtech, we are committed to supporting Housing Providers in delivering safe, compliant homes for every tenant. By aligning our service levels with Awaab's Law, we provide complete transparency and accountability at every stage of the process.

Our Service Level Agreement is designed to give you peace of mind, ensuring that every enquiry, survey, and job is handled within strict timeframes that meet – and often exceed – legal requirements. We understand the importance of protecting tenants, and we work tirelessly to deliver a responsive, professional service you can trust.



30+ Years of Service

We offer expert knowledge and advice to get to the root of the problem, resulting in a healthy home with a healthy resident.



18 Month Guarantee

If the correct installation procedure is followed, the installation by your DLO is backed up by an 18 month no mould return guarantee.



3 Year Guarantee

We provide a 3 year no mould return guarantee for properties in which we have treated the mould and installed the fans.



5 Year Guarantee

We offer a 5 year product guarantee on selected products, ensuring reliable ventilation and condensation & mould protection.



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The workmen were very efficient, polite and courteous, explained everything in detail of what was getting done. They even worked through their lunch and never took a break. Took the time to make sure things were done properly. Excellent service.

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I am so impressed with the service from Airtech, the engineer was so good considering how hard a job it turned out to be. He went more than the 'extra mile' Its unbelievable the difference in damp and air quality in just 24 hours and that was just the two fans. The exchange system is up and running now and its brilliant. Thank you so much.

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Really happy with the results and customer service from your agent was first class. I would recommend your company to anyone with similar issues.

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Since being in contact, your service at every point has been fantastic! Your team that visited the property have been exceptional & a pleasure to have working here.

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Get in touch with our friendly team

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AIRTECH
Condensation, Mould & Radon Specialists