

Huddle toolkit

Purpose of the huddle

- “Why this matters”: Share Awaab’s story in plain language (short version).
- “Your role”: To our customers, you are Orbit, this is why we must treat them with respect, avoiding assumptions and biases.

Introduction

“Thanks for joining today’s huddle.

We’re talking about Awaab’s Law introduced after the tragic death of a two-year-old boy who lived in a home with damp and mould. His death happened because hazards weren’t dealt with quickly enough.

The law makes it our duty to act fast on hazards. And that applies to us as contractors too.

Even if you’re there to fix one thing, if you see another hazard, you must report it. You are often the only professional who goes into a property. That makes you vital in keeping families safe.”

Prompt Question:

- “When you’re in a customer’s home, what hazards have you spotted that weren’t part of your repair job?”

Spotting hazards

“Let’s practice spotting hazards. On the one-pager, look at the section ‘What Should I Look/Listen Out For?’

I’ll read out some situations. You tell me — is it an Emergency Hazard (24 hours) or a Significant Hazard (10 days)?”

Scenarios to read out loud

“Ask your team what they feel the answers are?”

- You smell gas in a kitchen. (Emergency – 24h)
- Damp patch in a spare storage room, no health issues. (Significant – 10 days)
- Front door won’t lock at night. (Emergency – 24h)
- Ceiling leak dripping onto electrics. (Emergency – 24h)
- Broken interior door (Significant – 10 days)
- Cladding – (Out of scope)

“Remember: if it poses an immediate health or safety risk, it’s Emergency (24 hours). If serious but not urgent, it’s Significant (10 days).”



How to report

“Spotting hazards is only half the job. Reporting them fast is the other half.”

Here’s how to report (point to one-pager):

- Scan the QR code to log immediately.
- Be specific: what, where, how urgent.
- Take photos if possible.
- Record if there are children, elderly, disabled, or pregnant people affected.

And remember:

You must also report any safeguarding or health & safety concerns you see in the property, even if they’re not repair-related.”

Role Play

Pretend to be the Customer: “There’s water dripping from my ceiling into buckets.” **What would they do?**

Expected Response from your team:

“Report it immediately as an emergency. Leak into ceiling = danger. Include which room, and who’s affected.”



Talking to customers

"Sometimes customers will ask: **'What's happening now?'** It's important we explain in plain, simple language.

Let's practice. I'll give you a phrase in jargon. You translate it into everyday English."

Examples:

"Penetrating damp due to failed damp proof course."

"There's damp coming through the wall. We'll get it sorted."

"Structural instability in the brickwork."

"The wall has a serious crack. We'll make sure it's safe."

Wrap up prompt

"Why is plain language so important?" (Expected answer: so customers trust us, feel reassured, and know what's happening.)

Your commitment

To finish:

Awaab's Law is about saving lives, not just fixing buildings. Every hazard you spot and report could prevent another tragedy.

I'd like each of you to share one commitment. Complete this sentence: 'From today, I will...'

Examples:

- 'From today, I will always scan the QR code when I see a hazard.'
- 'From today, I will use simple words with customers.'

"Remember, you're not just contractors. You're protecting families."



Scan to report

 0800 678 1221