



Managing Homes Safely Policy

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1.0 Introduction

Harrogate Housing Association (HHA) is committed to providing homes that ensures the health, safety and wellbeing of our customers. HHA is determined to deliver what the regulator expects and embraces the principles in legislation that eliminates or controls identified risks in our customers' homes and shared spaces. This policy will be updated to reflect the implications of Awaabs Law once fully introduced.

2.0 Aims and Objectives

The aim of the policy is to identify, prevent and control the risks and hazards in our homes that would be deemed a hazard or harmful to the health of our customers and are as a result of matters concerned with the repair and maintenance of our homes. HHA will do this by considering each hazard and risk and documenting in this policy the action it will take towards delivering the aim. HHA's systems for managing repairs and maintenance will be undertaken such that they comply with the current legislation.

HHA will, as is reasonably practical, work towards the following objectives:-

- To ensure the prevention of all accidents and personal injuries associated with living in one of HHA's properties.
- To provide and maintain systems of work which do not involve risk to its customers.
- To provide appropriate information and instruction to customers on their home that safeguards their health and safety.
- To clarify the requirements of our customers in the process of repairing and the maintenance of their home.

HHA aims to manage its properties so that the health, safety and wellbeing of its customers are maintained.

3.0 How Hazards and Risks are to be managed

3.1 The table below identifies the hazards (Housing Health and Safety Rating System 2006) and the actions taken to manage these within our homes.

Hazard/ Risk	Impact	Most Vulnerable	HHA Action taken
1.Damp and Mould Growth	Effect on physical and mental wellbeing	14yrs or less	Following an inspection a damp survey is requested if required and any works identified as being required actioned. For mould growth the identification of any possible leaks will be undertaken and repaired, extra ventilation and advice on how to manage condensation mould will be provided. Damp and Mould Strategy developed 2024.
2.Excess cold	Effect on health from exposure to sub optimal indoor temperatures	65 years +	Check that adequate heating is in place and sizing of radiators is appropriate. Check EPC and thermal comfort options from the report. Any additional insulation to be provided as appropriate.
3.Excess Heat	Effect on excessively high indoor temperature	65 years +	Inspection to see if further ventilation can be provided to balance out temperatures. Where appropriate air conditioning units to be installed if no other options to reduce heat are available.

Hazard/ Risk	Impact	Most Vulnerable	HHA Action taken
4.Asbestos and MMF (manufactured mineral fibres)	Exposure to the fibres	No specific group	Asbestos reports have been obtained for properties; these are cloned if the property is on a scheme where the properties are all of the same age and build. All new tenancies will be provided with the location or result outcome of an asbestos report so they are aware of its location and how to manage this. Where there is a significant impact of Asbestos or MMF then this will be identified and removed. Location of Asbestos is identified on the works order to the contractor.
5. Biocides	Chemicals used to treat mould growth and timber in dwellings.	No specific group	All contractors working on the association properties must follow safe practices on health and safety and must be fully compliant and products used comply with current Health and Safety legislation.
6. Carbon Monoxide and Fuel Combustion Products	Effects on Health due to exposure to CO etc.	No specific group	All HHA properties will have a fixed CO detector located near the boiler. These are serviced annually along with the boiler and customers must provide access. For those homes who have installed a log burning fire and with our permission will have a CO detector fitted near the fire and the chimney will be swept out once a year. Smoke detectors will also be checked as part of the 5 year electric checks and customers are advised to test detectors and report any issues. Expired or near expiry detectors at the 5 yearly inspections are replaced as part of the check. All tenancy agreements prevent the storage of any fuel combustion products and would constitute a breach of their tenancy if this is done and appropriate action taken and information provided to the customer.
7. Lead	Effects due to the ingestion of Lead.	Under 3yrs	The water utility company carries out regular testing for Lead in drinking water supplies and when advised by the Utility company that work is required to our properties to remove lead pipes this will be carried out.
8. Radon	Effects due to radon gas, airborne or dissolved in water	Those with a lifetime exposure to radon.	HHA will risk assess the area where its properties are located (utilising the radon map) and will follow a process to manage radon by way of check, measure, act, maintain. This will be done for those properties in an area of high Radon probability.

Hazard/ Risk	Impact	Most Vulnerable	HHA Action taken
9.Uncombusted gas	Effects due to the escape of gas into the atmosphere within a dwelling	No specific group	This occurs if there is a defect in a gas installation or appliance. The LGSR that is carried out annually tests for any leakages and action is taken immediately even if this is to the customer's own appliance. The LGSR is updated on a relet if it is more than 3 months old.
10.Volatile Organic Compounds	VOCs are a group of organic compounds that are gaseous at room temperature.	No specific group	Ensure all contractors working for HHA are compliant with the Health and Safety Act 1974 and take all necessary precautions when carrying out work in or outside its properties.
11.Crowding and Space	Lack of living space for normal household life	No specific group	HHA will house new customers in properties appropriate for the size of their family. Customers whose families grow overtime will be eligible to request a transfer to a suitable property, subject to available stock the Association holds and the Allocations and Lettings Policy of the Association. Customers are also encouraged to join the waiting list of the Local Authority for access to more suitable accommodation.
12.Entry by intruders	Keeping a dwelling secure against unauthorised entry.	No specific group	All doors and windows will have specified locks that enable the property to remain secure. Doors that are not able to be locked securely will have an emergency priority repair; this includes ground floor or vulnerable windows that cannot be securely closed. Lighting on schemes where HHA are responsible is to be repaired within the amber priority banding to maintain security. Repairs to front secure doors (including door entry) and gates to be raised on an Amber priority to maintain the secure integrity of the property. Fallen fencing to vulnerable areas such as public pathway to the rear and open to road will be repaired as an Amber priority (especially for households with small children)
13.Lighting and Ventilation	Physical and mental health could be affected due to inadequate natural/or artificial light and ventilation.	No specific group	All properties must provide adequate light and ventilation. Where a property has high levels of humidity then suitable mechanical extraction if appropriate will be installed. Lighting will be installed where it is appropriate by providing either additional natural light through a window or additional artificial lighting as appropriate.

Hazard/ Risk	Impact	Most Vulnerable	HHA Action taken
14. Noise	Physical and Mental Health issues relating to issues within the property or its curtilage.	No specific group	Noise caused by nuisance from others will be managed as part of the tenancy agreement. In certain circumstances and where appropriate suitable sound insulation to a property will be provided.
15.Domestic Hygiene, Pests and Refuse	Due to poor design, layout and construction to the point where the dwelling cannot be kept clean and hygienic. Access into and the harbourage within the dwelling for pests. Unhygienic provision for the storage of household waste.	No specific group	HHA will provide properties that can be kept clean and preventing build-up of dirt. This includes those areas for the preparation of food and personal washing and sanitation. HHA will maintain the building to prevent pests entering the property. This includes external surfaces to be sealed, drainage inlets sealed, holes to roof coverings and eaves will be sealed as appropriate or grills provided as necessary. HHA will provide suitable storage for refuse that is accessible to the occupants. Pet policy conditions to be applied as necessary.
16. Food Safety	Infection due to inadequate facilities for the storage, preparation and cooking of food	No specific group	HHA will provide adequate provision and facilities for the storage /preparation and cooking of food. Large chips and cracks to internal surfaces and sinks will be treated or replaced. New build properties to comply with our specifications, this will be checked before handover is accepted by HHA. Customers are responsible for providing their own white goods.
17. Personal hygiene, Sanitation and Drainage.	Personal washing and clothes washing facilities, sanitation and drainage	No specific group	HHA will provide sufficient bathing and /or showering facilities which have privacy/ lighting/ heating and ventilation. Suitable wash hand basin and appropriate facilities for the use of washing machines/clothes drying and electrical and vent out lets. All properties will have securely fixed toilet fittings connected to adequate drainage. A lockable door to all bathrooms.
18.Water Supply for domestic purposes	The provision of a water supply to the domestic property	No specific group	HHA responsibility is to the water supply after delivery to the dwelling and concerned with the water for drinking/cooking/washing/cleaning and sanitation. All water supplies meet the requirements of Water Supply Regulations 1999.Water tanks if present are covered to prevent ingress of contamination, and appropriate materials used for pipework and storage tanks.
19.Falls associated with the Bathroom	Injury resulting from slipping	60 years +	Non slip flooring is fitted to all bathrooms and toilets in properties.

Hazard/ Risk	Impact	Most Vulnerable	HHA Action taken
20. Falls on the level (includes floors, yards and paths including step trips)	Physical injury/death	60 years+	Non slip flooring is fitted to the kitchen/ wet areas of all properties as appropriate. HHA will ensure that adequate lighting is provided externally and facilities within the property are provided to ensure areas are appropriately lit. Uneven surfaces to rear yards are to be levelled to prevent falls. We will maintain stairs to prevent falls and remove or minimise step trips as appropriate.
21. Falls Associated with Stairs and Steps (Falls associated with stairs, steps and ramps where the change in level is greater than 300mm.)	Physical injury/death.	60 Years +	Appropriate floor covering to communal areas will be provided and nosing and treads to the stairs maintained. All emergency exits will be clearly signposted and obstruction free – See Fire Safety Policy 2025. Handrails provided to stairways and will be designed to prevent climbing. Staircases in new builds will meet building regulation requirements.
22. Falls between levels. (Falls from level to another where the difference in levels is more than 300mm – e.g. falls out of windows, balconies)	Physical injury/death	Under 5yrs old	This includes elements inside and outside the property as above. All properties will be supplied with restrictors for upstairs bedrooms.
23. Electrical Hazards	Electric shocks, electricity burns, electrocution/death	Under 5yrs old	A visual check is carried out at void inspection or visit to tenancy. The electrician will carry out a repair as necessary. Every 5 years an electrical test and certificate of safety is carried out to all the Association's rented properties and all necessary works / replacements are carried out. PAT testing is carried out on appropriate electrical items owned by HHA.

Hazard/ Risk	Impact	Most Vulnerable	HHA Action taken
24. Fire	Threats from uncontrolled fire and smoke – burns, smoke inhalation, death.	60 years+	All customers and new customers are issued with an emergency evacuation procedure appropriate to their property. All properties have smoke detectors and or heat detectors in areas such as the kitchen and landings. All terraced properties have a fire wall in the roof space to prevent the spread of fires. Fire doors are provided where appropriate. Fire checks to communal areas carried out weekly and emergency lighting tested every month. Fire Risk Assessments carried out periodically and where appropriate Personal Emergency Evacuation Plans for more vulnerable customers are provided and advised to the fire brigade.
25. Hot surfaces and materials	Including contact with hot flames or fire and hot liquids and scalds	Under 5yrs old	Hot water supply limited to 60c in kitchens and 48-60c for baths in new builds and for replacement bathrooms in older properties a blend valve will be installed.
26 Collision and entrapment	Risk of physical injury	Under 5yrs old.	Warnings signs where appropriate are provided to prevent physical injury.
27.Explosions	Threat of a blast and debris generated. Physical injury/death	No specific group	Leaking of gas advice to customers is periodically provided in the Newsletter and LGSRs are carried out annually to ensure safe gas appliances.
28.Position of Operability of Amenities	Physical strain associated with functional space	60 years +	Ensure that all buildings are laid out in such a way so that the body's posture is improved and the loads on the body are reduced.
29. Structural Collapse and falling elements (Either the dwelling or part of the fabric falling due to inadequate fixing)	Physical injury/death, other property damage, eg parked vehicles,	No specific group	The properties are maintained and defects resolved that the Association is aware of. Duty of care is carried out on any structural works to ensure that there are no risks of falling elements. Loose or slipping roof tiles are ordered as an Amber priority*

Red/Emergency priority = carried out within 24hours

Amber priority = Carried out within 7 days

This table provides examples of the work that HHA will do to reduce risks and hazards and is not meant to be definite list. There will be occasions when these actions are not the responsibility of HHA to deal with and manage. The exception consists of those circumstances where:-

- The problem is caused by the behaviour/lifestyle of the customer or their household.
- The problem is caused by fire, storm or flood “act of God” (HHA will use its discretion and on an individual basis and is separate from its repairing obligations under Section 11 of the Landlord and Tenant Act 1985).

- The problem is caused by the customer's own possessions.
- Consent has not been given to carry out works i.e. planning consent by the local authority.

HHA will use its discretion on the management of these types of risks to ensure the health and safety of customers is maintained. All contractors working for the Association are required to operate under the Health and Safety at work Act 1974

4.0 Customers Obligations in managing Hazards and Risks

4.1. All customers have a duty to ensure the health and safety of themselves, members of their family and visitors to their homes where reasonable to do so. As a landlord, HHA has an obligation to keep the home “fit for human habitation”. This carries an implied obligation on the customer to allow access to the home at reasonable times of the day and with at least 24 hours written notice. Customers must “provide access to the landlord and /or its agent in order to inspect the property. This is in addition to the customer's obligation to grant access for repairs to the landlord or its agents for work to be carried out”. Where the customer fails to do this HHA will consider taking legal action under the tenancy agreement to gain entry to the property to rectify these repairs. The costs of which will be recharged to the customer.

4.2 The Customer is responsible for ensuring that their lifestyle/behaviour does not impact or interfere with the Association maintaining their home under the requirements of the Housing Health and Safety Rating system and the Homes (Fit for Human Habitation) Act 2018.

4.3 The Customer must also make HHA aware as soon as possible of any defect to the property so this can be rectified.

4.4 Customers are advised to carry out simple tests (every 12 months) to smoke detectors to ensure these are in good working order, where there are sealed back up batteries the Association will replace the batteries. Customers must not remove or ignore beeping batteries but must report these to HHA who will rectify the issue.

4.5 In communal areas customers must not place or obstruct communal areas (Fire Safety Policy 2025) or shared areas.

5.0 Related Policies and Procedures

5.1 Below are the relevant policies and procedures that are associated with this policy

- Allocations and Lettings Policy – reviewed after CBL comes into place in March 2025
- Repairs and Maintenance Policy
- Recharges Policy
- Voids Management and Standards Policy
- Fire Safety Policy
- Damp and Mould strategy