

Total Housing Compliance

Policy framework

2023



COMPLIANCE



SOUTH
KESTEVEN
DISTRICT
COUNCIL

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1. INTRODUCTION

The Council is committed to delivering homes and properties which meet consumer standards and provide reassurance for tenants that their properties and associated risks are well managed.

The overriding principal is to ensure that we maintain a safe environment to live and work by managing and maintaining our assets according to statutory and regulatory requirements or best practice principles.

2. SCOPE OF THIS POLICY FRAMEWORK

The objectives of this policy are to ensure that:

- We meet our statutory and regulatory responsibilities and duties as landlord, building manager and employer.
- Procedures are in place to identify sites where components or equipment require inspection, removal, encapsulation, servicing or maintaining to comply with the statutory and regulatory requirements.
- Where no statutory or regulatory obligation currently exists, we'll implement a best practice service and maintenance regime, at a minimum manufacturer's recommendations where reasonably practical to do so.
- Procedures are in place relating to how we manage and monitor the compliance data and certification, including our internal auditing and our voluntary external audits.
- We are transparent in our compliance reporting and report on key performance indicators.
- Roles are identified as responsible for ensuring compliance.

What this policy covers:

- Asbestos management
- Electrical safety
- Fire and building safety Management
- Gas safety
- Water Hygiene
- Passenger lifts
- Portable appliance testing (PAT)
- Radon
- Solid fuel safety
- Specialist Plant and Equipment - PUWER

3. RELEVANT LEGISLATION AND REGULATORY COMPLIANCE

We will maintain our sites, buildings, components and equipment so that they're compliant with current statutory and regulatory requirements and monitor that we're doing this. We will keep up to date with legislative changes.

Where no legislative obligation exists, we will follow best practice and so far as is reasonably practicable we will, service and maintain equipment and components in line manufacturer recommendations, ensuring we meet warranty requirements.

Inspection and remedial compliance information will be held and managed. This and the associated certificates, policies and procedures will be internally audited and subject to voluntary external audits. This will ensure we're prepared for audits and enable us to identify and address any weaknesses in our processes and practices.

The Council will ensure that properties are repaired and maintained in accordance with best practice and legislation, including the following:

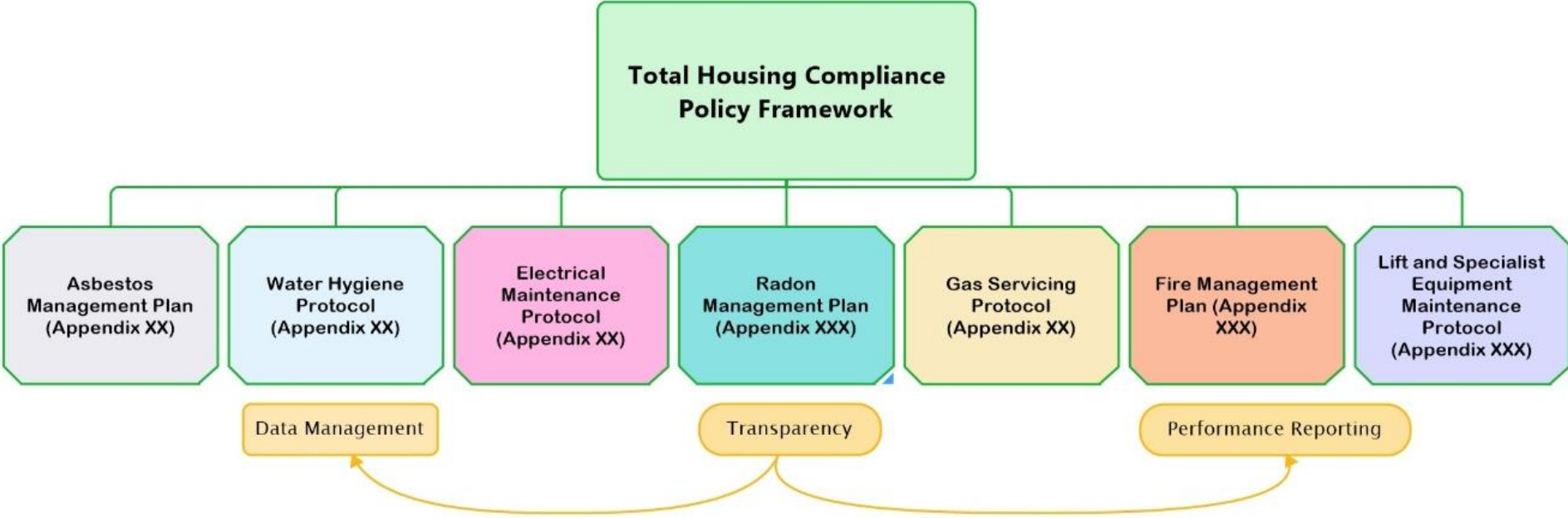
- Social Housing Regulator Economic and consumer standards
- Homes (Fitness for Human Habitation) Act 2018 (HFHHA 2018)
- Housing Acts 1985,1988,1996,1998 and 2004
- The Secure Tenants of Local Authorities (Right to Repair) Regulations SI. 1994 No 133
- The Secure Tenants of Local Authorities (Compensation for Improvements) regulations 1994, SI 1994 No 613
- The Leasehold Reform, Housing and Development Act 1993
- Landlord and Tenant Act 1985
- Defective Premises Act 1972
- Landlord and Tenant Act 1985 – Section 11
- Defective Premises Act 1972 - Section 4
- Environmental Protection Act 1990 – Part III
- Fire Safety (England) Regulations 2022
- Gas Safety (Installation and Use) Regulations 1998
- Regulatory Reform (Fire Safety) Order 2005.
- Commonhold and Leasehold Reform Act 2002
- Equalities Act 2010
- Control of Asbestos Regulations 2012
- Housing Health & Safety Rating System
- Health and Safety at Work Act 1974
- Provision and Use of Work Equipment Regulations

4. RELEVANT COUNCIL POLICIES

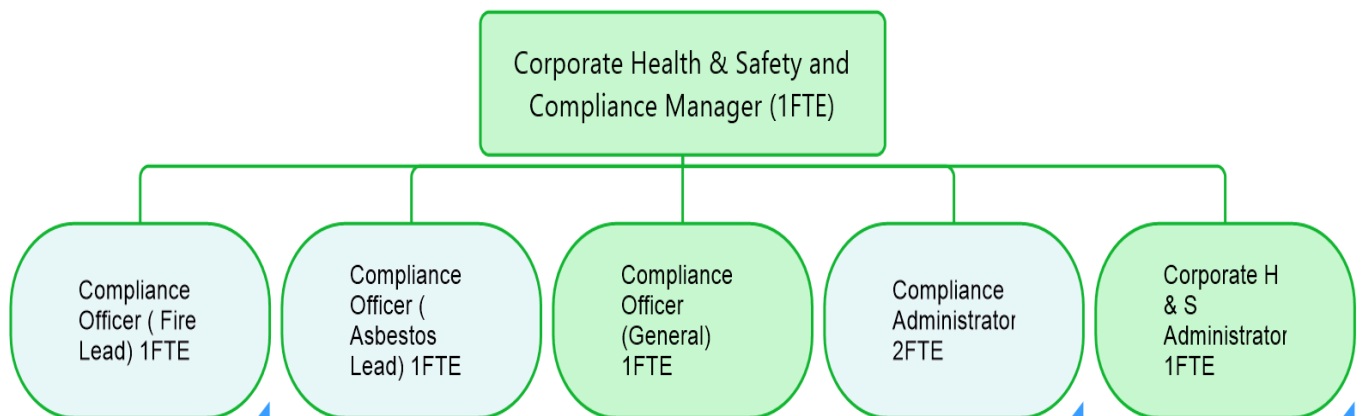
- Corporate Health and Safety Policy
- Tenancy agreement and Tenants' Handbook
- Repairs & Maintenance Policy
- Recharge Policy
- Voids Policy and Lettable Standards
- Aids & Adaptation Policy
- Complaints & Feedback Policy
- Service Charge Policy

5. RESPONSIBILITIES AND ARRANGEMENTS FOR MEETING CONSUMER STANDARDS

This policy sets a framework for meeting Consumer Standards. The framework identifies how we will meet that consumer standard and the actions we will take. The Protocol and Management Plan documents support the framework and provide comprehensive guidance and information on the management of those risks.



The arrangements with the Council to deliver the framework and promote statutory compliance within the Council is delivered through a dedicated Compliance Team with specific roles and responsibilities.



The Compliance Manager undertakes the competent person role to ensure measures taken are proportionate, and meet the legal requirements, or best practice where no legal requirements are in place. The Compliance Team will also provide technical support in relation to contractor works, audit of processes and completion of works in line with requirements and data management.

The key parties responsible and involved in the successful delivery of this policy are:

- Duty Holder – Director for Housing
- Responsible Person(s) – Head of Technical services / Compliance Manager
- Deputy Responsible Person Head of Housing, Compliance Officers

Duty Holder

The duty holder has overall responsibility for management of statutory maintenance, to provide direction to ensure all other teams within South Kesteven District Council are aware of the necessary requirements of statutory maintenance.

Responsible Person(s) and appointed Deputies

The Responsible Person and appointed Deputies are responsible for implementation and management of the practical aspects of statutory maintenance in properties owned and managed by South Kesteven District Council, including the competence of all persons involved. Also, to establish and maintain direct lines of communication with the various Housing stakeholders; specialist contractors and consultants, ensuring an efficient two-way exchange of information and records.

Statutory Maintenance Service Providers & Key Stakeholders

Statutory Compliance Service contractors provide practical advice on management and the control of the risks of statutory maintenance; undertake risk assessment(s), surveys and reports; carry out monitoring, maintenance, testing, inspection and audits as required.

Key stakeholders and partners include the Councils Internal Auditors, the Regulator of Social Housing, competent bodies such as Gas Safe.

Meetings

The Responsible Person and/or Deputy will hold regular review meetings with statutory compliance contractors or consultants

Contractor – Meetings

Details, outcomes, and actions agreed in these meetings are to be recorded in writing and circulated to the relevant stakeholders. The non-conformances identified in the meeting will be noted and reviewed for the next meeting. If the contractor is failing to fulfil their requirements the Council will follow the escalation procedure for failure to provide.

Management of Key Risks.

South Kesteven District Council recognises its responsibility for statutory compliance within its housing stock and is committed to ensuring safety standards and compliance requirements are met. While all statutory compliance is key to ensuring the safety of residents and staff it is recognised that some areas require significant involvement and oversight of appointed contractors responsible for ensuring statutory compliance assurance.

Due to the significant potential impact from incidents involving Asbestos or Fire, regardless of likelihood, the Council has appointed dedicated lead officers within the Compliance team focused solely on the control of these risks and the compliance for that area. This includes working with contractors, providing audit of risk assessments and method statements (RAMS) and quality of works undertaken, recording related information and providing technical support to internal stakeholders.

Asbestos

- South Kesteven District Council has in place an Asbestos Management Plan to support the monitoring and recording of asbestos containing materials (ACM) identified in its Housing stock, this includes sheltered schemes, HMO's and Temporary accommodation.
- The Council has an Asbestos working group to ensure that a consistent approach to the management of asbestos is maintained.
- Staff who may work either directly or indirectly on properties which may contain asbestos are trained to understand the risks and how to manage them.
- All buildings identified as requiring monitoring as defined in Regulation 4, are programmed for re inspection no later than 12 months from the previous inspection period.
- Refurbishment, management and demolition surveys are carried out, as appropriate, with review and evaluation in accordance with a defined scope of works for all major repairs and improvement schemes.
- No works are permitted on properties known or suspected to contain ACM's until the relevant survey has been completed or confirmation that data already held in this system is accurate and sufficient for the required works by the Asbestos Manager and relevant Project officer/s
- Surveys are undertaken by approved UKAS accredited external consultants and uploaded on an electronic asbestos register in the relevant asset management system. Detailed procedural documentation defines how asbestos or presumed asbestos information is robustly communicated.
- Work to encapsulate or remove high risk asbestos will only be carried out by an approved contractor with an appropriate HSE licence and suitably qualified competent
- Work to encapsulate or remove low risk asbestos will be carried out by competent qualified individuals.

Fire Safety

South Kesteven District Council recognises its responsibilities under The Regulatory Reform (Fire Safety) Order 2005, The Fire Safety Act 2022 and the Housing Act 2004, The Building Regulations, and other relevant legislation to demonstrate and implement robust control measures to facilitate in the continuous conformity with legislation in the management of Fire risk.

All assets with communal spaces are risk assessed, as required, taking into consideration all known risk factors including archetypal risk, occupancy risk, passive and active fire management activities and external known factors.

A suitable Fire Risk Assessment (FRA) is undertaken by an appropriately trained and experienced competent person. These will be reviewed annually by the Fire lead and by an external competent person on a 2 or 3 year cycle dependant on property type as identified in the Fire Action Plan, including:

- The Council will maintain a register of all properties where it has a responsibility to provide an FRAs.
- The Council will maintain a register of all properties where specific cyclical fire safety systems and equipment management activities are identified.
- Any contact with the Fire and Rescue Service will be reported corporately.
- All relevant buildings will be risk rated utilising the fire prioritisation tool.
- Where identified through a fire risk assessment or prioritisation report a compartmentation survey will be completed. Buildings identified to be of a higher risk due to the nature of the building or tenants (sheltered schemes) will automatically undergo a compartmentation survey.
- Management actions and remedial works arising from the FRA and Compartmentation surveys are actioned and tracked to completion, including evidence of completion, including photographs and relevant certification, materials used and stored in the relevant asset management systems.
- Fire Safety systems and fire safety equipment where fitted, are maintained to the recommended standards through regular programmes of cyclical maintenance.
- Fire Safety in blocks is monitored on a weekly/monthly basis through internal safety checks.
- Fire Extinguishers will not be provided in blocks where there are no trained personnel.
- Any remedial works which cannot be or are not delivered within FRA advised timescales will be assessed by the Fire lead and other relevant stakeholders and appropriate risk mitigation measures will be taken to ensure ongoing tenant / resident safety.
- All vulnerable tenants in communal buildings will have a person centred risk assessment (PCRA) to support fire management of the property.
- Fire safety in individual dwellings is managed through the provision of domestic smoke detection systems which is checked annually by the Council.
- The structure of individual dwellings will be checked as part of stock condition surveys and during capital maintenance, for example, fire break walls will be checked during re-roofing projects.
- Vulnerable tenants in individual dwellings who may impact the fire risk will be referred to the Fire and Rescue Safe and Well Service
- The Council will routinely publish safety information and reminders to all tenants on fire safety.

Gas Safety

Gas safety is overseen by the Mechanical Contract Manager, in conjunction with the compliance team and Compliance Manager.

- All domestic properties with a gas-burning appliance will receive an annual service, no later than 12 months after the last service. The Council operates on a 10 month cyclical programme of gas

servicing to allow sufficient time to gain access to service appliances within the required 12 month period.

- All properties with an open flued gas appliance will be fitted with a Carbon Monoxide detector
- Carbon Monoxide detectors will be checked annually as part of the gas servicing.
- All communal gas fired systems will receive an annual service no later than 12 months after the last service.
- Gas servicing, new installations and maintenance on gas systems will be undertaken in accordance with the statutory regulations, manufacturers guidance and the Councils specification of work.
- All engineers/contractors working on gas appliances must be Gas Safe registered and must provide proof of their registration prior to being allowed to undertake any works.
- Gas Safe Registrations will be validated by the Mechanical Contract Manager.
- All contractors undertaking gas works must provide relevant insurance and indemnities prior to starting works which must include adequate cover for undertaking hot works where appropriate.
- All engineers visiting residents' properties must show resident both their personal identification card and Gas Safe registration card prior to starting works.
- The Council will maintain a database of all service records and manage the programme of servicing using the relevant asset management system.

Electrical Safety

Electrical safety is overseen by a the Electrical Contract Manager with the additional responsibility for undertaking the Qualified Supervisor role as defined by National Inspection Council for Electrical Installation Contracting (NICEIC) .

The Repairs Manager holds the position of Duty Holder for the Council as defined by the NICEIC

- All dwellings and communal areas with electrical supplies will have an electrical condition inspection report (EICR) to the fixed wiring no later than 5 years from the previous inspection.
- All engineers working on electrical installations will be NICEIC registered and must provide proof of their registration prior to being allowed to undertake any works.
- NICEIC registration will be validated by the Councils Electrical Contract Manager.
- All contractors undertaking electrical works must provide relevant insurance and indemnities prior to starting works which.
- All engineers visiting residents' properties must show resident both their personal identification card and NICEIC registration card prior to starting works.
- Empty properties and properties where tenants have wish to undertake a mutual exchange will have an EICR undertaken prior to relet.
- Where a check is required for any other purpose than to renew the 5 yearly inspection and where there is a satisfactory EICR which is less than 12 months old, these checks and inspections may be a visual only, and this must be recorded on the NICEIC documentation.
- On completion of an inspection, an electronic Electrical Inspection Condition Report (EICR) will be provided to SKDC, and a paper copy sent to the resident.
- Where the inspection identifies category 1 and 2 failures (those which pose an immediate risk to life) the engineer will either;
- Rectify the issue whilst on site or;
- Decommission the system and immediately report to Electrical Contract Manager
- Based on the outcome of the EICR any rewiring requirements are identified and arranged. Anything identified as C1 must be rectified immediately as a high risk priority.
- The Council will maintain a database of all systems requiring an EICR.
- All items requiring a Portable Appliance test (PAT) in temporary accommodations are completed at void stage along with an electrical inspection of foxed wiring.

Water Hygiene

Water Hygiene within the Councils housing stock is managed by risk assessment.

Formal risk assessments are provided for communal water systems and these are overseen and reported on by the Compliance Team. Technical support is provided by the Housing Technical services Team for the completion of remedial and identified works. The Compliance Team retain responsibility to manage the risk assessment process and appointed contractor.

The legionella Protocol details the Councils approach to the management of communal water systems in general needs properties, sheltered schemes and any other water supplies and storage to communal areas; it does detail the management of water hygiene in individual dwellings not served by communal water supplies.

- All assessments will be undertaken by qualified assessors appointed through the appointed contractor.
- The Council will undertake risk assessments for all relevant properties every 2 years in line with the L8 Approved Code of Practice.
- All works and testing regime will comply with HSG274 Part 2: The control of legionella bacteria in hot and cold water systems.
- This will identify potential sources of risk and their potential harm, reflecting on the both the use of the building and its occupancy type.
- All actions which are identified will be undertaken with the timescales identified in the risk assessment.
- Where practicable, the approach will be to remove items posing high risk; however where this is not possible appropriate action plans for mitigation will be put in place.
- Individual dwellings not connected to communal water supplies will be risk assessed by a desk top exercise which will consider risk based on the type of domestic hot water system, number and vulnerability of occupants where known and type and number of outlets.
- A random sample of the properties will be selected for a formal risk assessment of that dwelling type to verify and inform the risk assessment process.
- Information to residents on the risks of legionella will be provided in the tenant handbook with reminders published in Skyline.

Passenger Lifts and other Specialist Equipment

Passenger Lifts and other Specialist equipment such as stair lifts, automatic doors pressure vessels, fall arrest etc, require servicing and statutory safety inspections at defined frequencies. Servicing and statutory compliance are performance managed by the Compliance Team with contract management provided by managers within the Housing Technical Services Team.

- All works and servicing to lifts and specialist equipment will be undertaken by qualified and experience engineers who hold qualifications and relevant experience to that equipment.
- Any engineers undertaking work will be expected to put in place relevant isolation and safety measure to prevent unauthorised use whilst works are taking place and ensure residents and occasional users of the building are fully informed during the works.

- Where practicable lifts will be programmed to return to ground automatically in the event of a fire or alternatively Fireman's Switches will be installed which allow for manual intervention by the fire brigade to ground lift cars.
- All lifts will have a working emergency call system.
- All lifts will be fully serviced annually, and a maintenance check will be undertaken every two months. Where any significant issues are identified lifts will be immediately decommissioned and be reported to the Council.
- Notices will be provided to inform residents of decommissioned lifts and approximate time for repair.
- Where low risk works are identified, these will report to the Contract Manager and put onto a planned works programme.
- Where lifts are to be decommissioned for more than 2 working days and no practicable alternative is available Council housing officers will engage all residents affected and put in place appropriate support plans.
- Specialist equipment will be serviced in accordance with the requirements of LOLER and manufacturers guidance.
- A register of all specialist equipment will be held by the Compliance Team and details of fixed assets recorded on the Housing Technical Services database.
- Certain types of specialist equipment will be registered with the Councils insurers.

Radon

Radon is a naturally occurring gas and the geographical features within the district of South Kesteven mean that it is likely we will identify some areas where radon gas may be present.

To ensure that we address the risks of radon gas within our Housing stock we are undertaking an indicative postcode search provided by Radon UK to:

- Identify domestic properties that are potentially sited within an affected area
- Establish a programme of passive testing of radon levels in our domestic properties that are within an affected area, using a competent Radon consultant and validated laboratory
- Review the test results and where the measurement of radon is above the Government recommended Action Level, identify suitable and sufficient control measures and/or remedial work, appropriate to the levels of radon detected, the type of property and its occupancy.
- Implement control measures and/or remedial work where required as soon as is reasonably practicable and within the defined timescales set out in the recommendations.
- Carry out re-measurement of radon levels within an appropriate time period (6 months) following implementation of control or remedial measures prompted by a test result that is above the Action Level.
- Communicate with our tenants providing information on radon and the need for testing, the risks and the importance of any radon remediation equipment.
- In cases of 'no access', the Council will ensure that it meets its legal obligations to rectify a hazard caused by radon exceeding the Action Level. It will do this, where appropriate, by obtaining warrants of entry.
- Schedule inspections of remedial measures at appropriate intervals within our works program to ensure any installations are kept in full working order.
- Re-assess radon levels in our domestic properties that are in an affected area within an appropriate timescale appropriate to the level of risk.
- Record on our housing management databases the details of every radon assessment, testing and any control measures and/or remedial installations.

- Ensure that any of the Council's new domestic properties within an affected area are designed and built with appropriate radon prevention measures in place.
- Promote the awareness of radon gas to our customers living in homes within a radon Affected Area through tenants' newsletters, leaflets and letters and link to the site below, ensuring that relevant information is made available upon request.

COMPLIANCE CHECK REGIME

WORK PROGRAMME	FREQUENCY
Gas Appliance Servicing	Annual
Solid Fuel System Service & Sweep	Annual
Air Source Heat Pump / Electric Heating	Annual
Smoke & CO Detector check	Annual
Fire Detection Systems to blocks and schemes	Weekly/quarterly/half yearly/annually (as applicable for installed equipment)
Emergency Lighting in blocks and schemes	Monthly/half yearly/annually (as applicable for installed equipment)
Fire Fighting Equipment	Annually
Fire Door Assemblies	Monthly/half yearly/Annually (Based on setting & risk)
Periodic electrical installation condition inspection - Dwellings	5 yearly
Periodic electrical installation condition inspection - Communal Areas	5 yearly
Water hygiene/Legionella testing monthly on sheltered schemes and relevant flat-block schemes	weekly/Monthly/quarterly/half yearly/annually/Biennial (based upon task & setting)
Passenger Lifts	Annual service & independent Loler inspection

6. ACCESS TO PROPERTY

As a responsible landlord, South Kesteven District Council aims to maintain the condition of properties it owns and manages to ensure the safe welfare of occupants, as far as is reasonably practicable, at all times. In pursuing this aim SKDC will in a number of circumstances, require access to properties and adjoining grounds.

Right to this access is an express condition of the tenancy agreements and SKDC will expect that, given reasonable notice, access will be granted by the occupants of properties it owns and provides services to.

There are various reasons why the Council would need to secure access to properties it owns and / or manages on a pre-planned basis. Non exhaustive examples include:

- Access to carry out repairs which are the landlord's responsibility to complete.
- Access to carry out safety checks to ensure it meets its legal 'compliance' obligations e.g. to carry out annual gas safety checks in line with Landlord Gas Safety Requirements (LSGR) or fire risk works.
- Access to assess the general condition of properties or for the presence of known hazards e.g. asbestos surveys.
- Access to assess the need for, or to carry out investment works and property improvements to eliminate hazards or maintain / enhance asset values.
- Access to carry out tenancy audits to assess both the condition of the property and that the needs of tenants are being met effectively.

The access procedure is attached as Appendix 1.

South Kesteven District Council will make every effort to arrange appointments and gain access with the cooperation of the tenant. This would include via letters, phone calls, emails and visits from Housing officers.

In the vast majority of cases the above measures usually result in access being secured, however, there are occasions where the Council may be required to take tenancy or lease enforcement actions to secure access. This may include:

- Applying for injunctions from the courts to enforce the landlords 'right of access' .
- Serving 'Notices Seeking Possession' for breach of tenancy and applying to the courts to secure access and pursuing the above legal remedies for gaining access to properties will only be taken when all other reasonable attempts at contact and access by agreement have been exhausted.

7. DATA MANAGEMENT

All information regarding statutory compliance works must be held and recorded in the appropriate Asset Management System.

The area of compliance will change the type of information held, however, as a minimum this must include dates of inspection, completion and reinspection for stat compliance inspections, information of materials used to make good for example with Fire remediations and removal and cleanliness reports in relation to Asbestos.

Contractors undertaking safety checks will be expected to provide information on servicing in a format and frequency which allow the housing compliance team to update the information on the appropriate system and monitor performance and compliance.

The compliance team will be responsible for monitoring all data relating to compliance, including actions which flow, are correctly updated, stored and managed. This may be via spreadsheets or a proprietary system. They will be responsible for overseeing the compliance programme.

Teams within the Housing Directorate who are directly organising/ managing works and contractors are responsible for ensuring any compliance data they are in control of is recorded in the correct asset management system for audit and monitoring by the compliance team.

GDPR and Data Protection

The Council shares the commitment to ensure that all data is:

- processed lawfully, fairly and in a transparent manner
 - collected for a specific and legitimate purpose and not used for anything other than this stated purpose, or as provided for in our privacy and fair processing notices
- relevant and limited to whatever the requirements are for which the data is processed
- accurate, and where necessary, kept up to date. Any identified inaccuracies will be amended or removed without undue delay
- stored for as long as required, as specified within the Councils Records Retention policy
- secured with appropriate solutions, which protect the data against unauthorised or unlawful processing and accidental loss, destruction or damage

8. QUALITY CONTROL

In order to provide overview and governance of compliance Housing Compliance the identified and established KPI's will be collated and provided to the Housing Management Senior team on a monthly basis, along with information on outstanding actions and plans to mitigate known risks or delays which may impact statutory compliance KPI completion. The Council will also :

- Provide internal audit via the Compliance team to identify gaps or areas to strengthen response and control
- Actively engage with external audit to provide assurance on figures and best practice adoption
- Where appropriate engage external specialist audit providers to provide assurance on contractor service provision e.g Gas and Electric contracts

9. EQUALITY IMPLICATIONS

Introduction

The Council is committed to providing an equal opportunity to the service for all of its tenants and leaseholders. Any action taken under this policy will comply with current equalities legislation.

Council Staff and Contractors

The Council' staff and contractors will operate in such a way to ensure that they meet the needs of individual residents and to ensure that they do not discriminate on the grounds of:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex

- Sexual orientation

All contractors will be asked to provide copies of their Equality and Diversity Policies to the Council, prior to the award of any contract.

Procedures and Practices

The Council' staff and contractors will operate in such a way to ensure that their procedures and practices are sensitive to the needs of individual residents and to ensure that they do not discriminate on the grounds of:

- race and ethnicity
- age
- disability
- religion or belief
- gender
- sexual orientation
- gender identity

Repair work and Maintenance programmes may from time to time need to be tailored to meet the needs of individuals, for example the priority of a repair may be increased for vulnerable residents. All cases will be considered on an individual basis.

Information

The Council will in all reasonable circumstances make information available in a variety of information formats, including for example:

- large print
- audio tape
- community languages

Where specialist services are required to ensure that information is accessible to the tenant or leaseholder, we will ensure that these are made available.

10. PERFORMANCE MONITORING

Introduction

The Council will monitor its performance in managing compliance with regulatory standards based on a standard reporting template.

This will be reported to the Corporate Management Team and the Housing Portfolio holder each month, with quarterly statistical reporting to the Housing Overview and Scrutiny Committee.

Compliance performance will form part of the corporate performance statistics reported routinely to full Council.

The expectation by the Social Housing Regulator to provide reports on our performance to our tenants will be met through the publication of compliance figures in the Annual Tenant Report published in Skyline.

The Councils performance will be benchmarked alongside other providers through our subscription to Housemark.

Compliance Reporting Template

	Baseline number	Compliant	Non Compliant	% Compliant	Non Compliant during the reporting month	Non Compliant during reporting period	Comment
Legionella							
Gas							
Electrical							
Asbestos (re-inspections)							
Fire Risk Assessments							
Lift inspections							
Smoke & CO							
Damp & Mould							

11. POLICY REVIEW

This policy will be reviewed by the Council every two years unless there is a change in legislation or regulation.

Where there has been a change in legislation which has an impact on the policy, the policy will be reviewed within 3 months of the legislation or regulation coming into effect.

The Protocols and Management Plans supporting this policy are working documents and will be reviewed to routinely to reflect best practice. These will be presented to the Housing Overview and Scrutiny for review every two years.

Contact details

Alternative formats are available on request:
audio, large print and Braille

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