



Asset Management Handbook

Version 1.0

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Contents

1. Introduction	3
2. Quality and Performance Standards	3
3. Roles and Responsibilities	4
4. Asset Data and Stock Condition.....	4
5. Repairs and Maintenance Policy & Procedure	5
6. Compliance	14
6.1. Gas Safety Policy & Procedure	15
6.2. Electrical Safety Policy & Procedure	19
6.3. Hazards including Damp & Mould Policy & Procedure.....	23
6.4. Water Safety Policy & Procedure	27
6.5. Fire Safety Policy & Procedure	29
6.6. Chimney Sweeping Policy & Procedure	32
6.7. Stairlift Safety Policy & Procedure.....	35
6.8. Asbestos Policy & Procedure	39
7. Aids & Adaptations Policy & Procedure	40
8. End of Tenancy Policy & Procedure.....	45
9. Resident Engagement Policy	49
10. Performance Monitoring	50
11. Governance & Assurance	51

1. Introduction

This handbook sets out The United Reformed Church Retired Ministers' Housing Society (RMHS)'s approach to managing its property assets in a way that ensures safe, sustainable, and high-quality homes for our residents. It provides the strategic framework, policies, and operational procedures that guide our decisions on investment, maintenance, compliance, and asset development.

Our key objectives are:

- Maintain homes to the Decent Homes Standard and beyond
- Comply with all statutory health and safety requirements
- Invest in energy efficiency and sustainability
- Ensure our homes are suitable for current and future resident needs

2. Quality and Performance Standards

As a Community Benefit Society under the Cooperative & Community Benefits Societies Act 2014, the RMHS is committed to the Social Housing Charter 2020, which sets out the standards and outcomes all social landlords should aim to achieve whilst performing its housing function. The charter sets out the standard of performance expected of landlords within the following six themes:

1. To be safe in your home: we will work with industry and landlords to ensure every home is safe and secure.
2. To know how your landlord is performing: including on repairs, complaints and safety, and how it spends its money, so you can hold it to account.
3. To have your complaints dealt with promptly and fairly: with access to a strong ombudsman who will give you swift and fair redress when needed.
4. To be treated with respect: backed by a strong consumer regulator and improved customer standards for residents.
5. To have your voice heard by your landlord: for example, through regular meetings, scrutiny panels or being on its Board. The government will provide help, if you want it, to give you the tools to ensure your landlord listens.
6. To have a good quality home and neighbourhood to live in: with your landlord keeping your home in good repair.

3. Roles and Responsibilities

- **Board:** Provides strategic oversight, approves strategy, reviews performance
- **Chief Executive:** The Chief Executive Officer (CEO) is the designated Responsible Person for ensuring the organisation complies with policy and meets all relevant regulatory requirements.
- **Senior Management Team:** Ensures implementation, resourcing, and compliance
- **Housing Management Team:** Day-to-day liaison with residents, reports issues
- **Property Services Team:** Manages repairs, maintenance, compliance and contractors
- **Contractors:** Deliver repairs and safety checks to agreed standards
- **Residents:** Responsible for reporting issues and enabling access

4. Asset Data and Stock Condition

RMHS aims to maintain accurate and up-to-date asset register to support effective asset management and long-term investment planning. Stock condition surveys will be carried out every five years across all properties, with interim updates undertaken annually during the course of planned or responsive repairs. 20% of stock will be surveyed under the programme per year. This ensures that key data remains current and reflects the condition of our housing stock.

The information gathered through surveys and updates is used to prioritise investment decisions and plan future works. The asset register is reviewed and validated on an annual basis to maintain data integrity. All stock condition information will be recorded on HomeMaster, our asset and housing management system.

Further detail on the full asset data management process will be developed and formalised in due course.

5. Repairs and Maintenance Policy & Procedure

1. Purpose

This policy sets out how RMHS will deliver our repairs and maintenance service, including emergency, responsive and planned repairs and maintenance.

2. Legal and Regulatory Framework

This policy is informed by the following legislation and guidance:

- Landlord and Resident Act 1985
- Housing Health and Safety Rating System (HHSRS)
- Homes (Fitness for Human Habitation) Act 2018
- Social Housing (Regulation) Act 2023
- Building Safety Act 2022
- Housing Ombudsman Complaint Handling Code
- The Housing (Scotland) Acts 1987, 2001 and 2006
- Housing (Wales) Act 2014
- Renting Homes (Wales) Act 2016
- Renting Homes (Fitness for Human Habitation) (Wales) Regulations 2022

3. Policy Statement and Approach

We are committed to providing safe, well-maintained homes. We aim to deliver a responsive, efficient, and resident-focused repairs and maintenance service that ensures our properties meet the Decent Homes Standard and comply with all legal and regulatory requirements. Although we are not a Registered Provider of Social Housing, we aim to adhere to the Consumer Standards set down by the Regulator of Social Housing.

This policy applies to all RMHS properties and covers:

- Reactive repairs
- Planned and cyclical maintenance
- Landlord and Resident responsibilities
- Emergency procedures

4. Principles

- to provide efficient, cost-effective and quality repairs and maintenance service;
- to ensure that our housing stock is well maintained to a high standard;
- to comply with our statutory obligations; and
- to meet our repairing obligations as set out in the Resident Handbook, and terms stated within the Tenancy Agreements, Exclusive Occupancy Agreements and Secure Occupancy Contracts.

- We are committed to providing a fair, inclusive and accessible service.
- We routinely collect feedback and work with residents to improve service delivery.
- Support is available for residents with specific needs, including communication support and translation services.

5. Operational Specifics

5.1. Communal Repairs

RMHS is usually not responsible for repairs to communal areas where a property is in a block of flats or is a leasehold property. This includes shared entrances, stairways, pathways, car parking areas, and communal gardens, where applicable. A managing agent or superior landlord is almost always responsible for these areas, and RMHS will liaise with the appropriate party but is not accountable for repair delivery timescales. The Property Services Team will review all leasehold agreements and be responsible for liaison with the landlord/managing agent.

5.2. Repair or Replacement

RMHS will always consider whether it is more effective to repair or replace an item. Replacement may occur where a repair is not possible, or where it offers better long-term value. Replacements will be matched as closely as possible to existing fittings but may not be identical.

5.3. Temporary Moves

In rare cases where extensive works prevent safe occupation of a home, RMHS will support a temporary move. This will be discussed and arranged with the resident in advance.

5.4. Prioritising Repairs

We use a triage approach to prioritise repairs, including identifying those that present a health or safety risk. Emergency issues are responded to immediately, and damp, mould, and fire safety concerns are treated with zero tolerance. Residents with medical or additional needs should notify us so that appropriate adjustments and prioritisation can be applied.

5.5. Repair Categories and Response Times

Category	Definition	Target Response Time
Emergency	Immediate risk to health, safety, or security (e.g., gas leaks, major floods). Loss of heating/hot water.	24 hours
Urgent	Minor leaks, minor structural damage.	7 working days
Routine	Non-urgent repairs (e.g., dripping taps, minor plasterwork)	28 calendar days
Planned	Major works identified through surveys (e.g., roof replacements)	Scheduled as per programme
Right First Time	We aim to complete 95% of repairs the first time we visit a property	n/a

5.6. Emergency repairs

An emergency repair is anything causing immediate:

- Risk to the health, safety, and security of any occupants and/or visitors to the property, or
- Significant damage to a property's structure, fixtures, and/or fittings.

Typical emergency repairs include:

- Water leaks to a water pipe or riser on the landlord side of the stopcock
- Making safe immediately after a flood e.g. checking electrics
- Dealing with the effect of severe storm damage on a home's structure (after the storm has passed)
- Risk of falling masonry or structural collapse
- Total loss of electricity supply (excluding those caused by a power company)
- Unsafe electrical fittings (excluding resident-owned appliances)
- Breaches of security (e.g. broken locks or glass) to outside doors and windows to the home,
- Gas escape
- Blocked main drains, soil pipes, or a property's only toilet
- Heating and/or hot water loss
- Stairlift breakdowns (see Stairlift Policy)

Note: This is not an exhaustive list.

RMHS will carry out essential works within 24 hours of the resident reporting the emergency repair. For heating loss, RMHS will provide temporary alternative forms of heating if unable to repair the system at the first visit. Sometimes other repairs

may be needed to complete the repair. If this is the case, RMHS will arrange more appointments with the resident. In exceptional circumstances, such as during a period of sustained adverse weather, we may need to lengthen the timescales for emergency repairs. If this is the case, we will inform the resident when they make a report.

5.7. Reporting Repairs

Residents can report repairs via email or telephone.

5.8. Access and Appointments

- Appointments are scheduled within operational hours.
- RMHS will provide at least 24 hours' notice for non-emergency access.
- For major works, RMHS will work with the resident to find a suitable time to carry these out, within reasonable limits.
- All communication with residents arranging and agreeing appointment times must be recorded on Home Master.

5.9. Resident Responsibilities

Residents are responsible for:

- Reporting repairs promptly
- Allowing access for inspections and repairs
- Replacing consumables (e.g., light bulbs) unless in sealed units
- Internal decorations
- Carpets/floorcoverings unless in the kitchen or bathroom
- Curtain poles and pelmets
- Maintaining gardens, driveways and yards (unless communal)
- Tree cutting unless on boundary or has a Tree Protection Order (TPO)
- TV aerials and satellite dishes
- Broadband connections (if drilling through walls or other structural work is required, permission from RMHS must be sought).
- Cleaning out drains, gully traps and gratings
- Replacing broken window panes as a result of resident damage
- Draughtproofing
- Replacing washers, plugs and stoppers
- House alarms and battery operated doorbells
- Taking steps to manage day to day condensation (see also Hazards including Damp & Mould Policy)
- Repairs or replacement of White Goods that are gifted to tenants from RMHS.

For anything other than the above, residents must not arrange their own repairs.

5.10. Residents with a share in the property

Section 11 of the Landlord and Tenant Act 1985 places a legal duty on landlords to keep in good repair the structure and exterior of the property, as well as installations for the supply of water, gas, electricity, sanitation, space heating, and heating water. Under this duty, the landlord must carry out necessary repairs within a reasonable time after being notified of the issue, ensuring the property remains safe and habitable for tenants. RMHS does not recharge residents who hold a share in the property for Section 11 repairs.

5.11. White Goods & Outdoor Buildings

Any freestanding white goods, timber garden sheds, greenhouses or timber outhouses in or on the property may be gifted to the new resident on an as-seen basis, with no warranty. Where goods are gifted the upkeep, repair, maintenance, replacement and disposal of these goods is the responsibility of the resident. It is the tenant's responsibility to ensure the items are kept in good condition and to arrange and pay for any repairs or replacements as required. Integrated appliances remain the property and the responsibility of RMHS.

5.12. Resident Damage

If damage is caused by the resident, family or guests, RMHS will recharge the resident for the cost of the repair.

5.13. Pest infestations

RMHS takes the presence of pests and vermin seriously due to their impact on residents' health and wellbeing. We will assess and respond to reports of pest infestations within the property on a case-by-case basis.

Where infestations are caused by structural issues, such as gaps in external walls or broken drainage, RMHS will take remedial action to eliminate entry points. In general, responsibility for addressing and funding pest control may depend on the source and cause of the problem. Residents are responsible for treating minor infestations inside their home unless they can demonstrate that RMHS is responsible for the cause. All pest infestations in outbuildings/sheds/summerhouses are the responsibility of residents.

Residents are responsible for raising issues of pests in gardens or surrounding areas with the local authority.

Residents should report any concerns about pests promptly. RMHS will investigate and, if needed, instruct appropriate professionals. Advice will be provided to help prevent recurrence, and follow-up visits arranged where necessary.

5.14. Invasive species in gardens

Tenants must not plant or cultivate invasive, non-native species or rapidly spreading plants in gardens or communal areas. This includes, but is not limited to, bamboo, Japanese knotweed, and giant hogweed. These plants can cause significant damage to buildings, paths, and underground services, and their presence may result in legal and environmental issues.

If such species are identified, or complaints are received from neighbours about encroaching plants, RMHS reserves the right to take appropriate action to remove

them and recover any associated costs. Tenants are encouraged to seek advice before planting anything that may be considered invasive.

5.15. Planned and Cyclical Maintenance

RMHS schedules:

- Gas, smoke alarm & Co2 detector servicing annually (see Gas Safety & Fire policies)
- Electrical checks every 5 years (see Electrical Safety Policy)
- Chimney sweep annually (See Chimney Sweep policy)
- Stairlift servicing annually (see Stairlift Safety policy)
- External painting, inspected every 5 years and painted if required.
- Boiler replacements every 15 years
- Kitchen and bathroom upgrades as needed depending on condition.

5.16. Contractor Management

- All contractors are vetted and must adhere to RMHS standards.
- Performance is monitored through KPIs and resident feedback.
- Contractors must carry identification and conduct themselves professionally. See Code of Conduct / SLA

5.17. Complaints and Feedback

Requests for service, such as reporting a repair or requesting information, are not treated as complaints. A complaint is defined as an expression of dissatisfaction about the standard of service, actions, or lack of action by the organisation or its staff.

Residents dissatisfied with the repairs service can make a complaint using the RMHS Complaints Policy.

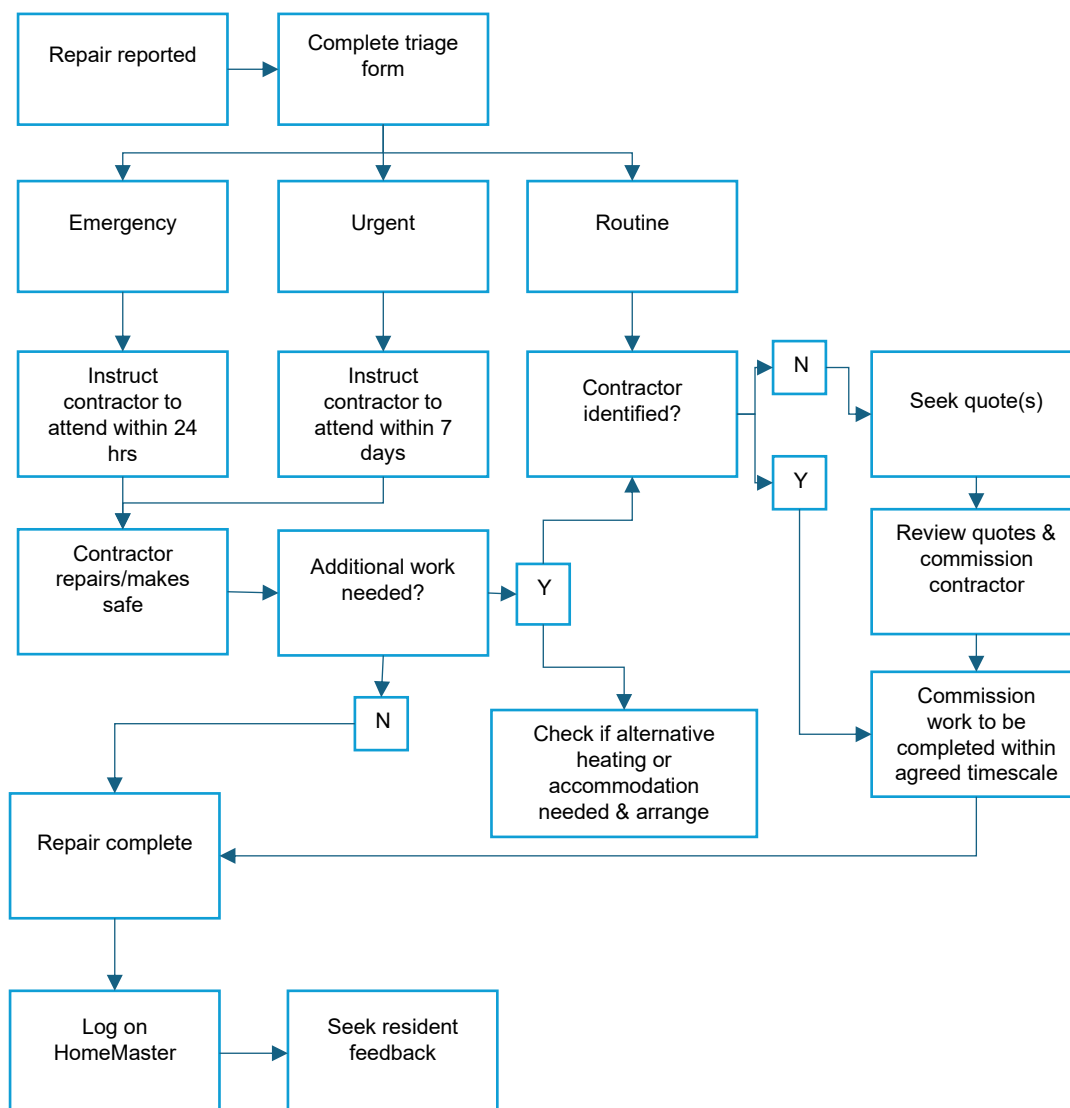
Resident feedback on repairs will be sought regularly and used to improve the service.

6. Monitoring and Record-Keeping

RMHS will:

- Conduct quarterly reviews of repair response times and resident satisfaction.
- Publish annual performance reports.
- Review this policy every 3 years or following significant regulatory changes.

7. Procedure (Flowchart)



8. Version Control

Version: 1.0

Review cycle: Every 3 years unless there is a significant incident or a change to regulations

Approval Date: September 2025

Review Date: September 2028

9. Appendix 1 Resident Improvements

Residents may wish to make alterations or improvements to their home to better suit their personal needs or preferences. RMHS supports residents in maintaining a safe and comfortable living environment, but all improvements must be authorised in advance.

Permission Requirements:

- Residents must seek and obtain written permission from RMHS before carrying out any improvements, alterations, or additions to their home.
- Permission will not be unreasonably withheld, but RMHS reserves the right to refuse changes that may affect the safety, structure, value, or future maintenance of the property.

Examples of Improvements Requiring Permission:

- Installing new kitchens or bathrooms (in advance of planned replacement cycles)
- Adding or removing fixtures (e.g., built-in furniture, doors, storage, radiators)
- Replacing flooring with alternative materials (e.g., laminate) – note, in order for any new flooring to be approved, it must be suitable and if in a flat, must have the necessary soundproofing.
- Installing or renewing external features such as satellite dishes, security lights, conservatories, summerhouses or sheds
- Any structural alterations (e.g., knocking through walls) or changes to rooms (partition walls, remodelling bathroom or kitchen layout).
- Replacing or resurfacing driveways or paths
- Electric car charging ports (these must be installed by a qualified electrician and certified).

Conditions and Responsibilities:

- The resident is responsible for the cost of the work and ensuring it is carried out by qualified professionals.
- Where asbestos is present and will be disturbed by the work, RMHS will take responsibility for managing the removal or containment of asbestos. See Asbestos Policy & Procedure
- RMHS may inspect the completed work to ensure it meets required standards.
- If the work causes damage, or does not comply with regulations or our standards, RMHS may require it to be removed or rectified at the resident's expense.
- Improvements made without consent may result in the resident being charged for reinstatement.

Adaptations for Medical Needs:

- Requests for adaptations due to disability or health conditions will be considered under RMHS's Aids and Adaptations Policy.

Alterations that Residents will not be permitted to make

- Changes to or installing boilers and airsource heat pumps.
- Installing solar panels
- Rewiring, new circuits or changes to consumer boards.

End of Tenancy:

- At the end of a tenancy, RMHS may require residents to remove improvements and reinstate the property unless otherwise agreed.

6. Compliance

Policy Statement:

We comply with all statutory health and safety requirements, including gas, electric, fire, water, asbestos safety and damp and mould. We aim for 100% compliance at all times.

6.1. Gas Safety Policy & Procedure

1. Purpose

This policy sets out how RMHS will meet its legal duties and ensure the safety of residents, staff, and contractors in relation to gas installations and appliances in properties it owns or manages.

2. Legal and Regulatory Framework

RMHS complies with the following legislation and guidance:

- Gas Safety (Installation & Use) Regulations 1998
- Gas Safety (Management) Regulations 1996
- Health & Safety at Work etc. Act 1974
- Landlord & Resident Act 1985
- Housing Acts 1985 and 1988
- Housing (Scotland) Act 2006 Tolerable Standard and Repairing Standard
- Renting Homes (Fitness for Human Habitation) (Wales) Regulations 2022
- Management of Health & Safety at Work Regulations 1999
- Workplace (Health, Safety & Welfare) Regulations 1992 (as amended)
- The Housing Act 2004
- Approved Code of Practice and Guidance (L56) – HSE
- Control of Substances Hazardous to Health Regulations 2002 (section 121)
- Pressure System Safety Regulations 2000 (PSSR)
- Environmental Protection Act 1990
- Building Regulations Document G (sections 2 and 3)
- Water Supply (Water Fittings) Regulations 1999
- Smoke and Carbon Monoxide Alarm (England) Regulations 2015
- Gas Safety (Installation and Use) Regulations 1998 (as amended)

3. Policy Statement and Approach

We are committed to ensuring that:

- All gas appliances, installations, and flues in our properties are safe.
- Residents and other occupants are not exposed to risk from gas-related faults.
- We meet and exceed our legal obligations for gas safety through robust management, monitoring, and continuous improvement.

The Chief Executive Officer (CEO) is the designated Responsible Person for ensuring the organisation complies with this policy and meets all relevant regulatory requirements.

4. Principles

- Compliance: 100% compliance with annual Landlord Gas Safety Records (LGSR).
- Prevention First: Issues are addressed before they become hazards through proactive inspection and servicing.
- Access: Reasonable steps, including legal action where necessary, will be taken to gain access for servicing.
- Communication: Clear and timely communication with residents to arrange access and explain safety processes.
- Competence: Only Gas Safe registered engineers are employed or contracted.
- Records: Robust records will be kept for all properties and updated in real time.

5. Operational Specifics

- All gas appliances and flues will be serviced and inspected at least every 12 months.
- A valid LGSR will be issued and a copy provided to the resident within 28 days.
- All newly purchased properties with gas appliances and flues will be serviced and inspected before the resident moves in.
- For all new properties, gas fires and gas hobs/cookers will be removed on purchase and alternatives installed and gifted to the resident
- New residents will be given a copy of the LGSR before moving in.
- Any gas appliance found to be unsafe will be disconnected and remedial action taken immediately. If a gas fire, hob or cooker has been deemed unsafe, it will be replaced with an electric alternative.
- A central gas safety register will be maintained for all relevant properties.
- GasElec (contractor) holds a schedule of all properties and due date of inspections.
- Appointments will be proactively managed by our contractor, with reminders, rebooking attempts, and escalation protocols for no access.
- The Contractor will check with Carbon Monoxide, Heat and Smoke Detectors during the Gas Safety inspection.

Properties without valid LGSRs will be escalated to Senior Management within 24 hours.

- Where a property becomes void due to resident going into care or passing away, the next of kin is responsible for the property for a period of time, in which time inspections may become due and compliance checks must continue to be carried out. In these cases the Property Services Team should contact the next of kin to arrange access.
- Any property undergoing a refurbishment, which is not tenanted, does not fall under the remit of this policy.

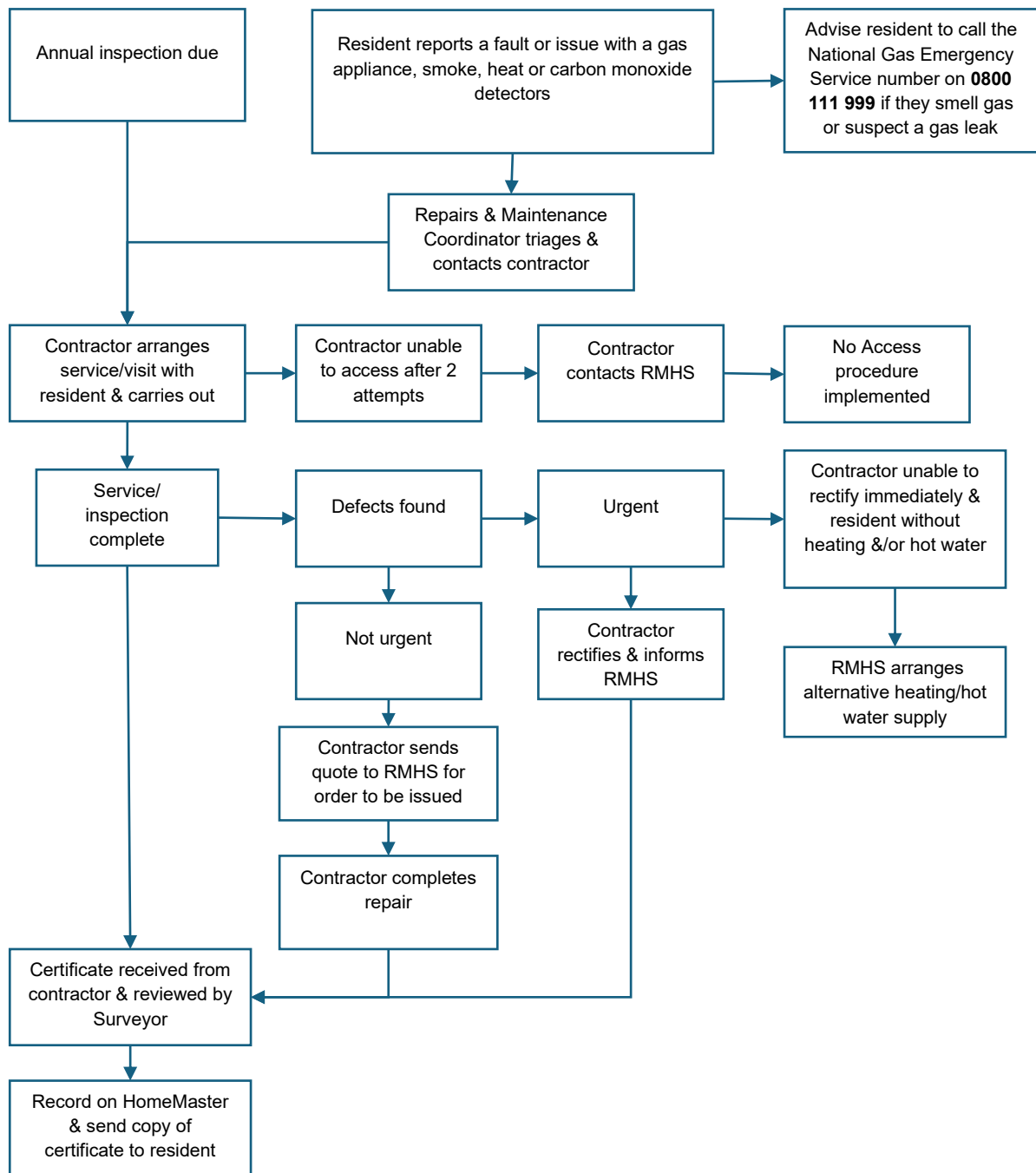
6. Monitoring and Record-Keeping

- The HomeMaster database will be maintained showing LGSR status for all properties.
- Monthly compliance reports will be reviewed by the Compliance Officer, or Repairs & Maintenance Coordinator, and shared with the Head of Property Services, including no access cases, which will be tracked until resolved. Exceptions to CEO via monthly 1:1s
- Compliance levels will be reported quarterly to the Board, including any no access cases.
- Non-compliance and no-access cases will be logged with reasons, attempts to resolve, and legal action taken.
- All certificates, remedial work and service records will be reviewed by the Compliance Officer/Repairs and Maintenance Coordinator and then the Property/Maintenance Surveyors.
- Records will be retained for at least 6 years.
- Lessons learned from legal cases or complaints will be used to improve future approaches.

7. Approach to No Access

- Appointments for gas safety checks will be booked at least 8 weeks before the due date.
- Residents will receive a telephone call or email confirming the appointment and the importance of access.
- If access is not gained, up to two further appointment attempts will be made.
- If access is still not gained, the case will be escalated to the RMHS Housing Management Team for investigation and discussion with the resident.
- Where non-access issues are ongoing, the Housing Management team will work with the resident, their family or carers if appropriate and the Property Services Team, to put in place measures to support access in the future.
- A legal Notice of Seeking Access will be issued where appropriate.
- Where all efforts fail, RMHS will apply to court for an injunction or warrant to gain access.
- All steps will be clearly recorded, and properties with overdue inspections flagged for senior review within 24 hours.

8. Procedure (Flowchart)



9. Version Control

Version: 1.0

Review cycle: Every 3 years unless there is a significant incident or a change to regulations

Approval Date: September 2025

Review Date: September 2028

6.2. Electrical Safety Policy & Procedure

1. Purpose

This policy sets out how RMHS will meet its legal duties and ensure the safety of Residents, staff, and contractors in relation to electrical installations and appliances in properties it owns or manages.

2. Legal and Regulatory Framework

RMHS complies with the following legislation and guidance:

- Landlord & Resident Act 1985
- Housing Act 2004 • Health & Safety at Work Act 1974
- Regulatory Reform Fire Safety Order 2005 England and Wales
- Electrical Safety (Private Rented Property) (Wales) Regulations 2020
- Housing (Scotland) Act 2006 Repairing Standard
- Renting Homes (Wales) Act 2016
- The Electrical Equipment (Safety) Regulations 1994
- The Electricity at Work Regulations 1989,
- Management of Health & Safety at Work Regulations 1999
- Workplace (Health, Safety & Welfare) Regulations 1992 (as amended)
- Defective Premises Action 1972
- Code of Practice for the Management of Electrotechnical Care in Social Housing - Jan 2019
- The Code of Practice for In-Service Inspection and Testing of Electrical Equipment
- Approved Document P - Electrical safety in dwellings.
- The Electrical Equipment (Safety) Regulations 1994

3. Policy Statement and Approach

We are committed to ensuring that:

- All electrical installations in our properties are safe and well maintained.
- Residents and other occupants are not exposed to risk from electrical faults or failures.
- We meet and exceed our legal obligations for electrical safety through robust inspection, servicing, and monitoring.

The Chief Executive Officer (CEO) is the designated Responsible Person for ensuring the organisation complies with this policy and meets all relevant regulatory requirements.

4. Principles

- Compliance: 100% compliance with the statutory inspection cycle for Electrical Installation Condition Reports (EICRs).
- Prevention First: Proactive inspection and resolution of defects to avoid safety incidents.
- Access: Reasonable steps, including legal action where necessary, will be taken to gain access for inspections.
- Communication: Clear and timely communication with Residents to arrange access and explain safety procedures.
- Competence: Only qualified electricians who are competent and registered are employed or contracted.
- Records: Accurate and accessible records will be maintained and reviewed regularly.

5. Operational Specifics

- All fixed electrical installations will be inspected and tested at least every 5 years by a qualified electrician.
- A valid EICR will be issued and a copy provided to the Resident within 28 days of the inspection.
- All fixed electrical installations will be inspected and tested on purchase of a property and prior to relet.
- All portable white goods provided by the organisation will be subject to regular Portable Appliance Testing (PAT) in line with current safety regulations and manufacturer guidance. Where white goods are gifted to the resident, RMHS will not be responsible for PAT testing once the items have been gifted.
- New Residents will be provided with a copy of the current EICR before moving in.
- Any installation deemed 'unsatisfactory' will be made safe or remedied within 28 days (or sooner if required).
- If the contractor cannot complete the inspection due to access to electrical installations within the property (i.e. due to hoarding) the contractor will inform RMHS and this will be escalated to the Housing Management Team
- If the contractor identifies unauthorized alterations to the electrics during the inspection, this will be escalated to the Housing Management Team and may result in
- A central register of EICRs and their renewal dates will be maintained.
- Appointments will be proactively managed by the contractor with reminders, rebooking attempts, and escalation protocols.
- Non-compliant properties will be escalated to senior management within 24 hours.

- Where a property becomes void due to resident going into care or passing away, the next of kin is responsible for the property for a period of time, in which time inspections may become due and compliance checks must continue to be carried out. In these cases the Property Services Team should contact the next of kin to arrange access.
- Any property undergoing a refurbishment, which is not tenanted, does not fall under the remit of this policy.

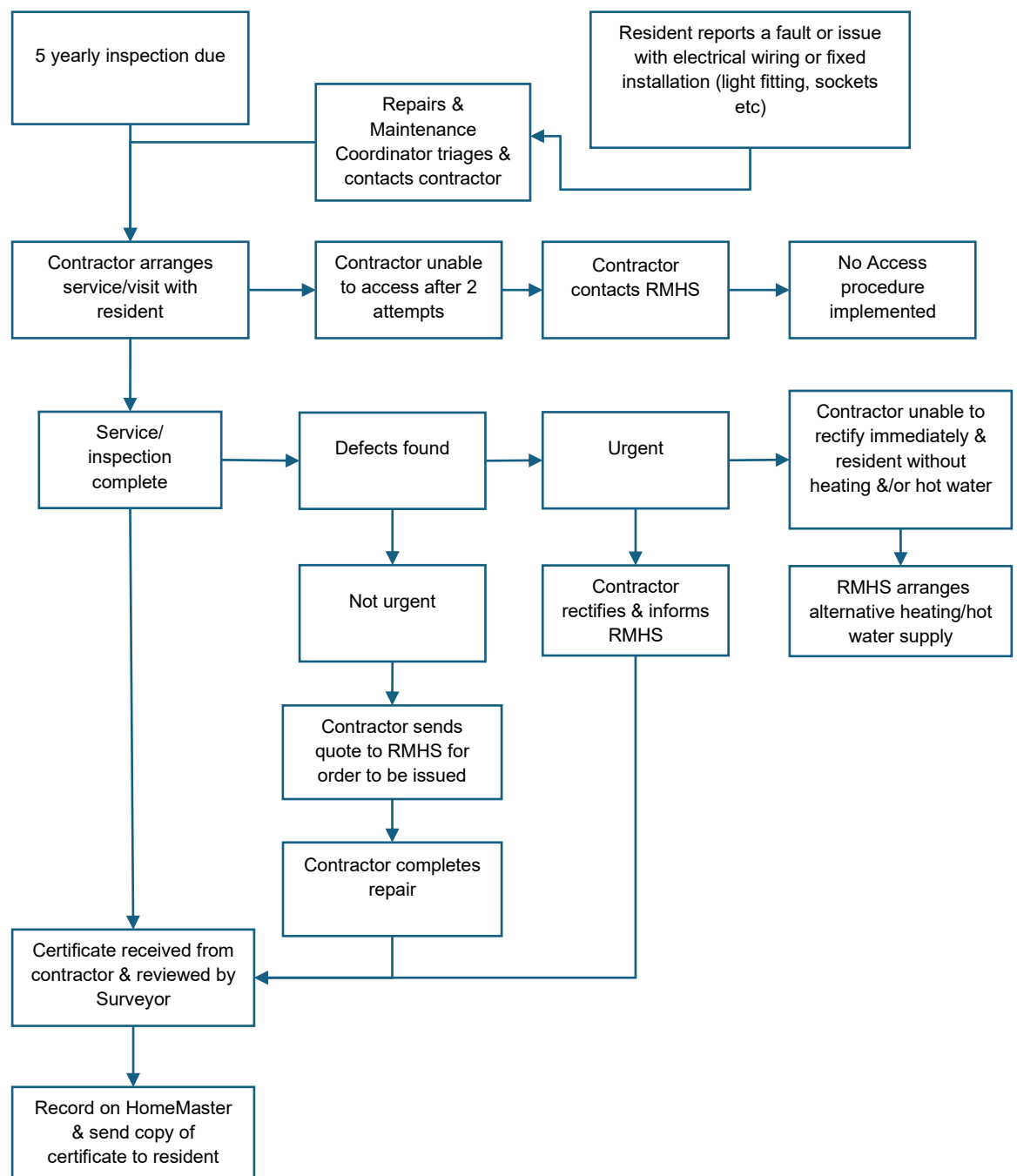
6. Monitoring and Record-Keeping

- All current EICRs will be help in the SharePoint file for the property and linked to HomeMaster, which will hold the dates of inspection.
- Weekly compliance reports will be reviewed by the Compliance Officer and shared with the Property Services Team, including no access cases, which will be tracked until resolved.
- Compliance levels will be reported quarterly to the Board, including any no access cases.
- Non-compliance and no-access cases will be logged with reasons, attempts to resolve, and legal action taken.
- Lessons learned from legal cases or complaints will be used to improve future approaches.
- All inspection reports and certificates will be retained for at least 6 years.

7. Approach to No Access

- Appointments for electrical safety checks will be booked at least 8 weeks before the due date.
- Residents will receive a telephone call or email confirming the appointment and the importance of access.
- If access is not gained, up to two further appointment attempts will be made.
- If access is still not gained, the case will be escalated to the RMHS Housing Management Team for investigation and discussion with the resident.
- Where non-access issues are ongoing, the Housing Management team will work with the resident, their family or carers if appropriate and the Property Services Team, to put in place measures to support access in the future.
- A legal Notice of Seeking Access will be issued where appropriate.
- Where all efforts fail, RMHS will apply to court for an injunction or warrant to gain access.
- All steps will be clearly recorded, and properties with overdue inspections flagged for senior review within 24 hours.

8. Procedure (Flowchart)



9. Version Control

Version: 1.0

Review cycle: Every 3 years unless there is a significant incident or a change to regulations

Approval Date: September 2025

Review Date: September 2028

6.3. Hazards including Damp & Mould Policy & Procedure

1. Purpose

This policy sets RMHS's approach to dealing with identified hazards in our residents homes under the Housing Health & Safety Rating System (HHSRS). This policy outlines how RMHS will prevent, identify, and address hazards including damp and mould in its properties, ensuring resident safety and property integrity.

2. Legal and Regulatory Framework

RMHS complies with the following legislation and guidance:

- The Landlord and Resident Act 1985
- The Homes (Fitness for Human Habitation) Act 2018
- The Housing Health and Safety Rating System (HHSRS) under the Housing Act 2004
- The Environmental Protection Act 1990
- Relevant guidance from the Housing Ombudsman and MHCLG
- Social Housing (Regulation) Act (2023) – Awaabs Law.
- Renting Homes (Wales) Act 2016
- Repairing Standard (Housing (Scotland) Act 2006, Enhanced 2024)
- Tolerable Standard (Housing (Scotland) Act 1987)
- Scottish Government Dampness and Mould Guidance (2024)

3. Policy Statement and Approach

We are committed to ensuring that:

- All residents live in homes that are safe, healthy, and free from hazards including serious damp and mould.
- We take a zero-tolerance approach to hazards including damp and mould and treat them as a health and safety issue.
- We act promptly and proactively to prevent hazards including damp and mould, and respond quickly when it arises.
- Residents are listened to and supported, with clear communication and transparency about actions taken.

The Chief Executive Officer (CEO) is the designated Responsible Person for ensuring the organisation complies with this policy and meets all relevant regulatory requirements.

4. Principles

- Early Intervention: Reports of hazards including damp and mould will be treated urgently and investigated promptly.
- Health First: Hazards including damp and mould are treated as potential risks to health, not just a maintenance issue.
- Prevention: Design, ventilation, and insulation improvements will be prioritised where risks are identified.
- Communication: Residents will receive clear updates and guidance on preventing and reporting issues.
- No Blame Culture: Issues will never be dismissed as resident 'lifestyle' concerns.
- Data Driven: Use of repairs data and stock condition inspections to identify high-risk properties proactively.

5. Definitions

- **HHSRS** – The HHSRS is a risk assessment tool which determines whether a property contains any hazards and is safe to live in. It is a system where Local Authorities have the power and duties to act where applicable against any landlord who has failed/ or is failing to mitigate certain hazards in their homes. This is also a requirement for providers to rectify under Decent Homes.
- **Hazard** – A potential source of harm or adverse health effect on a persons or person. Under HHSRS there are currently 29 hazards of which the most common are damp and mould, excess cold, falls and fire safety. (Definitions are found in the [Government's HHSRS Guidance Document](#)).
- **Emergency Hazard:** An emergency hazard is one that poses 'an imminent and significant risk of harm' to the health or safety of the resident. An 'imminent and significant risk of harm' is defined as 'a risk of harm to the occupier's health or safety that a reasonable social landlord with the relevant knowledge would take steps to make safe within 24 hours'. This includes prevalent damp and/or mould that is having a material impact on a resident's health, for example their ability to breathe.
- **Significant Hazard:** a hazard that poses a 'significant risk of harm' to the health or safety of a resident. A 'significant risk of harm' is defined as 'a risk of harm to the occupier's health or safety that a reasonable landlord with the relevant knowledge would take steps to make safe as a matter of urgency'.

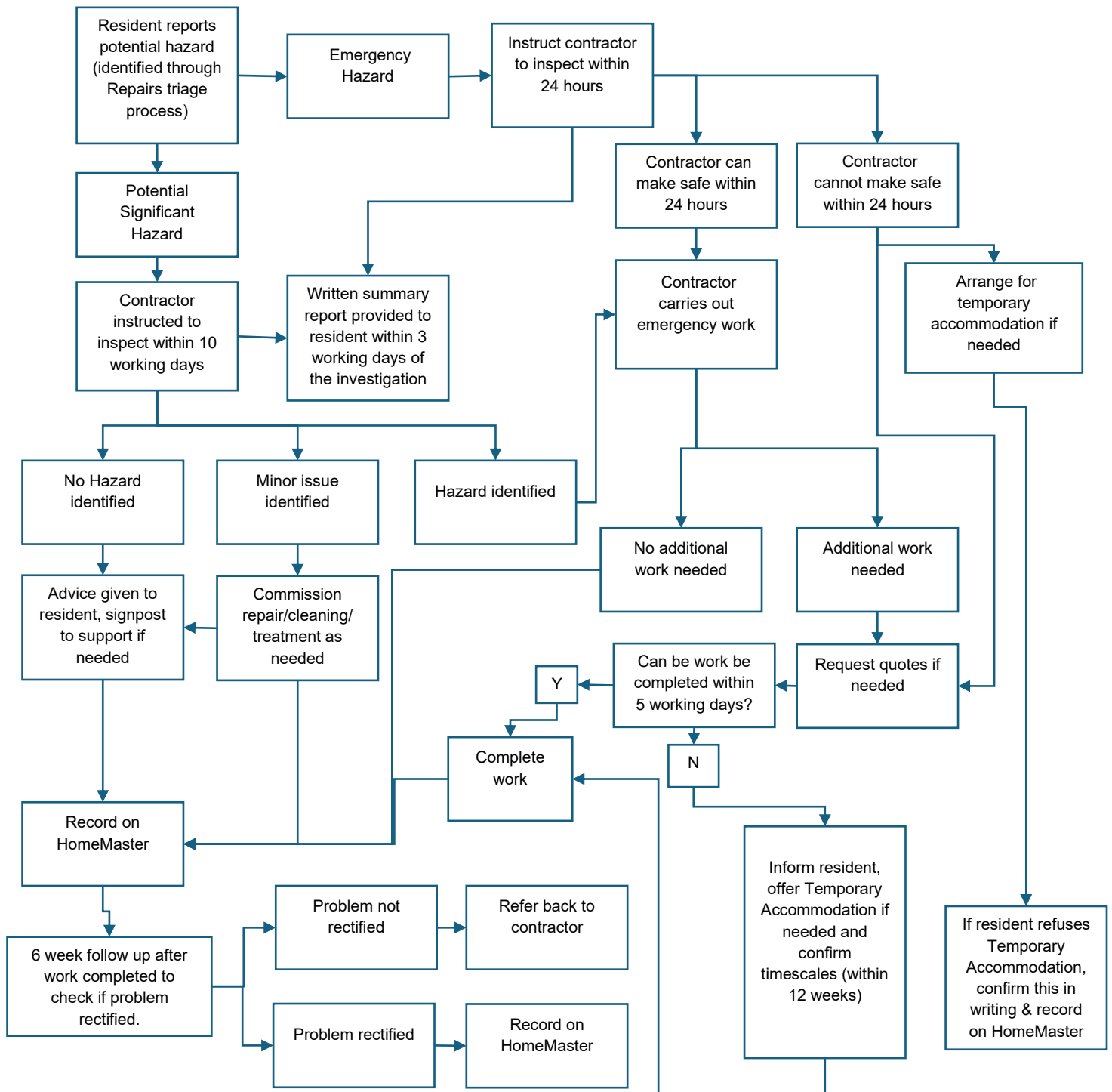
6. Operational Specifics

- RMHS will 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
- Any potential significant hazards will be investigated within 10 working days of becoming aware of them. Due to the age and potential vulnerability of RMHS's residents, all damp and mould that will be treated as a potential significant hazard unless it is a potential emergency hazard.
- A written summary of investigation findings will be provided to the resident within 3 working days of the conclusion of the investigation
- If the investigation identifies a significant hazard, relevant safety work will be undertaken within 5 working days of the investigation concluding and 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 and completed as soon as possible.
- if relevant safety work cannot be completed within specified timeframes, we will secure the provision of suitable alternative accommodation for the household, at RMHS's expense.
- RMHS will keep the resident updated throughout the process and provide information on how to keep safe
- All properties will be reviewed during stock condition inspections for signs of damp and mould.
- Any property which has suffered significant damp and mould issues or are at higher risk of damp and mould will have a Positive Input Ventilation (PIV) system installed.
- Guidance will be provided to residents on managing condensation and reporting problems early in damp and mould cases.
- If damp and mould issues are exacerbated by hoarding or reduced use of heating due to financial hardship, the Property Services team must refer to RMHS's Housing Officer to support (see Housing Management Handbook)
- All cases will be recorded and monitored centrally to identify recurring patterns or hotspots.

7. Monitoring and Record-Keeping

- All hazards including damp and mould cases will be logged in HomeMaster system.
- Monthly reviews will track open cases, completion timescales, and resident satisfaction.
- Quarterly reports to the Board on cases and responses.
- Customer satisfaction and complaint data will be reviewed quarterly to ensure confidence in our approach.
- Photos, inspection notes, and completed work logs will be retained for at least 3 years.

8. Procedure (Flowchart)



9. Version Control

Version: 1.0

Review cycle: Annually until Awaabs Law is embedded and then every 3 years unless there is a significant incident or a change to regulations

Approval Date: September 2025

Review Date: September 2028

6.4. Water Safety Policy & Procedure

1. Purpose

This policy sets out how RMHS will manage water safety risks, including those from Legionella bacteria, to ensure the safety of residents, staff, and contractors in all properties owned or managed.

2. Legal and Regulatory Framework

RMHS complies with the following legislation and guidance:

- Landlord & Resident Act 1985
- The Health and Safety at Work etc. Act 1974
- The Control of Substances Hazardous to Health Regulations 2002 (COSHH)
- The Management of Health and Safety at Work Regulations 1999
- The Housing Act 2004
- Housing (Scotland) Acts 1987, 2001, 2006
- Renting Homes (Wales) Act 2016
- HSE Approved Code of Practice L8: Legionnaires' disease – The control of legionella bacteria in water systems
- HSG274 Parts 1, 2, and 3 – Technical guidance for the control of Legionella

3. Policy Statement and Approach

We are committed to ensuring that:

- Water systems in all properties are managed to prevent the growth and spread of Legionella bacteria.
- Residents and staff are protected from health risks associated with water systems.
- We identify and control water safety risks through risk assessments, monitoring, and control measures.

The Chief Executive Officer (CEO) is the designated Responsible Person for ensuring the organisation complies with this policy and meets all relevant regulatory requirements.

4. Principles

- Risk Management: All properties will be subject to Legionella risk assessments and necessary controls.
- Compliance: Full adherence to HSE guidance and legal responsibilities.
- Competence: Staff and contractors will be qualified to manage water systems safely.
- Resident Safety: Guidance will be provided to residents where necessary
- Record Keeping: Clear and up-to-date records of assessments, monitoring and remedial actions.

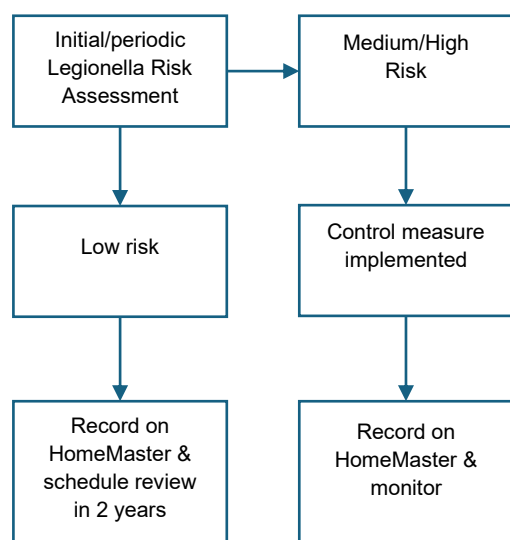
5. Operational Specifics

- A desktop Legionella risk assessment will be completed for every property and reviewed every two years or following significant change.
- Remedial actions identified in risk assessments will be prioritised and completed within specified timescales.
- Residents will be provided with information on preventing Legionella.

6. Monitoring and Record-Keeping

- All water safety risk assessments will be recorded on HomeMaster.
- Risk assessments and monitoring records will be retained for at least 6 years.
- Compliance will be reviewed quarterly and reported to the Board.
- Significant issues or breaches will be reported to the Senior Team immediately.

7. Procedure (Flowchart)



8. Version Control

Version: 1.0

Review cycle: Every 3 years unless there is a significant incident or a change to regulations. Note – as at August 2025 a full review of this area is ongoing and this policy will be updated as needed.

Approval Date: September 2025

Review Date: September 2028

6.5. Fire Safety Policy & Procedure

1. Purpose

This policy sets out how RMHS will manage fire safety in its general needs housing, where all properties are individual houses with no communal areas. It describes how we meet legal obligations and ensure our residents are supported to live safely in their homes.

2. Legal and Regulatory Framework

This policy is informed by the following legislation and guidance:

- The Housing Act 2004 (Housing Health and Safety Rating System – HHSRS)
- The Regulatory Reform (Fire Safety) Order 2005 (where applicable)
- Fire (Scotland) Act 2005 and Fire Safety (Scotland) Regulations 2006
- Tolerable Standard under Housing (Scotland) Act 1987
- The Building Safety Act 2022 (as relevant to domestic dwellings)
- The Homes (Fitness for Human Habitation) Act 2018
- Renting Homes (Wales) Act 2016
- Smoke and Carbon Monoxide Alarm (Wales) Regulations 2022

3. Policy Statement and Approach

We are committed to ensuring that:

- All homes meet relevant fire safety standards and are maintained in a way that minimises fire risk.
- Residents are provided with advice and guidance to help them reduce the risk of fire in their homes.
- Property inspections and repairs consider fire safety as part of routine asset management.
- Where risks are identified, appropriate action is taken promptly.

The Chief Executive Officer (CEO) is the designated Responsible Person for ensuring the organisation complies with this policy and meets all relevant regulatory requirements.

4. Principles

- Risk-Based Approach: Fire safety actions are based on property type, condition and occupancy risks.
- Resident Engagement: Residents will be supported to understand fire safety responsibilities and good practice.
- Maintenance-Linked Safety: Routine repairs and inspections upon purchase include checks on smoke detectors and fire doors (where fitted).
- Vulnerability Consideration: Additional support will be offered to households at greater risk (e.g. elderly, disabled).
- Regulatory Compliance: All activities will align with legal requirements and housing regulator expectations.
- Documentation: All checks and actions will be logged in HomeMaster systems.

5. Operational Specifics

- All properties will have smoke and heat detectors fitted in line with current building regulations and maintained regularly.
- Carbon monoxide detectors will be provided in homes with carbon-fuelled appliances (i.e. a boiler, open fire or wood burner). This will be fitted in the same room as the appliance.
- Smoke, carbon monoxide and heat detectors will be tested as part of annual gas safety checks.
- Fire safety checks will be included in property inspections as part of the gas safety checks before letting.
- Repairs operatives and contractors will report any fire safety concerns encountered during routine visits.
- Residents will receive fire safety advice at sign-up and through periodic communication (e.g. newsletters or web updates).
- Where a property is a flat and owned on a leasehold, the management company for the freeholder is responsible for fire safety of the communal areas.
- If a fire occurs in a property a Property/Maintenance Surveyor will inspect the property to check for any additional damage or ongoing risks. Immediate advice on risks will be given and ongoing risks identified will be logged and passed to the Housing Management. All smoke alarms, CO2 and heat detectors will be replaced following a fire.

7. Monitoring and Record-Keeping

- Compliance with smoke and CO detector standards will be monitored as per the gas safety policy.
- Fire safety issues raised by residents or during inspections will be logged and passed to the Housing Management Team.
- Fire safety performance and any issues will be reported quarterly to the Board.
- All records will be retained for 6 years in line with our data retention policy.

8. Procedure (Flowchart)

See Gas Safety Policy

9. Version Control

Version: 1.0

Review cycle: Every 3 years unless there is a significant incident or a change to regulations

Approval Date: September 2025

Review Date: September 2028

6.6. Chimney Sweeping Policy & Procedure

1. Purpose

This policy sets out how RMHS ensures that chimneys and flues in its properties are maintained in a safe condition, minimising the risk of fire, carbon monoxide poisoning, and structural damage.

2. Legal and Regulatory Framework

This policy is informed by the following legislation and guidance:

- The Health and Safety at Work etc. Act 1974
- The Building Regulations 2010 (Approved Document J – Combustion appliances and fuel storage systems)
- The Housing Act 2004 (Housing Health and Safety Rating System – HHSRS)
- The Homes (Fitness for Human Habitation) Act 2018
- BS EN 15287 – Chimneys and flue systems

3. Policy Statement and Approach

We are committed to ensuring that:

- All chimneys and flues in use are regularly inspected and swept to maintain safe function.
- Residents are informed of the importance of chimney maintenance and their responsibilities.
- Qualified and competent contractors are used for all chimney sweeping and inspection activities.
- Risks such as chimney fires, blockages, and carbon monoxide exposure are proactively mitigated.

The Chief Executive Officer (CEO) is the designated Responsible Person for ensuring the organisation complies with this policy and meets all relevant regulatory requirements.

4. Principles

- Prevention: Regular chimney sweeping prevents soot buildup and fire risk.
- Risk-Based Frequency: Sweeping schedules will reflect appliance type and usage patterns (e.g. wood, coal, gas).
- Resident Support: Residents will be provided with clear information on safe use and reporting issues.
- Qualified Professionals: Only competent chimney sweeps with appropriate accreditation will be used.
- Responsive Action: Reported faults or blockages will be addressed promptly to prevent escalation.
- Record Keeping: All inspections, sweeps, and remedial actions will be logged.

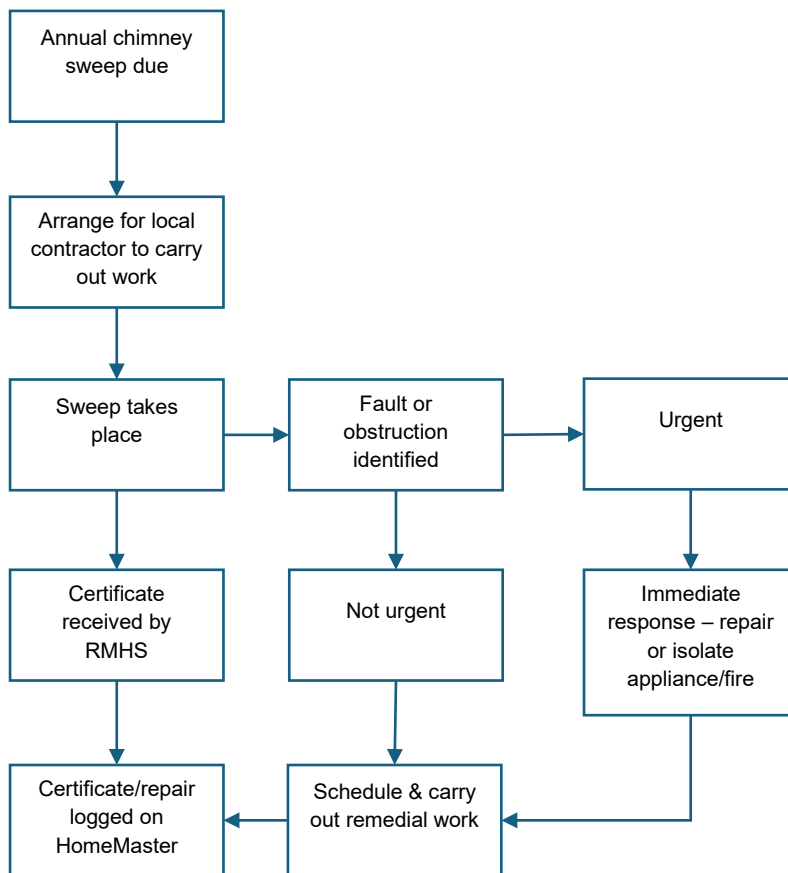
5. Operational Specifics

- All operational chimneys and flues will be inspected and swept annually.
- New properties will have any existing fuel burning appliances decommissioned and the chimney capped.
- Residents must not modify or use chimneys
- Where an existing fuel burning appliance fails, this will not be permitted to be replaced.
- Residents will be provided with guidance on safe fuel use, ventilation, and signs of potential chimney problems.
- All works will be carried out by accredited chimney sweeps (e.g. HETAS, NACS, or equivalent).

6. Monitoring and Record-Keeping

- A register of properties with operational chimneys will be maintained and reviewed annually.
- Sweeping records will be retained in the HomeMaster system and monitored monthly for overdue actions.
- Issues reported by Residents or contractors will be investigated and responded to within 5 working days.
- Compliance will be reviewed annually
- Certificates or confirmation of chimney sweeping will be stored for at least 6 years.

7. Procedure (Flowchart)



8. Version Control

Version: 1.0

Review cycle: Every 3 years unless there is a significant incident or a change to regulations

Approval Date: September 2025

Review Date: September 2028

6.7. Stairlift Safety Policy & Procedure

1. Purpose

This policy sets out how RMHS manages the safety, servicing, and inspection of stairlifts installed in its properties, ensuring compliance with legal responsibilities and safeguarding residents who use this equipment.

2. Legal and Regulatory Framework

The following legislation and guidance inform this policy:

- The Health and Safety at Work etc. Act 1974
- The Provision and Use of Work Equipment Regulations 1998 (PUWER)
- The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) – where applicable
- The Equality Act 2010 (duty to make reasonable adjustments)
- Manufacturer guidance and servicing schedules
- BSEN 81-40-2020

LOLER applies to lifting equipment provided for use at work where there is a risk of the equipment lifting people. In the context of social housing, stairlifts in individual domestic properties generally fall outside the scope of LOLER unless used in a communal or staff-operated setting. RMHS follows LOLER principles and best practice for safety and maintenance regardless of whether formal LOLER inspections are required.

3. Policy Statement and Approach

We are committed to ensuring that:

- All stairlifts are safe to use and regularly inspected and maintained in line with manufacturer recommendations.
- Residents are supported to report faults, and any issues are addressed promptly.
- Equipment is installed and serviced by competent, qualified contractors.
- Compliance and safety data is recorded and reviewed regularly.

The Chief Executive Officer (CEO) is the designated Responsible Person for ensuring the organisation complies with this policy and meets all relevant regulatory requirements.

4. Principles

- Safety First: Stairlifts must be maintained in a condition that is safe for continued use.
- Competency: Only trained and competent contractors may install or maintain stairlifts.
- Responsiveness: Repairs or concerns are prioritised and resolved quickly, especially where mobility is impacted.
- Inspection: All stairlifts are subject to a minimum of annual servicing and visual safety checks.
- Documentation: All maintenance, repairs and safety checks must be recorded and monitored.
- Clarity: Residents receive clear written guidance on how to use and report issues with their stairlift.

5. Operational Specifics

- All stairlifts will be serviced at least annually, in line with the manufacturer's requirements.
- If a stairlift is reported as faulty or unsafe, it will be inspected within 5 working days (sooner if the resident is vulnerable or has no other access).
- Residents will be provided with instructions on use, including safe use and restricting use by non-residents, and how to report problems.
- Records of servicing, inspections and repairs will be logged in HomeMaster.
- Stairlift will be removed prior to the sale of a property.
- If a property is to be re-let, removal of the stairlift will be reviewed on a case-by-case basis.
- Appointments will be proactively managed by our contractor(s), with reminders, rebooking attempts, and escalation protocols for no access.

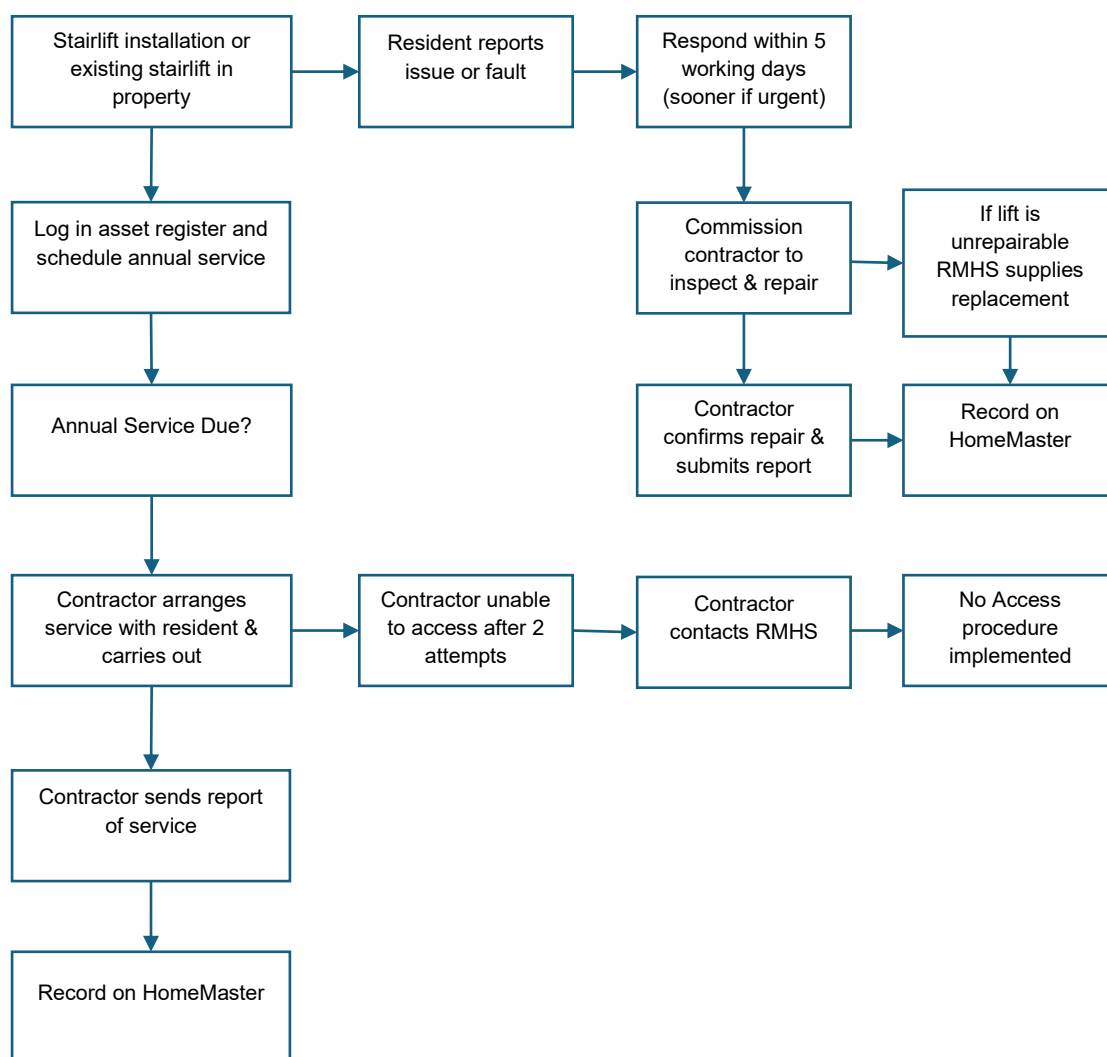
6. Monitoring and Record-Keeping

- All stairlifts are recorded centrally with installation and servicing dates.
- Quarterly reporting to Board on compliance.
- High-risk or repeat failure cases will be escalated and reviewed for further action or replacement.
- Repairs & Maintenance Coordinator requests Service Report on receipt of invoice.
- All certificates, servicing records, and repair logs will be kept for a minimum of 6 years.

7. Approach to No Access

- Appointments for stairlift safety checks will be booked at least 8 weeks before the due date.
- Residents will receive a telephone call or email confirming the appointment and the importance of access.
- If access is not gained, up to two further appointment attempts will be made.
- If access is still not gained, the case will be escalated to the RMHS Housing Management Team for investigation and discussion with the resident.
- Where non-access issues are ongoing, the Housing Management team will work with the resident, their family or carers if appropriate and the Property Services Team, to put in place measures to support access in the future.
- A legal Notice of Seeking Access will be issued where appropriate.
- Where all efforts fail, RMHS will apply to court for an injunction or warrant to gain access.
- All steps will be clearly recorded, and properties with overdue inspections flagged for senior review within 24 hours.

8. Procedure (Flowchart)



9. Version Control

Version: 1.0

Review cycle: Every 3 years unless there is a significant incident or a change to regulations

Approval Date: September 2025

Review Date: September 2028

6.8. Asbestos Policy & Procedure

Awaiting policy

7. Aids & Adaptations Policy & Procedure

1. Purpose

This policy sets out how RMHS supports residents with disabilities or health conditions by providing timely and appropriate aids and adaptations to their homes. The aim is to enable independent living, promote dignity, and ensure our homes remain accessible, safe, and suitable for a diverse resident population.

2. Legal and Regulatory Framework

This policy is informed by the following legislation and guidance:

- Equality Act 2010
- Care Act 2014
- Adult Support and Protection (Scotland) Act 2007
- Social Services and Well-being (Wales) Act 2014
- Disability Discrimination Act 1995 and 2005
- European Commission Human Rights Act 1998
- Fire Safety Act 2021
- Building Safety Act 2022

3. Policy Statement and Approach

We are committed to ensuring that:

- Residents with disabilities have equal access to suitable, safe, and sustainable housing.
- Our homes can be adapted to meet individual needs wherever feasible.
- We work in partnership with local authorities, occupational therapists, and contractors to deliver effective adaptations.
- We make timely decisions and provide clear communication throughout the process.
- Residents applying for aids and adaptations are treated in a fair and equitable way.

4. Principles

- **Accessibility and Inclusion:** We will work to eliminate barriers in our homes that prevent full participation in daily life.
- **Resident-Led:** We value resident input and aim to tailor adaptations to individual needs.
- **Timeliness:** We aim to process minor adaptations within 28 days and major adaptations within agreed local timeframes.
- **Partnership Working:** We collaborate with health, social care, and local authorities to coordinate funding and delivery.
- **Value for Money:** We ensure adaptations are cost-effective, sustainable, and aligned with asset management plans.
- **Transparency:** We provide clear guidance on eligibility, funding, and timescales.

5. Key terms and definitions

Aids and adaptations are alterations or improvements carried out to a resident with a disability's home to enable them to continue to carry out day to day activities.

Aids are equipment or devices that assist the user such as bath seats, vibrating pillows linked to fire/smoke alarm systems, and toilet seats and frames.

Adaptations are categorised as:

- Minor adaptations including, but not limited to, internal door threshold ramps, lever taps, grab rails, moving door handles and power sockets.
- Major adaptations including, but not limited to, provision of lifting aids, stair lift installation, level-access showers and installation of a wet room.

A disability is defined under the Equalities Act 2010 as a physical or mental impairment which has a substantial and long-term adverse effect on a person's ability to carry out normal day to day activities.

Occupational therapists (OT) are health care professionals. Following receipt of a referral, the OT will carry out an assessment of the need for aids and adaptations in the resident's home. If an independent occupational therapist is used by us, they must be registered with the Health and Care Professions Council (HCPC).

Disabled Facilities Grant (DFG) is a means tested grant provided by Local Authorities to cover the cost of providing adaptations and access to essential facilities that enable a disabled person to continue living at their property. The local authority must be satisfied that the adaptation is "necessary and appropriate" to meet the person's needs and that the works are reasonable and can be done with regard to the age and condition of the property.

6. Operational Specifics

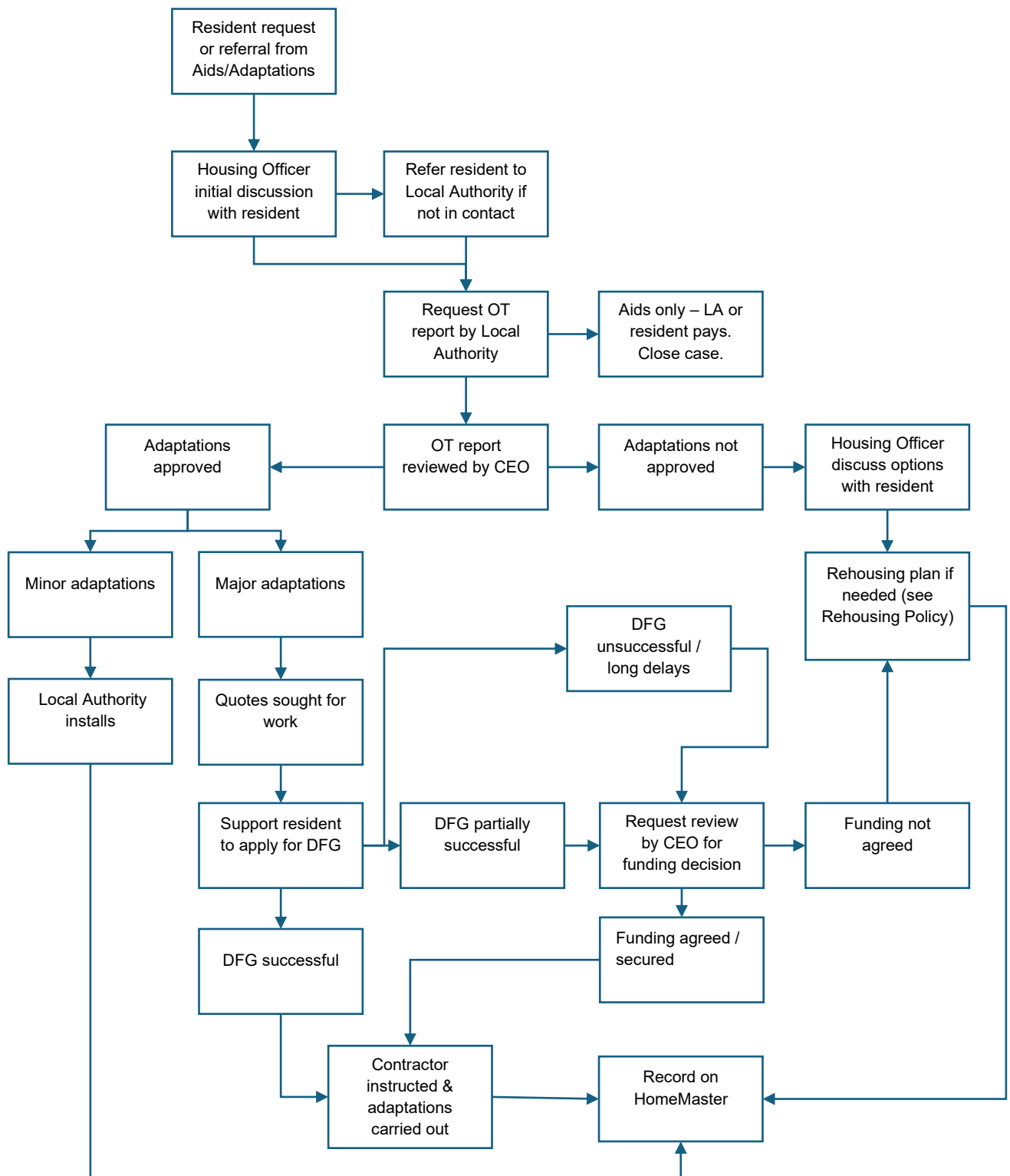
- In the first instance, any enquiries about Aids and Adaptations will be directed to Housing Officer to support the process. The Housing Officer will be the main point of contact for the resident throughout the process.
- **Occupational Therapist (OT) Assessment** - Prior to any aids and adaptations being agreed, an OT report is needed, so that the correct aids and adaptations are installed and any wider health needs are identified. The CEO will review, and quality check, all OT reports before they are provided to the resident. If the resident wishes to see a copy of the OT report the surveyor to arrange to take a hard copy, or email it to the resident, whilst at the visit. Only Aids and Adaptations that are recommended by an approved OT Report will be carried out, and they must be in the place and to the specification that the OT recommends.
- **Aids** Generally, aids are not linked to the property, so would not ordinarily be provided by RMHS. Residents can get help and advice regarding these items through the local authority, GP, hospital or other health services.
- **Minor Adaptations:** e.g. grab rails, handrails and half steps. RMHS will in the first instance ask the resident to contact Adult Social Care who will normally supply and fit these adaptations. The Housing Officer can assist if needed. If Adult Social Care will not pay for these directly, we will ask the resident to apply for DFG. In exceptional circumstances, RMHS may provide minor adaptations.
- **Major Adaptations:** e.g. level access showers, stairlifts, ramped access, or ground floor facilities.
 - We only accept requests for major adaptations that have been assessed and recommended by an occupational therapist (OT).
 - For all major adaptations, we ask residents to apply to their local authority for a DFG to cover the cost of the aids and adaptations. Where needed, the Housing Officer will signpost residents to local community organisation who can assist in making the application.
 - If the local authority fails to award a DFG, or the grant they allocate results in a shortfall, we may consider fund-matching or funding the whole cost of a major adaptation to a property if an OT assessment has been made.
 - If there is delay in a decision about awarding DFG, RMHS may seek alternative funding sources, for example from the Synod. This will be decided on a case by case basis and only when the delay is significant.
 - It may be for major adaptations, where people do not meet DFG criteria, a multi-agency meeting will be called with all relevant agencies to discuss the best course of action, for example, splitting the funding or forming joint agreements with external agencies.
- **Eligibility:** The resident or a household member must have a disability or long-term health condition, documented in an OT assessment and adaptations must be necessary and reasonable.

- **Limitations:** Adaptations may not be approved where the property is unsuitable (e.g. structural barriers), the resident plans to move, or the cost is disproportionate. For example, where it is not physically possible to alter the property in the requested way, the aid/adaption would involve big structural works, significantly devalue the property (for example installing a passenger lift) or if an adaptation would present a health and safety risk. In this situation, we work with the resident and, where appropriate, their occupational therapist to consider other options such as suitable alternative accommodation.
- **Rehousing:** RMHS may support a move to more suitable accommodation where an adaptation is unfeasible. This may be to local authority sheltered housing or other retirement housing which the resident would need to source independently. Rehousing by RMHS to an alternative RMHS property is only considered in exceptional circumstances.
- **Resident Responsibilities:** Residents must not carry out adaptations. Adaptations must be used and maintained appropriately. At the end of a tenancy any Aids must be disposed of or returned to the local authority by the resident or next of kin.
- Adaptations will be carried out by **approved contractors** with regard to health and safety, quality, and resident satisfaction.
- **Appeals and Complaints** Residents can appeal decisions about adaptations through RMHS's complaints process. We will respond in line with our complaints policy, ensuring fairness and transparency.
- **Adaptations required prior to move in.** If it is known that an prospective resident requires an adapted property, RMHS will seek a suitable property to purchase. However, if this is not available, and adaptations are required to the identified property, this will require an OT assessment and will follow the process outlined above.

7. Monitoring and Record-Keeping

- All requests, assessments, decisions, and completed works will be recorded on HomeMaster in the adaptations section and on the property profile.
- Any aid or adaptation that then requires a compliance check (i.e. a stairlift) will be added to the HomeMaster system and scheduled for the appropriate check.
- We will monitor the timeliness, costs, and outcomes of adaptations, reporting annually to the Board.
- Feedback from residents will be collected post-adaptation to inform service improvement.

8. Procedure (Flowchart)



9. Version Control

Version: 1.0

Review cycle: Every 3 years unless there is a significant incident or a change to regulations

Approval Date: September 2025

Review Date: September 2028

8. End of Tenancy Policy & Procedure

1. Purpose

This policy sets out how RMHS manages the end of a tenancy, ensuring it is handled fairly, consistently, and in line with legal and regulatory requirements. It outlines expectations for both residents and staff to enable smooth transitions, maintain property standards, and support residents in moving on successfully or, in the event of death, to manage the tenancy closure sensitively and appropriately.

2. Legal and Regulatory Framework

This policy is informed by the following legislation and guidance:

- Housing Act 1988 (as amended)
- The Housing (Scotland) Acts 1987, 2001 and 2006
- Private Housing (Tenancies) (Scotland) Act 2016
- Renting Homes (Wales) Act 2016

3. Policy Statement and Approach

We are committed to ensuring that end of tenancy processes are managed transparently, efficiently, and compassionately. RMHS will support residents to leave their accommodation in a planned and positive way, including providing guidance on ending their tenancy, return of keys, property condition expectations, and signposting to further support. In cases where a resident dies, we will handle the process with dignity, engage with next of kin or representatives respectfully, and follow legal procedures. We will also ensure that appropriate asset management actions are taken to protect and prepare the property for disposal or re-letting.

4. Principles

- Residents will receive clear information on how to end their tenancy
- RMHS will conduct pre-termination inspections where possible
- Fair wear and tear will be distinguished from damage or neglect
- Resident charges will be clear, proportionate, and compliant with legal obligations
- When a resident dies, we will act with empathy and in accordance with legal requirements regarding the estate and belongings
- Asset management procedures will be promptly triggered at tenancy end to ensure safety, security, and compliance

5. Operational Specifics

5.1. Termination by the resident

- Notice periods must comply with tenancy agreements and relevant housing law
- Keys must be returned by the agreed date and time
- The Housing Management Team will send a list of items that must be removed or remedied before the tenancy ends.
- The surveyor will carry out an inspection once the keys have been handed back and any items left behind, including white goods, will be disposed of and any charges incurred will be recharged to resident.
- The disposal of or return of any aids to the local authority is the responsibility of the resident/next of kin.
- If the resident wishes communication regarding the end of tenancy to be with a next of kin or there must be a Lasting Power of Attorney in place (see Next of Kin & LPA policy).

5.2. Termination due to a resident death

- In the event of a resident death, RMHS will liaise with the executors of the estate. In order to do this we require a copy of the will and certified copy of executor ID before we can communicate with the relevant person. We ask for one executor to lead the communication, and to do this we require written confirmation from the second executor.
- Where there is no known next of kin, RMHS will apply to the local authority or Public Trustee for guidance or permission to take possession. Personal belongings must be inventoried and stored for a reasonable period, before being disposed of in accordance with legal advice. Throughout, clear records will be kept and efforts made to confirm no relatives or representatives exist.
- **Succession** – where a spouse is not a joint tenant, a spouse or long-term partner may be legally eligible to succeed to the tenancy.
- **Death Certificate:** a copy of the death certificate is needed as proof of the date of death. The tenancy legally ends on the date of death and all housing benefit or universal credits payments will cease from that date.
- **Property Clearance Notice Period** - RMHS understands that time is needed to make arrangements and to clear the property and we can allow 6 weeks **from the date of death** for this to be done. In exceptional circumstances, an application can be made to RMHS to extend the time allowed for a short period. The estate will be responsible for a Use & Occupation charge (equivalent to standard rent), utilities and council tax during this period. The estate is permitted to hand the property back earlier than the 6 weeks with agreement from RMHS. RMHS must inform the estate that they must also allow for access if compliance check become due.
- **Rent Due or Overpayments of Rent** When everything is concluded we will review the rent account and if any monies are due to RMHS we may make a claim against any estate. If there is a credit in the account this can be paid to the estate.

5.3. Housing Management duties at Tenancy End

- Be the main contact for communication with resident or next of kin where there is an LPA in place, or the executor. Provide regular updates.
- Ensure HomeMaster has an executor account for the deceased resident and is added to the account on the date following the tenants death.
- Where there is a LPA for the resident, add the nominated person in the LPA to the HomeMaster account and link to the tenant.
- Finalize any payments outstanding or owed to the resident/estate
- Communicate with resident/executor re clearing property.
- Request meter readings and information on utilities companies
- Ensure rent payments cease at the end of tenancy.
- Ensure Occupancy & Use charges are collected and cease at end of the Property Clearance Notice Period
- Communicate with utilities companies/council tax to ensure they have the correct details for billing once tenancy ends (using End of Tenancy form).
- Provide final rent statement
- Hand over to Property Transactions Coordinator.

5.4. Asset Management responsibilities at Tenancy End

Inspection: after tenancy has ended to identify any recharge items and any repairs and maintenance that needs to be carried out before sale or re-let.

Gas: Arrange for gas to be capped off by a Gas Safe engineer

Water: Turn off water supply and check for leaks or flood risk

Electricity: Isolate electricity if appropriate and check for faults

Security: Secure the property and install key safe.

Cleaning: Remove refuse and arrange for deep cleaning where needed (recharges may apply).

Aids & adaptations: Arrange for the removal of stairlifts and other adaptations as needed.

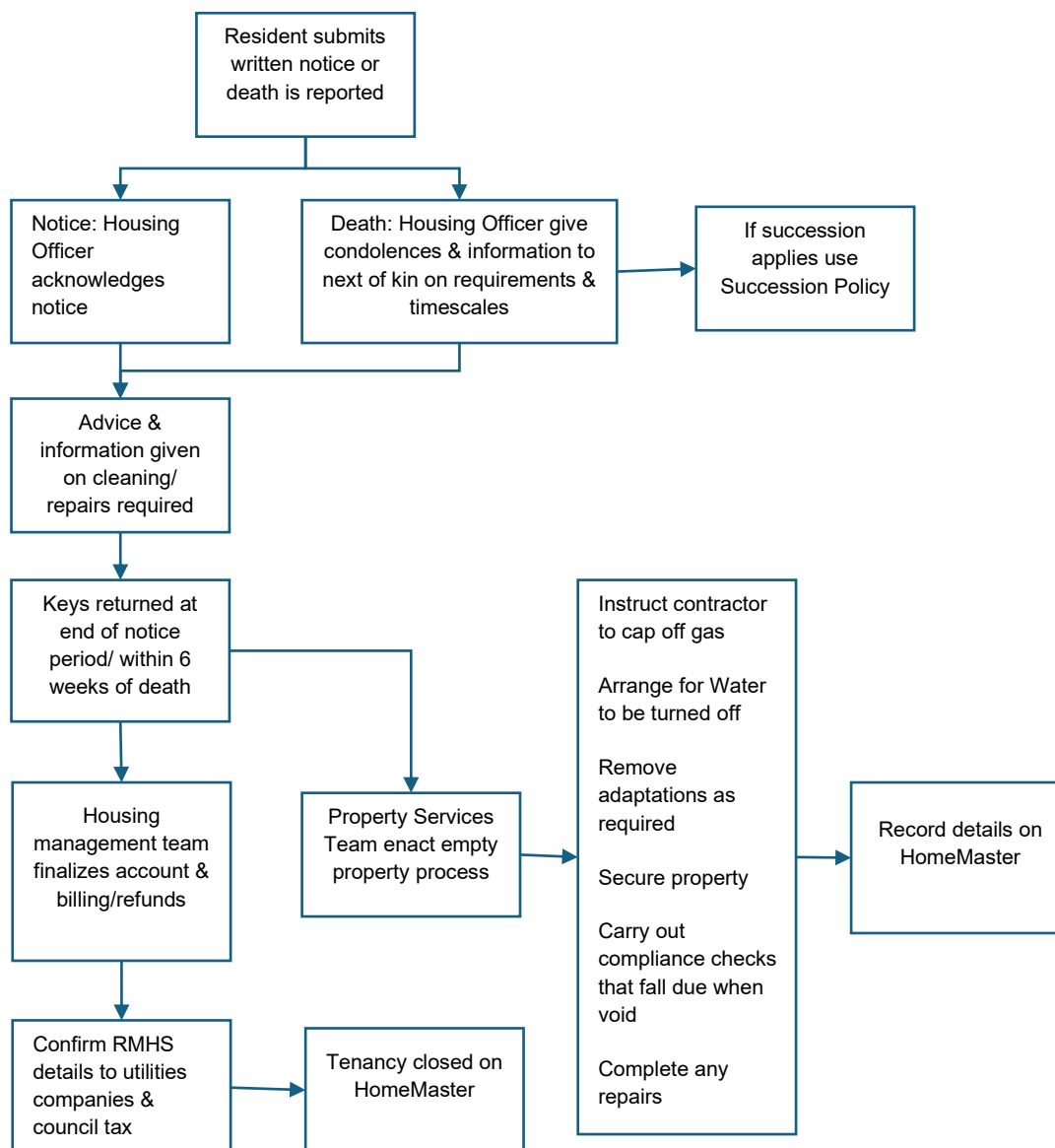
Compliance: Ensure statutory safety checks are up to date and certificates are available (e.g. gas safety, electrical installation condition reports, smoke alarm testing)

Repairs: Identify and log any major repairs, compliance breaches, or component replacements

6. Monitoring and Record-Keeping

All end of tenancy processes will be logged on HomeMaster, including notices received, inspections completed, gas/electric actions taken, and any recharges applied. Patterns in tenancy failure, early endings, or asset issues will be reviewed periodically to inform service and asset planning.

7. Procedure (Flowchart)



8. Version Control

Version: 1.0

Review cycle: Every 3 years unless there is a significant incident or a change to regulations

Approval Date: September 2025

Review Date: September 2028

9. Resident Engagement Policy

1. Policy Statement

We are committed to ensuring that residents have the opportunity to influence how we manage and invest in their homes. Resident feedback helps us to improve our responsive repairs and maintenance service and make better decisions about planned investment, major works, and property improvements. RMHS will engage residents at key points in the asset management process, ensuring that communication is tailored and accessible.

2. Principles

We will:

- Involve residents in shaping decisions about their homes.
- Communicate clearly about planned works, choices, timescales, and standards.
- Seek feedback following responsive and planned works and use it to improve services.
- Ensure engagement is inclusive and accessible
- Report transparently on how resident input has shaped asset management activity.

3. Operational specifics

- RMHS consults residents regularly, this may include surveys, phone interviews, or online feedback forms.
- For significant repairs or improvements, residents will receive clear advance notice and the opportunity to discuss works. Where appropriate, limited specification choices (e.g., for kitchens or bathrooms) may be offered
- Residents are invited to provide feedback after repairs, maintenance or planned works through satisfaction surveys or follow-up calls. This information is reviewed quarterly to inform contractor performance monitoring and service improvements.
- RMHS provides regular updates on asset-related works through letters, email, and its website.
- RMHS uses a variety of methods to engage with residents ensuring all communication is accessible and inclusive, including provision of materials in alternative formats or languages as required.

4. Monitoring and reporting

- Resident satisfaction with asset works is tracked as a key performance indicator
- The Property Services Team maintains a record of resident engagement activity, feedback received, and how it has informed planning.
- Annual reports to the Board include engagement outcomes and lessons learned.

10. Performance Monitoring

1. Policy Statement

RMHS tracks performance against agreed key performance indicators (KPIs) to ensure transparency, accountability, and continuous improvement in the delivery of asset-related services. Key metrics are reported monthly and monitored through a performance dashboard, which is used to inform Board reporting and oversight.

Where underperformance is identified, it is investigated and appropriate improvement actions are agreed and implemented. RMHS also undertakes annual benchmarking against sector peers to assess performance in context and drive service enhancement. A more detailed performance management framework will be developed as part of the ongoing improvement of asset management processes.

2. Repairs KPIs

Board report

Repairs Data	Target
Emergency repairs completed within target timescale (24hrs)	100%
Urgent repairs completed within target timescale (7 days)	85%
Routine repairs completed within target timescale (28 days)	70%
Planned repairs completed within target timescale (60 days)	85%
No of reported damp and mould cases	
Resident satisfaction with the repairs service	

Data to be monitored internally but not to be provided as a KPI to board :-

- Average relet data for major voids – this info can be input the board report when and if they arise.
- No of boilers installed.
- Adaptations – this info can be a single line in the board report to highlight how much has been spent per period and YTD and whether any DFG grants are subsidising works.
- Average number of repairs per unit

3. Compliance KPIs

Board Report

Compliance Data	Target
Properties with a valid Landlord Gas Safety Record (LGSR)	100%
Properties with valid (in date) Electrical Certificate (EICR)	100%
Properties with a valid Legionella risk assessment	100%
Properties with a valid Asbestos Survey	100%
Stairlift safety check and service	100%
Chimney safety check and clean	100%

Data to be monitored internally but not to be provided as a KPI to board :-

- Smoke detector, heat detector and carbon monoxide detector data
- % of tenants that have received their certificates within 28 days

11. Governance & Assurance

The RMHS Board holds overall responsibility for the governance of asset management, ensuring that risks are managed and compliance is maintained. Assurance is provided through a combination of internal audits, risk reviews, and regular reporting on performance and compliance.

Quarterly assurance reports are presented to the Board, supported by an up-to-date risk register and clearly recorded decisions and actions.

This policy will be developed further as part of the wider governance and assurance framework.