

Grosvenor Hart Homes: Property Health and Safety Policy



GROSVENOR

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Property Health & Safety Policy

Introduction

This policy sets out how Grosvenor Hart Homes (GHH) will maintain the safety of its residential properties, ensuring that tenants and visitors to their homes are safe and statutory/regulatory obligations are met. It describes our aims and outlines the approach we will take to specific aspects of the service.

Separate policies set out our approaches to:

- Planned repairs (asset management policy)
- Routine repairs (repairs and maintenance policy)
- Health and safety of staff and contractors (workforce health and safety policy)

GHH will act in line with statutory health and safety requirements, meet the obligations of its regulator and any grant funders, and fulfil its legal duty of care.

GHH aims to deliver best in sector services and recognise this will only be achieved by working closely with tenants and ensuring their feedback shapes all aspects of what we do. As a Registered Provider with the Regulator of Social Housing, we will formally consult our tenants on this policy and will revise our approach as required.

We always welcome feedback on any of our policies, procedures or services at any time. If you have any comments, compliments or complaints about this policy, please let us know. Feedback may be made in one of the following ways:

- by telephone
- in person at any of our offices
- via our website [Hart Homes \(grosvenor.com\)](https://www.grosvenor.com/hart-homes)
- in writing to any of our offices
- by email to tenant.support@grosvenorhart.com or feedback@grosvenorhart.com

Policy aims and objectives

The fundamental aim of this policy is to ensure our Tenants are safe in their homes to protect the health, safety and welfare of all our Tenants and visitors to their homes.

As your landlord we have a legal duty to meet all applicable statutory requirements that we provide for the health and safety of occupants in their homes and to keep the neighbourhood and communal areas associated with the homes that we own clean and safe.

To ensure these aims are met, we will:

- Set clear expectations with staff and contractors about approaches to health and safety in residential property
- Ensure that statutory and regulatory obligations are understood, and that robust systems of management and control are in place to ensure they are met
- Maintain accurate records on our properties, the compliance obligations that apply to them, and their compliance position
- Monitor and report on compliance performance regularly

- Make adequate resources available (financial and personnel) for managing health and safety and meeting legal obligations
- Respond quickly, and in a planned way, to any reports of non-compliance or areas for improvement
- Learn from any incidents where our obligations are not met
- Work with our tenant to ensure our regular safety checks are carried out
- Make arrangements to communicate relevant information to tenants around maintaining health and safety and our performance in that regard.

Policy detail

Responsibilities

GHH has a responsibility to ensure that properties are well maintained, safe, and comply with regulations relating to these matters. This responsibility sits with the board and may be delivered by our agent or directly employed staff.

We will appoint a Health and Safety Lead, who will always be a board member or direct employee of GHH. The responsibilities of that person will align with those prescribed in legislation, and the board will take steps to ensure that the person has the requisite skills and resources to carry out their role. The name and contact details of the Health and Safety Lead will be published on our website.

Where we have any premises that contain two or more homes and common parts, GHH is the Responsible Person for fire safety purposes and will provide for obligation of the Responsible Person to be met.

A list of where different responsibilities lie is at Appendix 1.

Data and management systems

GHH will hold good quality, accurate data on our properties and the tenants who live in them, so that we can accurately programme health and safety checks, be proactive in assessing and managing risks, and respond promptly to identified issues. We will periodically conduct checks on the robustness of our preferred systems.

We will ensure that comprehensive and effective building safety systems and programmes are in place to provide assurance that Tenants remain safe, particularly when services are provided by third parties such as managing agents or contractors.

Resources and skills

Management of property health and safety will be a routine process within GHH, with sufficient resource, and controls in place to ensure we can meet our obligations. We will ensure that:

- Adequate resources are made available for health and safety, based on understanding of our properties
- Health and safety is accepted as a core management activity, and is given equal priority with other service objectives
- Competent advisors are used to give guidance and assistance on health and safety matters where appropriate e.g., where legislation or common practice is changing
- Specialist advice is available when needed e.g., on technical matters
- Clear information on property health and safety is effectively communicated to tenants at sign up and is easily accessible throughout their tenancy

- All employees and partners are competent to carry out their health and safety related work; and receive the instruction, training and supervision they need to meet obligations
- A competent Health and Safety Lead is appointed, and their contact details are easily available
- Effective systems of communication on health and safety matters are established and maintained
- A positive and proactive approach to property health and safety is promoted.

Compliance checks

Where routine compliance checks are required, we will ensure processes are in place for these to be conducted within the prescribed time. Any checks due are flagged on our internal compliance system and any certificates that are a week away from becoming overdue will be reported to the Head of Housing and Communities who will then take appropriate action. Any certificates that become overdue will be reported to the Chief Operating Officer. We will use all powers available to ensure we gain access to properties to conduct checks in a timely manner.

Tenants will be notified at sign up of the need to give access for compliance checks and will be periodically reminded of this.

Where remedial actions are identified, we will have a clear programme to deliver these promptly. Timescales for works will be clearly communicated to tenants.

The safety areas we will carry out compliance checks on are:

Gas Safety

We need to carry out an annual service of every boiler, check pipework and any gas appliances known as a Landlord Gas Safety Record. In line with the Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022, we will at the same time as the gas check, ensure smoke and carbon monoxide detectors are fitted and working correctly. GHH has a legal responsibility to comply with the Gas Safety (installation and use) regulations 1998 as amended. A gas safety check and service can identify risks and actions we need to take to ensure your gas installation remain safe to use. We will complete a Landlord Gas Safety Certificate within 12 months of the date of the previous certificate. All gas certificates and records are stored on C365.

Gas capping: if it is known that a property is going to void for 2 months or more and it is not being actively marketed then the gas will be capped as soon as possible. If a property becomes void but is being actively marketed and is not let within 6 months it will be capped at that point, in line with best practise.

Fire safety

We take Fire Safety very seriously and are committed to securing the safety, health and wellbeing of everyone within the GHH community. To do this we:

- There is a Fire Policy and evacuation strategy in place and this is communicated to tenants where there are communal parts
- Carry out Fire Risk Assessments of internal communal areas every 3 years. GHH currently only has 10 stairwells that meet this definition.
- Regularly inspect communal areas to minimise risk of fire, to ensure residents can escape in an emergency and that emergency service access is not hindered.

The communal areas fire alarms and emergency lighting are tested every month and the emergency lighting is serviced annually.

- We will make arrangements to meet our obligations under the Fire Safety (England) Regulations 2022 relating to provision of clear information and instructions to tenants. We will use our insight into individual tenants to ensure this information is communicated in an appropriate manner.
- In line with the new Building Safety Act requirements, we will inspect all communal fire doors
- Should we acquire any properties in high rise blocks, we will make provision for our obligations to be met

Water Safety

GHH will assess all homes identifying any risks and preventative measures to improve water safety. We carry out checks including water monitoring, sampling and testing. How often we do this depends on the risks we have identified following a risk assessment.

If our property has a stored water installation, we will do these checks every five years. For properties without a stored water installation there is a lower risk, and whilst there is no legal requirement as a matter of good practice, we sample 10% of these properties every year.

Asbestos Safety

GHH will ensure that before any tenant moves into a home owned by us that the property is surveyed for asbestos. If the home was built before the year 2000 there is a possibility that some materials used to construct it may contain asbestos. GHH will use specialist asbestos surveyors to assess all properties periodically, taking into account location, type and condition of any asbestos containing material.

Tenants will be made aware if any evidence of asbestos is found, provided with a written report and advice on how to stay safe. Most asbestos products in the home are very low risk and can be monitored and left in place. Any high-risk asbestos products will be removed, repaired or enclosed to make them safe. GHH will re-inspect the condition of any asbestos items as part of our regular checks for your safety. We may arrange to further inspect your home if we are carrying out any major or intrusive works for example fitting a new kitchen or bathroom.

A copy of the asbestos information for your property will be given to tenants when they sign up for their property but if another copy is required, this can be e-mailed or posted on request.

Electrical safety

Safe use of electrical equipment and installations is an important part of electrical safety fire prevention. The Landlord and Tenant Act 1985 (Regulation 11), together with the Electricity at Work Regulations 1989 place important obligations on landlords to ensure that electrical systems are maintained in a safe condition.

For all fixed wiring installations and equipment owned by GHH, we will carry out testing and routine maintenance repairs. We use a combination of rewire or upgrade work where sub-standard installations are identified.

- We will check the electrical installations in your home at least every five years to make sure they are safe and working properly
- Where GHH provides portable electrical appliances in homes, these will be tested every 2 years
- We will ensure that all electrical work is carried out by a competent person
- We will also test any electrical equipment and white goods that GHH owns.

Lift Safety

GHH will have a responsibility to comply with legislation including the Lifting Operation and Lifting Equipment Regulations 1998. We know that lifts breaking down can present a risk to tenants and cause considerable inconvenience, so it is important that they are regularly serviced and well maintained.

We are responsible for ensuring the safe working, operation and statutory compliance of lifts in properties we own or manage. These include:

- Domestic lifts and lifting equipment e.g., hoists, stairlifts
- Passenger lifts

We will have systems in place to inspect, maintain and repair lifts.

Monitoring & compliance

We will monitor the delivery of our health and safety obligations and policy, and report to operational staff, senior leadership team, the board, and our customers. Key performance indicators will be used to monitor and report performance, as well as complaints & compliments received. This allows us to be accountable for our service delivery, identify any trends which require intervention, and focus on delivery of the objectives stated above.

We will report against the Tenant Satisfaction Measures prescribed by the Regulator of Social Housing, as well as indicators developed for internal use by staff in conjunction with customers.

Performance indicators that will be reported to board and customers are detailed at Appendix 2. This is not an exhaustive list.

Review schedule

This policy will be reviewed every three years or more frequently as a result of an incident occurring, feedback obtained, internal/external audits and change in legislation/regulatory requirements. This process ensures the policy's continuing suitability, adequacy, and effectiveness.

The Chief Operating Officer has responsibility for this policy, and ultimate responsibility for performance and compliance sits with the board.

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1.1	27.06.23	27.06.24	Karl Dean
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Appendix 1 – Responsibilities

The Board

The Board of GHH has overall responsibility for the health, safety and wellbeing of:

- Our Tenants
- All employees
- Anyone else who could be affected by its work activities.

This responsibility includes:

- Providing strategic leadership and direction for health and safety
- Securing adequate resources for health and safety management
- Overseeing health and safety performance
- Appointing a suitable manager (e.g., managing director or managing agent) and ensuring they put in place effective arrangements and structures to manage health and safety

Health and Safety Lead

GHH's Health and Safety lead is responsible for:

- providing an effective, proactive and objective advisory service to managers and employees on all aspects of health and safety law and best practice
- developing, promoting and reviewing health and safety policies and procedures
- developing, promoting and monitoring GHH health and safety management system
- monitoring health and safety performance against agreed standards and advising on any necessary improvements
- promoting a positive health and safety culture throughout GHH, which encourages active employee participation in health and safety
- advising managers on risk assessment and risk control
- carrying out audits, inspections and investigations, such as into work-related incidents and ill health; advising on any necessary remedial action
- advising on health and safety training and competence requirements; providing and evaluating training if appropriate.

Contractors

Where we contract with third parties to deliver our health and safety obligations, they will be expected to:

- Perform against the agreed specification which will include service delivery and reporting
- Have in place their own health and safety policies; and comply with appropriate rules and regulations governing their work activities
- Execute their legal responsibility for their own workforce and for ensuring that their work is carried out in a safe manner so as not to place at risk any other person.

Tenants and Tenants

We understand it can be disruptive having people visit your home and will keep any inconvenience to a minimum, to help us do this please follow this advice to ensure the visit goes smoothly.

We cannot do this without your support and co-operation, so to ensure we keep your home safe we need you to:

- Report any concerns you have about the safety of your home.
- Allow us access to your home to carry out these important safety checks. If you have any questions or concerns about the visits, please give us a call and we will do our best to help.
- Keep appointments we arrange with you to carry out safety checks. If you are unable to keep the appointment, please contact us as soon as possible so that we can arrange another time
- Co-operate with any safety work needed to ensure your home is safe
- Please follow any instructions you have been given. If you have any questions or need some advice or assistance, please get in touch before the visit. We will do our best to help.
- Ask to see ID badge before you let an operative into your home.
- Keep children and pets safe away from areas where we are working.

Appendix 2 – Performance monitoring

We will monitor and report on the following:

Management information

Gas safety

Number of homes that have had all the necessary gas safety checks, total number due, % completed

Fire safety

Number of homes that have had all the necessary fire risk assessments, total number due, % completed

Asbestos safety

Number of homes that have had all the necessary asbestos management surveys, total number due, % completed

Number of homes that have had all the necessary asbestos management re-inspections, total number due, % completed

Water safety

Number of homes that have had all the necessary legionella risk assessments, total number due, % completed

Lift safety

Number of homes in buildings where the communal passenger lifts have had all the necessary safety checks, total number due, % completed

Electrical safety

Number of homes that have had the necessary electrical safety check, total number due, % completed

Number of landlord-provided appliances that have had the necessary electrical safety check, total number due, % completed

Damp and mould checks

Number of damp and mould cases reported, number of inspections carried out, % inspections due carried out

Number of category 1 damp & mould hazards identified, number remedied, % remedied

All performance will be reported against target, with a year to date figure in each reporting cycle and a year end figure provided annually.

Customer satisfaction

% of tenants who say they are satisfied that GHH provides a home that is safe