

Housing Health & Safety Rating System Policy

Also referred to as HHSRS Policy

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1. Document Overview

Purpose	To ensure a coordinated and comprehensive approach to addressing Housing Health and Safety Rating System (HHSRS) hazards that is compliant with upcoming legislative proposals under the Social Housing (Regulation) Act 2023, commonly referred to as Awaab's Law.		
Audience	Colleagues & Customers		
Data Classification	Internal Use External Use		
Review Cycle	12 months/ Passing of Social Housing (Regulation) Act 2023		
Last Review	26/02/25	Next Review	31/08/25

Relevant Legislation	Housing Act 2004 The Homes (Fitness for Human Habitation) Act 2018 Social Housing (Regulation) Act 2023
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2. Document Version History

Version	Date	Author	Reviewer	Changes & Additions
V1.0	29/01/2025	EN	Safe & Well WG Board – 24 th March	First draft of HHSRS policy in preparation for Social Housing (Regulation) Act 2023
DRAFT V1.1	07/03/2025	WB+JR + EN		Reflecting feedback from Safe & Well and other colleagues.

3. Introduction

This policy has been developed in response to the upcoming legislative proposals under the Social Housing (Regulation) Act 2023, commonly referred to as Awaab's Law. It ensures a coordinated and comprehensive approach to addressing Housing Health and Safety Rating System (HHSRS) hazards.

The primary aim of this policy is to outline our approach to dealing with HHSRS hazards in preparation for the new legislation and ensure all properties managed by Thrive meet the Decent Homes Standard as specified under current legislation such as Housing Act 2004 and The Homes (Fitness for Human Habitation) Act 2018.

Requirements under Awaab's Law will expand to a wider range of HHSRS hazards (excess cold and heat, falls, structural collapse, fire, electrical and explosions, and hygiene hazards) in 2026. From 2027, all hazards except for overcrowding will fall within scope.

By implementing this policy, we strive to protect the health and safety (H&S) of our customer by promptly identifying and addressing any HHSRS hazards.

Additional amendments may be required as the legislative process concludes. This policy will be updated accordingly.

4. Scope

This policy applies to all homes owned and managed by Thrive where we have responsibility for repairs and maintenance, irrespective of tenure.

Leaseholders and Shared Owners are responsible for their own property as per individual lease agreements. If the issue is in a communal area or is a structural building defect, we are responsible for the repairs in line with the corresponding lease.

This policy is also applicable to properties within the defects liability period.

Hazards that pose a significant risk to the health or safety of the customer within the affected home are within scope of Awaab's Law. Thrive is responsible determining whether a hazard poses a significant risk to a customer(s) health or safety.

While not all HHSRS hazards fall within the scope of the proposed legislation, this policy outlines Thrive's response to all identified hazards.

This policy is supported by our HHSRS procedure and D&M procedure.

5. Timescales to Respond to HHSRS Hazards

Our responsibilities outlined within this document can be broadly categorised into 4 steps:

- Notification
- Investigation
- Remedial works
- Monitoring

5.1. Notification

When we are made aware of a potential hazard, we will investigate within 14 calendar days to ascertain the extent and risk of the hazard.

Notification of potential hazards will be logged appropriately on our systems and will be adequately detailed.

The date of notification marks the point at which all timescales within this policy begin.

5.1.1. Proactive Notification

In addition to customer notifications, we will be proactive in our identification of HHSRS hazards through our 'Making Every Visit Count' (MEVC) programme and stock condition surveys. Where identification of a HHSRS hazard is provided by a non-competent person (i.e. those not HHSRS trained that typically includes our MEVC programme), we will treat this identification as a notification of hazard.

Where identification of the hazard comes from a competent person (e.g. trained assessor), this will classify as an investigation.

5.2. Investigation

When we are notified of a potential hazard, that is not deemed as an emergency repair, we will investigate within 14 calendar days. This may be through a physical inspection or remote desktop inspection with the aid of photographs and/or videos.

The investigation will sufficiently determine whether there is a hazard, and if so, the level of risk to our customer(s)' health or safety.

The person conducting the investigation will hold the right skills and experience to make this determination.

5.2.1. Determining Risk

When determining if a hazard poses significant risk to health or safety, we will consider both the severity of the hazard, and the needs of customer(s) affected by the hazard.

There may be instances where a particular customer is at a greater risk from hazardous conditions, for example a customer with a respiratory condition may be at greater risk from a home affected by damp and mould.

To determine whether a hazard poses a significant risk we will utilise a range of available information including HHSRS guidance, information about customers' vulnerability or age, and other available guidance such as the consolidated guidance from DHSC and DLUHC on health risks in housing (Understanding and addressing the health risks of damp and mould in the home).

Where we receive evidence from third parties - for example from registered healthcare providers, social workers, or schools – we will also factor this into our assessment.

The following matrix will act as a guide when evaluating the risk to our customer's health or safety. Cases identified as Category 1 or Category 2 fall within the scope of Awaab's Law.

- Category 1: Poses a significant and imminent risk, requiring emergency works to be completed within 24 hours (see 5.3.1).
- Category 2: Poses a significant risk, requiring remedial works to commence within 7 days subsequently (see 5.3).
- No Significant Risk: These cases will be allocated for remedial action within our standard repair timescales and monitored through our HHSRS process (See 5.2.3)..

	Mild (D&M only)	Moderate	Severe
No Vulnerable Customer(s) present	No Significant Risk	No Significant Risk	Significant Risk Category 2

Customer(s) with Vulnerabilities present	Significant Risk <i>Category 2</i>	Significant Risk <i>Category 2</i>	Significant & Imminent Risk <i>Category 1</i>
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Table 1: Matrix to determining extent of risk on customer health and safety.

5.2.2. Written Summary of Investigation

We will provide a written summary of our investigation within 14 calendar days of notification and within 48 hours of the completed investigation.

- For hazards that pose a significant risk, we will provide a written summary within 48 hours of investigation, providing this does not exceed 14 days from notification.
- Where a hazard is identified through the investigation that poses a significant and imminent risk of harm to the health or safety of an individual a written report is not required if remedial works complete within 24 hours. In circumstances where temporary measures have been put in place or where customers have been offered alternative accommodation, we will issue a written summary to the customer.
- Consider any accessibility and/or language needs of the customer to ensure that the summary of findings can be understood.
- We will not delay a written summary in order to delay start of remedial works.

An investigation summary template will be available within our HHSRS procedure.

5.2.3. No Hazard Identified or Hazard Does Not Pose Significant Risk

Where no hazard is identified through investigation or the hazard is not deemed as a significant risk to health or safety, we will provide a written summary that explains why the hazard is not deemed within scope of Awaab's Law and set out proposed next steps (e.g. routine repair).

5.3. Remedial Works

If our investigation indicates that a reported hazard poses a significant risk to the Health or Safety of the customer, we will commence repair works¹ within 7 calendar days of the written summary being issued (prior to us issuing written summaries, we will commence repair works within 7 calendar days of our investigation).

Where our investigation determines there is no significant risk to health or safety we will follow our standard repairs procedure.

In some situations, we may take a phased approach to more complex remediation works, and temporary works will be required to keep the home safe before full specification of works are completed. In such situations, we will still commence works within 7 days, and details of further works will be included in the written report if required by law.

Works will be completed within a reasonable time period that is proportionate to the scale of the repair and needs of the affected customer(s). Customers will be informed of this time period.

5.3.1. Emergency Repairs

It is considered that hazards warranting emergency repairs are those that present a significant and imminent risk of harm, as determined by our investigation. For these hazards we will make safe emergency situations as soon as practicable and, in any event, within 24 hours.

5.3.1.1. Decants

If the property cannot be made safe within the above specified timescales, we will endeavour to offer to arrange for the customer(s) to stay in suitable alternative accommodation until it is safe to return, this may include hotel accommodation.

Where temporary accommodation is refused, we will provide customers with clear information on how to keep themselves and their families as safe as possible ahead of the hazard being addressed, including if it is our judgement that it is not possible to do so.

5.3.2. Properties Within Defects Liability Period

Where a hazard occurs within a new home still in its defect's liability period, we will work in conjunction with the developer to ensure remedial works commence within the required timescales.

5.4. Monitoring Post Completion of Remedial Works

Under Awaab's Law, there is no requirement for landlords to contact customers post completion of remedial works. However, Thrive will periodically contact customers after completion of the works to ensure the hazard has not returned.

We will send a text message and/or email to the customer(s) at the following intervals: 14 days, two months and 1 year post completion of remedial works to confirm there has been no reoccurrence of the hazard.

5.4.1. Cases that Pose a Significant and Imminent Risk

Where we identified there to be significant and imminent risk to customer(s) health or safety a qualified surveyor will physically post-inspect works within 4-6 weeks of their completion to ensure remedial works have been completed to satisfactory standard.

We will call the customer between 8-10 weeks of the post inspection and send a follow up text 1 year later to ensure there has been no reoccurrence of the hazard.

5.4.2. One-year Follow up

Where we have undertaken remedial works for a HHSRS hazard we will contact the customer(s) 1 year after completion of works. If we do not receive a response confirming there has been no reoccurrence of the hazard, we will make one more attempt to contact the customer a week later.

Where the customer(s) has confirmed there has been no reoccurrence, or we have not received response to either contact, we will consider the case closed.

6. Record Keeping

We will keep clear records of all engagements and repairs initiated in relation to this policy, including records of all correspondence with our customer(s) and any contractors. This ensures that where we have failed to comply under Awaab's law for reasons outside of our control, we have documentation of this.

This will ensure we have a full history of interactions, and should it be the case we have been unable to complete remedial action on time, how we have sought to mitigate risk to our customers and our homes.

7. Access

Consistent with the guidance under Awaab's Law, if a customer is unwilling or unable to provide access within the above timescales, we will not be in breach for missing the timescales. However, we will continue to work as quickly as possible to enter the home to investigate and/or remedy the hazard where there is significant risk to customer(s).

Once Thrive has accessed the home, after initially being refused access, the proposed timescales will apply. For example, if access is granted on day 16 to investigate, we will still be expected to provide a written summary within 48 hours, and to have commenced remedial works within 7 days (i.e. by day 23) unless we are again unable to obtain access.

We will make the following reasonable attempts for access:

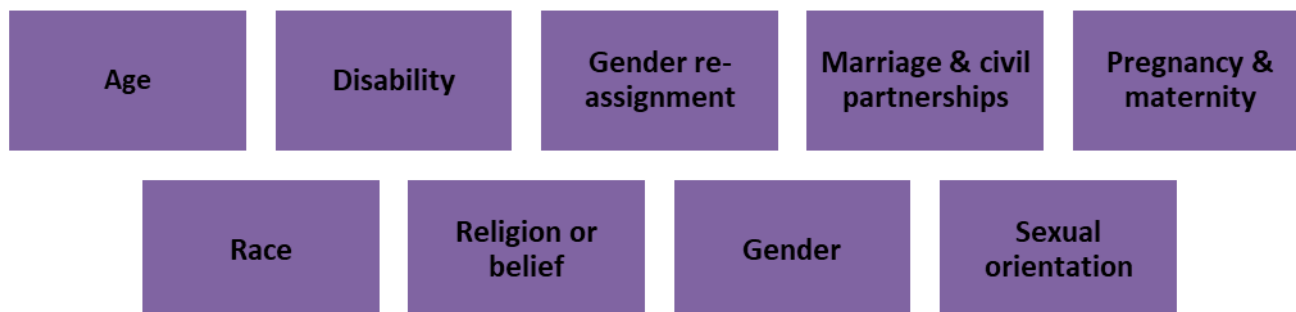
- At least 3 recorded attempts to contact the customer(s) (or appointed representative) and arrange a suitable time to access the property.
- Work with customer(s) to arrange a suitable time to visit the property. We will offer timeslots for customer(s) to choose from and will take into consideration the customer(s)' needs (for example their working pattern) when offering timeslots to attend to the property.
- If we are unable to access the property within the agreed timeslot, we will leave the Customer a notice stating that an attempt was made and providing contact details. We will then contact the customer and offer an alternative slot.

- Legal action may be pursued if suitable and timely access cannot be obtained.

Throughout this process, we will keep a record of all correspondence made with customers, noting the date, time and actions attempted and best efforts to find suitable appointment slot.

8. Treating Everyone with Respect

This policy has been impact assessed in line with Thrive Homes' obligation to comply with the Equality Act (2010). We aim to design inclusive services, policies and behave in a way that does not discriminate on the grounds of:



While we are not required by law, we seek to ensure we do not discriminate on any basis that is rooted in prejudice, for example we are not influence by:



Every effort will be made to ensure that decisions made reflect this commitment.

9. Other Related Policies and Guidance

This policy links to other policies Thrive has in place, including but not limited to:

- HHSRS Procedure
- D&M Procedure
- Repairs Procedure
- No Access Procedure
- Decant and Repurchase Policy
- Health & Safety Policy

As a business, we try hard to keep all these related policies aligned with each other. Anyone spotting inconsistency or contradictory statements, is asked to contact the Author and make concerns known. Supporting us to keep information clear and consistent will always be welcomed.

10. Risk and Assurance

The commitments and intent of this policy is aligned to our Strategic and Risk & Assurance Frameworks, specifically:

Strategic Framework Pillar	Corporate Risk Register
A Fair Deal for Customers	Customer Experience & Engagement Health, Safety & Wellbeing

We will obtain external assurance, through our internal auditors, that our policy is complaint and that our process in our new IT system meets the requirements of the new legislation in the first six months of the policy being adopted.

Post Phoenix 'go-live' (July 2025) we will complete a follow up review of how our policy and procedure is working on the ground to ensure it has been implemented and embedded.

A measure has been introduced onto the Boards Balance scorecard and this will be reported quarterly. Further management information and KPI reporting will be developed as part of the policy implementation to ensure we hold ourselves accountable.

11. Policy Review & Approval

As this policy is a core component of how Thrive manages its business, the document will be evaluated by the Customer Working Group, CCG Forum, CCG Committee as part of the review and approval process.

12. Support and Further Guidance

This policy has been drafted with input from colleagues across Thrive. Any concerns on how to interpret or follow its requirements can be raised with members of the Asset Team.

Colleagues, Board Members and third parties have a responsibility to work in a way that's consistent with the expectations set out in the policy and its implied intent. Should anyone witness or become aware of activities that undermine or conflict with the intention this policy, please alert a member of the Governance Team, or any member of the leadership team as soon as possible.