The Passage

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Passage Housing Services Health and Safety Policy

Accountable role	Passage 2000 CEO
Date reviewed by staff group	NA
Date reviewed by service users	NA
Date of implementation	August 2025
Date when policy will be reviewed	September 2026
Guidance notes	**Version 2025.1** This policy replaces all previous PHS Health and Safety Policies.

Summary

This policy outlines Passage Housing Services responsibilities as a Registered Social Landlord for safety arrangements, and specific protocols for key areas of health and safety in line with regulatory obligations and standards set out by The Regulator of Housing including fire, gas, electrical, water, asbestos, lift safety, and damp and mould.

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Introduction

Passage Housing Services (PHS) is a Registered Social Landlord and wholly owned subsidiary company of Passage 2000 (The Passage), a registered charity.

As a Registered Social Landlord, PHS takes its responsibility for health and safety very seriously and is committed to a programme of progressive improvement that requires input from all its stakeholders.

All employees, clients, residents, professionals, contractors, volunteers and visitors are positively encouraged to report anything they see that gives rise to a Health and Safety concern. Safety is everyone's responsibility.

This policy should be read in conjunction with The Passage's Health and Safety Manual which outlines the overarching organisational health and safety responsibilities and processes.

Definitions

Definition of 'Residents'

For the purposes of this policy, the term **"Residents"** is used as an inclusive term that encompasses all individuals living in accommodation managed by PHS, regardless of their legal occupancy status. This includes:

- **Tenants**: Individuals with a formal tenancy agreement (e.g., Assured Shorthold Tenancy, Assured Tenancy, Secure Tenancy).
- **Licensees**: Individuals residing under a license agreement, typically in supported housing settings.
- **Other Occupants**: Any other individuals who reside in our properties under recognised arrangements.

The use of "Residents" reflects our commitment to treating all individuals equitably in terms of access to services, support, and engagement, while acknowledging that legal rights and responsibilities may differ depending on the type of occupancy.

Accessibility Statement

Passage Housing Services (PHS) is committed to ensuring that all residents, staff, contractors, volunteers and visitors can access and understand our Health and Safety Policy, regardless of language, literacy level, disability, or other barriers.

To support this commitment, we will provide alternative formats of this policy upon request, including:

- Easy Read versions
- Large print
- Audio recordings
- Translations into other languages

We will also:

- Ensure that support staff are available to explain key aspects of the policy to residents who may need assistance.
- Make the policy available on our website and in printed form at all PHS-managed properties.
- Include a summary of key health and safety responsibilities and procedures in resident welcome packs.
- Offer reasonable adjustments to ensure accessibility for individuals with sensory, cognitive, or physical impairments.

If you require this policy in a different format or need help understanding any part of it, please contact your housing support worker.

Clarification of Governance

For the purposes of this Health and Safety Policy, references to “the Board” refer to the Board of Trustees of Passage 2000 (The Passage), the parent charity of Passage Housing Services (PHS). Although this policy is issued under the name of PHS, all strategic oversight, legal accountability, and operational responsibility for health and safety matters rests with the Passage 2000 Board.

This is because:

- PHS is a wholly owned subsidiary of Passage 2000.
- PHS does not employ staff directly.
- All health and safety compliance, maintenance, and operational delivery are undertaken by Passage 2000.

Accordingly, the Chief Executive of Passage 2000 holds ultimate accountability for health and safety performance, and the Passage 2000 Board is responsible for approving and reviewing this policy.

As the governing body of the RSL, the PHS Board has a duty to:

- Ensure assurance mechanisms are in place to confirm that health and safety responsibilities are being effectively discharged by Passage 2000.
- Receive and review regular reports on health and safety performance, compliance, and incidents affecting PHS properties.
- Escalate concerns to the Passage 2000 Board where risks or failures are identified.
- Support alignment between housing management and health and safety practices, particularly in relation to tenant engagement and safeguarding
- Monitor the impact of health and safety policies on residents and ensure that feedback from tenants is considered in service delivery
- This oversight role ensures that the PHS Board fulfils its governance responsibilities as an RSL while respecting the operational and legal framework established by the parent organisation.

Responsibility

It is the responsibility of all employees to co-operate in the implementation of this Health and Safety Policy within their areas of influence. All employees have a legal duty to ensure their own safety and the safety of others (for example, colleagues, volunteers, visitors, contractors) under the Health and Safety at Work etc Act 1974.

The Board of Trustees

Ensure health and safety is embedded in strategic decision-making.
Approve and review this policy annually.

Chief Executive of The Passage

The CEO has overall accountability for health and safety performance and must ensure adequate resources are allocated.

Facilities Manager

The Facilities Manager will be responsible for implementing and monitoring the Health and Safety policy. This will include:

- Conducting risk assessments and inspections.
- Reporting incidents and ensuring compliance.

Service and Line Managers

Individual Line Managers will be responsible for ensuring staff in their service areas follow Health and Safety Procedures and receive Health and Safety training. They must report hazards and incidents promptly.

Employees

Employees should take reasonable care of their own health and safety and cooperate with management on safety matters. All employees must report hazards, near misses and unsafe conditions to their managers.

Scope

This policy applies to:

- All properties leased, owned and managed by PHS
- All residents of PHS properties
- All staff, volunteers, and contractors based or working in PHS sites
- Visitors and professionals attending our sites

Arrangements for Health and Safety

Risk Assessments

- Conducted for all properties, offices, and activities.
- Reviewed annually or after significant changes.

Fire Safety

- Fire risk assessments for all communal areas.
- Regular fire drills and equipment checks.

Gas and Electrical Safety

- Annual gas safety checks (CP12 certificates).
- Five-yearly electrical installation condition reports (EICRs).

Asbestos and Legionella

- Maintain an asbestos register and management plan.
- Conduct Legionella risk assessments and water hygiene checks.

Contractor Management

- Vetting and monitoring of all contractors.
- Require method statements and risk assessments.

Resident Safety

- Provide residents with safety information.
- Respond promptly to repairs and safety concerns.

Training

- Induction and refresher training for all staff.
- Specialist training for roles with specific risks.

Monitoring and Review

- Regular audits and inspections.
- Annual policy review and performance reporting to the Board

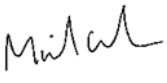
Health and Safety Policy Statement

PHS recognises that it has a legal duty of care towards protecting the health and safety of its residents, employees and others who may be affected by its activities, and that managing health and safety is a business-critical function.

To discharge their responsibilities managers will:

- bring this Policy Statement to the attention of all employees.
- carry out and regularly review risk assessments to identify proportionate and pragmatic solutions to reducing risk.
- communicate and consult with our residents and employees on matters affecting their health and safety.
- comply fully with all relevant legal requirements, codes of practice and regulations at International, National and Local levels.
- eliminate risks to health and safety, where possible, through selection and design of materials, buildings, facilities, equipment and processes.
- encourage staff to identify and report hazards so that we can all contribute towards improving safety.
- ensure that emergency procedures are in place at all locations for dealing with health and safety issues.
- maintain our premises, provide and maintain safe plant equipment.
- only engage contractors who are able to demonstrate due regard to health & safety matters.
- provide adequate resources to control the health and safety risks arising from our work activities.
- provide adequate training and ensure that all employees are competent to do their tasks.
- provide an organisational structure that defines the responsibilities for health and safety.
- provide information, instruction and supervision for employees.
- regularly monitor performance and revise policies and procedures to pursue a programme of continuous improvement.

This Health and Safety Policy will be reviewed at least annually and revised as necessary to reflect changes to the business activities and any changes to legislation. Any changes to the Policy will be brought to the attention of all employees and residents.

Signed: 

Dated: 03/09/2025

Name: Mick Clarke

Position: CEO, The Passage

Housing Health and Safety Rating System (HHSRS) Compliance

As a registered provider of supported housing, Passage Housing Services recognises our responsibility to ensure that the properties we manage are free from hazards that could impact the health and safety of our residents, staff, volunteers and visitors. The Housing Health and Safety Rating System (HHSRS), established under the Housing Act 2004, is the

regulatory framework used by local authorities to assess housing conditions. Although primarily enforced by local authorities, RPs are expected to ensure that their housing stock does not contain serious health and safety risks as defined by the HHSRS.

The HHSRS is a risk-based assessment tool that identifies and evaluates 29 types of housing hazards, including issues such as damp and mould, excess cold, fire risks, and structural safety. Hazards are classified into two categories:

- Category 1 hazards: The most serious and legally require action by the local authority.
- Category 2 hazards: Less serious but still potentially harmful.

The system considers:

- The likelihood of harm occurring from the hazard.
- The potential severity of that harm, especially to vulnerable occupants (e.g., older people, people with disabilities, or young children).

In line with our duties under the Regulator of Social Housing's home standard, PHS is committed to:

- Proactively identifying and managing housing-related health and safety risks in our properties.
- Undertaking regular property inspections and stock condition surveys to identify any Category 1 or 2 hazards.
- Addressing any identified hazards in a timely and appropriate manner.
- Ensuring that our staff are trained in recognising and reporting potential hazards, particularly those affecting vulnerable residents.

This approach supports our broader commitment to maintaining safe, decent, and healthy living environments for all residents and forms a key part of our overall health and safety management framework.

Big 6 Compliance

PHS will ensure full compliance with the six core health and safety areas required by the Regulator of Social Housing:

- **Gas Safety**
- **Fire Safety**
- **Electrical Safety**
- **Water Safety (Legionella)**
- **Asbestos Management**
- **Lift Safety**

In anticipation of the implementation of Awaab's Law from October 2025 we have included **Damp and Mould** as part of the core areas we will ensure compliance with.

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Gas Safety Policy Statement

Introduction

Passage Housing Services (PHS) is committed to ensuring the safety and wellbeing of all residents, staff, volunteers and contractors. This Gas Safety Policy outlines our approach to managing gas safety across all properties we own or manage, in line with regulatory standards for Registered Social Landlords (RSLs), and complements our existing Asbestos, Lift Safety, Fire Safety, Electrical Safety, Water Safety and Damp and Mould policies.

We recognise our legal and moral duty to provide safe accommodation and working environments, and we aim to prevent H&S risks through proactive management, training, and collaboration.

Policy Statement

PHS will take all reasonable steps to ensure that gas appliances, fittings, and flues provided for residents are safe and maintained in good working order. We will comply with the Gas Safety (Installation and Use) Regulations 1998 and relevant guidance from the Regulator of Social Housing.

Responsibilities

- Board and Senior Management: Overall accountability for gas safety compliance.
- Facilities Team: Responsible for arranging inspections, maintenance, and remedial works.
- Contractors: Must be Gas Safe registered and comply with all legal and contractual obligations.
- Residents: Expected to report faults and allow access for inspections and repairs.

Inspection Schedule

- Gas safety checks will be carried out on all properties with gas installations on an annual basis
- Certificates will be issued and retained for a minimum of two years.
- Follow-up inspections will be scheduled where issues are identified.

Emergency Procedures

Any report of a gas leak or suspected carbon monoxide issue will be treated as an emergency and emergency response will be initiated within 24 hours.

If necessary, residents will be offered temporary accommodation until the property is made safe.

Communication Protocols

Residents will be informed of upcoming inspections and given clear instructions on how to prepare. PHS will provide written summaries of inspection findings within 3 working days and updates on remedial works and safety advice will be communicated promptly.

Resident Support

Residents will receive guidance on gas safety as part of their welcome pack and support staff will assist vulnerable residents in understanding and complying with the safety procedures.

PHS will make reasonable adjustments for residents with disabilities or language needs.

Record Keeping

PHS will maintain accurate records of all inspections, certificates, communications, and remedial actions. We will review regularly to ensure compliance and identify trends.

Training and Awareness

All relevant staff will receive training on gas safety procedures and legal obligations and all contractors will be briefed on PHS standards and site-specific risks.

Review

This policy will be reviewed every three years or sooner if legislation or best practice changes.

Fire Safety Policy Statement

Policy Statement

Passage Housing Services (PHS) is committed to ensuring the safety and wellbeing of all residents, staff, volunteers and contractors. This Fire Safety Policy outlines our approach to managing fire safety across all properties we own or manage, in line with regulatory standards for Registered Social Landlords (RSLs), and complements our existing Asbestos, Lift Safety, Gas Safety, Electrical Safety, Water Safety and Damp and Mould policies.

We recognise our legal and moral duty to provide safe accommodation and working environments, and we aim to prevent H&S risks through proactive management, training, and collaboration.

Scope

This policy applies to all PHS-managed properties, including supported housing schemes, offices, and communal areas. It covers all residents, staff, volunteers, contractors, and visitors.

Legal Framework

This policy is informed by:

- Regulatory Reform (Fire Safety) Order 2005
- Housing Act 2004
- Social Housing (Safety and Quality) Standard 2024

- Health and Safety at Work etc. Act 1974
- Equality Act 2010

Responsibilities

- Board and Senior Management: Ensure strategic oversight and compliance.
- Managers and Team Leaders: Implement fire safety procedures and monitor risks.
- All Staff: Follow fire safety protocols and report hazards.
- Contractors: Comply with PHS fire safety standards and legal duties.
- Residents: Cooperate with fire safety measures and report concerns.
- Volunteers: Follow fire safety protocols and report hazards.

Fire Risk Assessments

PHS will conduct fire risk assessments for all properties at least annually or sooner if significant changes occur. Assessments will be carried out by competent persons and reviewed regularly to ensure ongoing compliance.

Fire Safety Equipment

All properties will be equipped with appropriate fire safety measures, including:

- Smoke and heat detectors
- Fire extinguishers and blankets
- Emergency lighting
- Fire doors and signage

Equipment will be tested and maintained in accordance with legal requirements and manufacturer guidance.

Evacuation Procedures

Clear evacuation procedures will be developed for each property and communicated to, residents, volunteers, contractors and staff. Fire drills will be conducted at least annually. Personal Emergency Evacuation Plans (PEEPs) will be created for residents and staff with additional needs.

Communication and Training

All staff will receive fire safety training during induction and refresher sessions. Residents will be informed of fire safety procedures during move-in and via handbooks or noticeboards. Contractors will be briefed on site-specific fire risks.

Resident Support

PHS will make reasonable adjustments for residents with disabilities or vulnerabilities to ensure safe evacuation and fire risk mitigation. We will respond promptly to fire safety concerns and provide reassurance and support following incidents.

Monitoring and Review

Fire safety performance will be monitored through audits, incident reports, and feedback. This policy will be reviewed every three years or sooner if legislation or best practice changes.

Electrical Safety Policy Statement

Introduction

Passage Housing Services (PHS) is committed to ensuring the electrical safety of all properties we manage and the wellbeing of our residents, staff, volunteers and contractors. This policy outlines our approach to maintaining safe electrical systems in compliance with regulatory standards for Registered Social Landlords (RSLs), and complements our existing Asbestos, Lift Safety, Gas Safety, Fire Safety, Water Safety and Damp and Mould policies.

We recognise our legal and moral duty to provide safe accommodation and working environments, and we aim to prevent H&S risks through proactive management, training, and collaboration.

Policy Statement

PHS will ensure that all electrical installations and appliances within our properties are safe, regularly inspected, and maintained. We will respond promptly to any electrical safety concerns and provide clear communication and support to residents.

Responsibilities

- Board and Senior Management: Oversee compliance and allocate resources.
- Housing and Facilities Teams: Schedule inspections, respond to issues, and maintain records.
- Contractors: Must be qualified and comply with safety standards.
- Residents: Report electrical issues and allow access for inspections and repairs.

Inspection and Maintenance

PHS will ensure that:

- Electrical Installation Condition Reports (EICRs) will be conducted every 5 years or sooner if required.

- Portable Appliance Testing (PAT) will be carried out as recommended by HSE for communal and staff-used equipment and annually for appliances supplied to residents in their accommodation.
- Remedial works identified in inspections will be completed within appropriate timeframes based on risk.

Emergency Procedures

Electrical faults posing immediate danger will be treated as emergency hazards and an emergency response will be initiated within 24 hours of identification.

Temporary accommodation will be offered if the property cannot be made safe promptly.

Communication and Reporting

Residents can report electrical issues to their housing support worker who will provide updates on progress and safety advice.

All inspections, repairs, and communications will be recorded for compliance and monitoring.

Resident Support

Residents will receive guidance on the safe use of electrical appliances and will be assisted by staff in understanding and complying with safety measures.

PHS will ensure reasonable adjustments will be made for residents with vulnerabilities.

Training and Awareness

Staff involved in tenancy management and maintenance will receive training on electrical safety. All contractors will be briefed on site-specific risks and expectations.

Monitoring and Review

Electrical safety performance will be monitored through audits and KPIs.

This policy will be reviewed every three years or sooner if legislation or best practice changes.

Water Safety (Legionella) Policy Statement

Introduction

Passage Housing Services (PHS) is committed to ensuring the safety and wellbeing of all residents, staff, volunteers and visitors by managing the risks associated with water hygiene, including Legionella bacteria. This policy outlines our approach to water safety in accordance with regulatory standards for Registered Social Landlords (RSLs), and complements our existing Asbestos, Lift Safety, Gas Safety, Fire Safety, Electrical Safety and Damp and Mould policies.

We recognise our legal and moral duty to provide safe accommodation and working environments, and we aim to prevent H&S risks through proactive management, training, and collaboration.

Policy Statement

PHS will take all reasonable steps to prevent the growth and spread of Legionella bacteria in water systems across our properties. We will ensure compliance with the Control of Substances Hazardous to Health (COSHH) Regulations and the Health and Safety Executive's Approved Code of Practice (ACOP) L8.

Responsibilities

- Board and Senior Management: Ensure strategic oversight and compliance.
- Managers and Team Leaders: Implement water safety procedures and monitor risks.
- Facilities Team and Contractors: Conduct inspections, testing, and remedial actions.
- Residents: Cooperate with safety measures and report concerns.

Risk Assessments

All PHS properties will undergo a Legionella risk assessment at least every two years or sooner if significant changes occur. Assessments will be carried out by competent professionals and documented and identified risks will be mitigated through appropriate control measures.

Inspection and Monitoring

PHS will ensure monthly temperature checks of hot and cold water systems will be undertaken alongside regular flushing of infrequently used outlets.

An annual inspection of water tanks and systems will be made and records of all inspections and actions will be maintained.

Emergency Procedures

If Legionella is detected PHS will ensure that:

- Immediate action will be taken to isolate affected systems.
- All residents will be informed and provided with alternative water sources if necessary.
- Remedial works will be carried out by qualified contractors
- Public Health authorities will be notified if required.

Communication and Training

Residents will be informed of water safety procedures and any planned inspections with clear

guidance will be provided in resident welcome packs and noticeboards

Staff will receive training on identifying and responding to water hygiene risks.

Resident Support

PHS will provide additional support to vulnerable residents affected by water safety issues and ensure reasonable adjustments will be made to ensure accessibility and safety.

Residents can report concerns to their housing support worker.

Review and Compliance

This policy will be reviewed every three years or sooner if legislation or best practice changes.

Compliance will be monitored through audits and performance indicators.

The policy aligns with Awaab's Law and the Regulator of Social Housing's Safety and Quality Standard.

Asbestos Management Statement

Purpose

The purpose of this policy is to confirm that Passage Housing Services has assessed the risk of asbestos in its properties and to outline our approach to ongoing compliance with the Control of Asbestos Regulations 2012.

Background

As a registered provider of supported housing, PHS is committed to maintaining safe environments for residents, staff, volunteers and contractors. Asbestos-containing materials (ACMs) can pose serious health risks if disturbed. Therefore, we have undertaken appropriate asbestos surveys across all properties we own and manage.

Current status

No asbestos-containing materials have been identified in any of our properties. This conclusion is based on documented surveys conducted in accordance with regulatory requirements.

Ongoing duties

Although no asbestos is currently present, we recognise our ongoing responsibilities under the Control of Asbestos Regulations 2012. PHS will:

- Maintain a record of asbestos survey findings.
- Review this status if new properties are acquired or significant refurbishment takes place.

- Ensure that all contractors are informed of the asbestos-free status of our buildings.
- Take immediate action if any suspected asbestos is discovered during future works.

Review

This policy will be reviewed annually or sooner if there are changes to our property portfolio or if any asbestos-related concerns are raised.

Lift Safety Policy Statement

Introduction

Passage Housing Services (PHS) is committed to ensuring the safety, reliability, and accessibility of all lifts and lifting equipment installed in our properties. This policy outlines our approach to lift safety management in compliance with regulatory standards for Registered Social Landlords (RSLs), and complements our existing Asbestos, Damp and Mould, Gas Safety, Fire Safety, Electrical Safety, and Water Safety policies.

We recognise our legal and moral duty to provide safe accommodation and working environments, and we aim to prevent H&S risks through proactive management, training, and collaboration.

Objectives

Ensure all lifts are safe, well-maintained, and compliant with legal standards and minimise risks to residents, staff, volunteers, contractors, and visitors. We endeavour to respond promptly to all lift faults and emergencies and maintain clear communication and support for affected residents.

Legal Framework

This policy is informed by:

- Lifting Operations and Lifting Equipment Regulations (LOLER) 1998
- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Housing Health and Safety Rating System (HHSRS)
- Social Housing (Safety and Quality) Standard 2024

Responsibilities

- Board and Senior Management: Ensure strategic oversight and compliance.
- Service Managers and Facilities Team: Implement inspection schedules and respond to faults.
- Contractors: Comply with safety standards and report issues promptly.
- Residents: Report lift faults and follow safety guidance

Inspection and Maintenance

PHS will ensure that all lifts will be inspected and serviced at least every 6 months by a qualified engineer and a LOLER-compliant thorough examination will be conducted annually. Maintenance records will be kept for each lift and reviewed regularly.

Any faults or breakdowns will be addressed promptly, with emergency repairs prioritised.

Emergency Procedures

Emergency call systems must be operational in all lifts. In the event of lift entrapment, emergency services or contractors will be contacted immediately.

Residents will be informed of alternative access arrangements during outages and temporary relocation may be offered to vulnerable residents if lift access is essential.

Communication and Tenant Support

PHS will ensure that residents will be informed of planned maintenance and lift outages in advance with clear signage displayed during lift downtime.

Vulnerable residents will receive additional support, including assistance with mobility or relocation if needed.

All feedback and concerns will be recorded and addressed promptly.

Monitoring and Review

Lift safety performance will be monitored through incident reports and contractor feedback. Compliance will be audited annually and reported to the Board.

This policy will be reviewed every three years or sooner if legislation or best practice changes.

Damp and Mould Policy Statement

Introduction

Passage Housing Services (PHS) is committed to ensuring the safety and wellbeing of all residents, staff, and contractors. This policy outlines our approach to preventing and addressing damp and mould in the homes we manage in compliance with regulatory standards for Registered Social Landlords (RSLs), and complements our existing Asbestos, Gas Safety, Fire Safety, Electrical Safety, Lift Safety and Water Safety policies.

We recognise our legal and moral duty to provide safe accommodation and working environments, and we aim to prevent H&S risks through proactive management, training, and collaboration.

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Policy statement

We recognise that damp and mould can have serious impacts on the health and wellbeing of our residents, particularly those with additional vulnerabilities. We will take all reasonable steps to prevent damp and mould and to respond swiftly and effectively when it arises. This policy supports our compliance with Awaab's Law and the Regulator of Social Housing's standards, which requires providers to ensure residents live in properties that are safe, warm, and in a good state of repair.

Objectives

- To maintain properties in a condition that is free from significant damp and mould.
- To respond promptly to reports of damp or mould.
- To ensure residents understand how to report issues and how they can help prevent damp and mould.
- To protect the health and wellbeing of our residents.

Responsibilities

Passage Housing Services will:

- Carry out regular property inspections and respond quickly to reports of damp or mould.
- Treat reports seriously and investigate the root cause.
- Arrange remedial works promptly where needed.
- Provide clear advice to residents on how to reduce condensation.
- Monitor patterns and trends to help prevent recurring problems.

Residents are expected to:

- Report signs of damp or mould as soon as possible.
- Use ventilation systems provided and avoid excessive moisture indoors.
- Allow access for inspections and repairs.

Triage and Categorisation

When a damp and mould issue is identified or reported, it must be triaged promptly and categorised as follows:

Emergency Hazard:

Where damp and mould presents an immediate risk to health or safety, such as severe mould growth causing respiratory distress or evidence of structural failure linked to damp.

Action:

- Investigate within 24 hours. If confirmed, make safe within 24 hours.

- If it is not possible to make the property safe within this time, offer suitable temporary accommodation.
- Provide a written summary of the investigation findings to the tenant within 3 working days.

Significant Hazard:

Where damp and mould poses a serious but not immediately life-threatening risk, for example, moderate mould affecting health over time or areas of persistent dampness causing deterioration of living conditions.

Action:

- Investigate within 10 working days of becoming aware.
- Provide a written summary of the investigation findings within 3 working days of the inspection.
- Begin repair or remediation work within 5 working days of completing the investigation.

Repair and Remediation Timescales

- For Emergency Hazards, work must start within 24 hours.
- For Significant Hazards, work must start within 5 working days of investigation, unless unavoidable delays occur.
- Where delays are unavoidable, work must begin as soon as possible and no later than 12 weeks from identification, with clear communication to the tenant throughout.
- All works must be completed within a reasonable timescale, taking into account the tenant's health and circumstances.

Reporting, Communication and Records

- Residents can report damp or mould by contacting their housing support worker.
- Support/Housing Workers must be alert to any signs of damp and mould and report promptly.
- Residents must receive timely updates on progress and any interim safety advice.
- PHS will keep clear records of all reports, triage decisions, investigations, communications, and repairs, to demonstrate compliance with Awaab's Law.

Training and awareness

All staff involved in tenancy management, maintenance, or support will receive training on identifying and responding to damp and mould, and obligations under Awaab's Law. Tenants will be given easy-to-understand guidance as part of their welcome pack.

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Monitoring and review

This policy will be reviewed bi-annually or sooner if required. We will use data from inspections, tenant feedback, and repairs to monitor the effectiveness of our approach..

Related Legislation and Guidance

This policy is informed by:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Housing Health and Safety Rating System (HHSRS)
- Social Housing (Safety and Quality) Standard 2024
- Control of Substances Hazardous to Health (COSHH) Regulations
- Fire Safety Order 2005
- Equality Act 2010