



Condition of Property Policy

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1.0 Introduction

- 1.1 This policy sets out how we will identify, manage, and resolve instances of our homes falling into poor condition. The policy supports our Sustaining Tenancies Strategy and its strategic vision of 'Happy, empowered tenants living in comfortable and manageable homes in sustainable places'.
- 1.2 This policy has been developed following consultation with tenants to ensure their voice is heard.

2.0 Purpose

- 2.1 The purpose of this policy is to:
 - Sustain tenancies, improve lives, ensure tenant and resident safety, health, and wellbeing.
 - Identify tenants who require additional support to sustain their tenancies and provide the policy framework to enable the delivery of this support.
 - Ensure our homes are maintained to a safe and acceptable standard as set out within the tenancy agreement.
 - Improve the environmental condition and appeal of our places.
 - Ensure that all tenants affected by this policy are treated with respect and empathy.

3.0 Principles

- 3.1 This policy is underpinned by the following principles.
 - We will take a proactive approach to identify homes in poor condition through tenant engagement and the use of data.
 - We will engage with tenants with respect, empathy, honesty, integrity and work together with our tenants to promote positive relationships based upon trust.
 - We will support tenants with personalised, appropriate, clear, sensitive, practical, and accessible advice.
 - We will work together to ensure the best outcome for tenants is achieved.
 - We will ensure all front-line employees are trained to identify signs of poor condition so the problem can be resolved at the earliest opportunity.
 - We will improve our response to condition of property by adopting good knowledge and information management practices and by continually reviewing the feedback from tenants (including complaints) to identify themes, trends and opportunities for learning or innovation.

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- We will always seek to improve property condition with the aim of sustaining tenancies and improving lives. Where this is not possible, we will take appropriate enforcement action.

4.0 Definitions

4.1 The key terms used in this policy are defined below.

Poor condition	This is a wide-ranging term and describes properties with one or more of the following issues: <ul style="list-style-type: none">○ Unclean○ In a poor state of decoration○ Internal damage○ Accumulations of rubbish○ Unsanitary
Hoarding	Accumulating large quantities of items which presents risk and impact on the quality of life for the individual or other occupants of a property.
Tenancy Agreement	The legal document signed by the tenant(s) and Livin upon which the tenancy exists.
Damp	In Building terms this is the presence of higher-than-normal levels of water in a building or in an element of the building fabric.

5.0 Scope

- 5.1 This policy applies to the tenants of all social housing rental accommodation and low cost home ownership properties classified as rent to buy and covers the entirety of all individual homes as well as the communal areas of tenant responsibility (gardens, yards, hard standings etc).The policy does not cover low cost home ownership properties classified as shared ownership or leasehold properties, except where there are shared communal spaces affected by poor conditions.
- 5.2 We acknowledge that homes in a poor condition may require remedial repairs and maintenance as an element of ensuring condition is improved to a satisfactory level. Repairs and maintenance are within the scope of the Repairs and Maintenance Policy.
- 5.3 This policy applies to all employees.

6.0 Contribution to Plan A

- 6.1 The effective implementation of this policy will support the following objectives of the Sustaining Tenancies and Providing Quality Sustainable Homes Strategies:
- Objective 17: Provide tailored interventions to sustain tenancies, improve health and wellbeing and maintain independence.
 - Objective 21: Provide homes that are safe, exceed the needs and meet the aspirations of our tenants.

7.0 Legislative and regulatory framework

- 7.1 Article 8 of The Human Rights Act 1988, Respect for Your Private and Family Life, Home and Correspondence, applies to all citizens of the UK regardless of tenure. It sets out everyone's right to enjoy their existing home peacefully.
- 7.2 We recognise and respect the right of our tenants to live peacefully. However, where behaviours pose a risk to the quality of life or a health and safety risk to themselves or others, we will take action that is lawful, necessary, and proportionate to protect health, public safety and the rights and freedoms of other people.
- 7.3 The rights and responsibilities of tenants are set out in the Tenancy Agreement and this Policy reflects the obligations of tenants in meeting the terms of this agreement.

8.0 Policy statements

- 8.1 We will take timely, reasonable, and proportionate action to ensure the health, safety and wellbeing of tenant(s), other residents and that our homes are maintained to the standards set out within the Tenancy Agreement.
- 8.2 Wellbeing is at the heart of this Policy. Where appropriate, we will ensure any tenant, occupant, or member of the community at risk of harm, or experiencing harm (including self-harm), is appropriately safeguarded to the relevant Local Authority Safeguarding team.
- 8.3 We will engage tenants sensitively, adopting a person-centred approach that tailors intervention to the needs of individuals.
- 8.4 We will utilise a robust, affirmative action orientated approach to case management based on individual needs through a fair and consistent risk assessment framework.

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- 8.5 We will communicate regularly with tenants, and we will carry out regular property inspections to ensure action is being taken to improve the condition of our homes and this is subsequently maintained.
- 8.6 All front-line employees will be given training on identifying and managing poor property conditions, including damp and mould awareness training.
- 8.7 We will conduct tenancy visit of all properties on a biennial. During this visit the property will be assessed in relation to its condition
- 8.8 We will work collaboratively with statutory and non-statutory partners to support tenants to maintain their homes to the standards set out in the Tenancy Agreement.
- 8.9 Where we deem it necessary, we will utilise legal enforcement powers and tools to enforce the Tenancy Agreement.
- 8.10 If, following a Care Act Assessment under the Care Act 2014, carried out by the relevant Local Authority, a tenant is found to lack capacity to manage a tenancy, we will work with appropriate statutory partners and support tenants to access alternative specialist accommodation.
- 8.11 We recognise the need to continuously improve and will actively engage tenants to understand their experiences and develop our services related to poor condition of property to best meet their individual needs.
- 8.12 We recognise that a property can experience overlapping issues of damp and mould and poor property condition. In such cases, housing management will act as customer advocate to ensure repairs are completed within the timescales within the Damp and Mould Policy and will support the tenant to improve the condition of the property in line with the Condition of Property Policy.

9.0 Roles and responsibilities

9.1 Roles and responsibilities under this policy are outlined below.

Board	The Board has overall governance responsibility for this policy. Board will formally approve this policy and review it at least every three years, or earlier if there is a relevant change in legislation or regulation.
Executive Management Team	EMT will be notified of any significant, continued, non-compliance with this policy identified. EMT will receive at least quarterly performance reports containing high-level performance metrics measuring the effectiveness of this policy.
Executive Director of Housing and Communities	The Executive Director of Housing and Communities has strategic responsibility for the housing management services which deliver this policy. They will oversee the implementation of this policy.
Head of Housing and Community Regeneration	The Head of Housing and Community Regeneration provides operational delivery and definitive guidance on the implementation of the policy.
Strategic Housing Manager/Housing Manager	The Strategic Housing Manager/Housing Manager has operational responsibility for delivery of the interventions and housing/tenancy sustainment services covered by this policy.
Housing Advisors	Housing Advisors provide day to day management of homes in poor condition and are the key point of contact for tenants and supporting agencies

9.2 This policy will be communicated to our customers, tenants and employees via our website and intranet. Those responsible for implementing the policy will where required receive appropriate training, advice, and guidance.

10.0 Related policies and procedures

10.1 This policy should be read in conjunction with the following documents:

Damp and Mould Policy and Procedure	This contains the detailed operational processes for dealing with damp or mould identified within properties. The procedures will be amended periodically to reflect best practice and operational learnings.
Condition of Property Procedure	This contains the detailed operational processes for dealing with poor conditions identified within properties. The procedures will be amended periodically to reflect best practice and operational learnings.
Safeguarding Policy and Procedures	This contains the detailed operational procedures for ensuring tenants and their families are effectively safeguarded where property condition poses a risk to their health, wellbeing, and safety.
Complaints, Compliments and Feedback Policy	Complaints relating to damp and mould will be monitored identify themes, trends and opportunities for learning.
Repairs and Maintenance policy	The services provided under this policy support the delivery of the approved Repairs and Maintenance Policy.

11.0 Monitoring and review arrangements

11.1 We report on key performance measures for tackling poor condition of property. These will be provided to the Executive Director of Housing and Communities monthly and to EMT and the Board on a quarterly basis. As a minimum, we will report:

- Turnover of tenancies as a percentage of older and vulnerable tenants receiving support offers
- Percentage of older and vulnerable tenants satisfied with the housing management service
- Percentage of tenancy visits completed against programme
- Percentage of tenants self-appointing for the tenancy visit programme (2024/25)

11.12 This policy will be reviewed every three years, unless there is significant development that would require a more urgent review e.g. new legislation or regulation.