

Property Hazard Management Policy

1. What this policy is about

Living in hazardous conditions can have a substantial impact on the health, safety and wellbeing of our customers. We also have legal duties to keep homes fit for human habitation and free of dangerous hazards, including but not limited to, damp and mould, excess cold or heat, fire and electrical hazards.

This policy outlines a clear and consistent approach to the reporting, investigation and treatment of hazards identified in our customers' homes. Within this policy we set out clear timeframes that we will adhere to, to address hazards, so as to not leave customers at risk.

The policy has been adopted to ensure our compliance with the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025. In line with the phased implementation of these regulations, from 27th October 2025, the policy will apply to all emergency hazards and significant damp and mould hazards. The policy scope will be reviewed and updated as necessary ahead of implementation of phases 2 and 3 of the regulations.

This policy will ensure all colleagues are aware of their roles and responsibilities in relation to the appropriate management of hazards.

2. Our approach

The specific objectives of the policy are to ensure:

- Compliance with the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025.
- Appropriate and timely action is taken when a report of a potential emergency hazard or significant hazard is received.
- That when an emergency hazard or significant hazard is confirmed that we make safe the hazard within the required timeframe or that suitable alternative accommodation is offered to the customer.
- We produce timely and appropriate written summary of investigation findings for customers.
- We start and complete remedial works within the required timeframe, ensuring customers are kept appropriately updated on progress and how to keep safe.
- Transparency to customers on the service they can expect from us should hazards be identified in their home.
- The service and communication we provide to customers considers their individual needs and circumstances.
- A collaborative, organisational wide approach to the management of hazards in homes, so as to not leave customers at risk.



This policy applies from November 2025
This policy applies to: Livv Housing Group, Livv Homes, Livv Maintenance

Our approach to property hazard management is set out within the following:

[2.1 Hazard Reporting](#)

[2.2 Hazard Triage and Categorisation](#)

[2.3 Hazard Investigation and Make Safe](#)

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2.1 Hazard Reporting

We aim to make reporting of potential hazards as simple and accessible as possible by offering our customers the ability to report hazards through a range of ways including free phone reporting service, email, website and social media.

We will confirm each non-emergency hazard reported via a text or landline messaging service which will detail the time and date of the investigation visit, using the contact number provided by the customer.

We will regularly review our customer communications to ensure it is clear how issues should be reported to us and the preferred ways to report a potential hazard.

2.2 Hazard Triage and Categorisation

Upon becoming aware of a potential hazard, we will carry out a triage assessment to determine if it could be an emergency or significant hazard, as defined by the regulations:

Significant Hazard – is one that poses a ‘significant risk of harm’ to the health or safety of a tenant of the social home. A ‘significant risk of harm’ is defined as ‘a risk of harm to the occupier’s health or safety that a reasonable lessor with the relevant knowledge would take steps to make safe as a matter of urgency’.

Emergency hazard - is one that poses ‘an imminent and significant risk of harm’ to the health or safety of the tenant in the social home. 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’.



We will take a person-centered approach to the triage assessment, considering not just the physical hazard but also the circumstances of the customer and household, including any vulnerabilities which could exacerbate the potential impact of the hazard such as age, health conditions or disability. A record will be retained of the triage assessment and the decision made.

2.3 Hazard Investigation and Make Safe

If the triage assessment determines that it is a potential emergency or significant hazard, action will be taken as detailed below to investigate, confirm and if necessary, make safe the hazard. If the triage assessment determines that it is not a potential emergency or significant hazard, work will be raised and arranged in line with repairs categorisations set out in our Repairs Policy.

Potential Emergency Hazard

For all instances of reported potential emergency hazards we will arrange for the appropriate operative or contractor to attend within **24 hours** of becoming aware of them. If the operative or contractor's investigation confirms an emergency hazard, we will aim to make safe the hazard on the same visit or a return visit within the same 24 hours of the hazard being reported. If we are unable to do so then our Customer Relocation Policy will be applied, as detailed in 2.4.

In the case of a potential damp and mould emergency hazard, following attendance by an operative or contractor an Asset Surveyor will carry out a desktop assessment and decide if an inspection and/or further works are required to remedy the hazard.

Potential Significant Hazard

For all instances of reported potential significant hazards we will arrange for an Asset Surveyor to inspect with **10 working days** of becoming aware of them. If their investigation confirms a significant hazard, we will aim to make safe the hazard within **5 working days** of the investigation concluding. If we are unable to do so then our Customer Relocation Policy will be applied, as detailed in 2.4.

NB – if the investigation determines that a potential significant hazard is an emergency hazard, the process for emergency hazards will be followed with the timeframes starting from the point at which it was identified as an emergency hazard.

We will ensure that all those attending to investigate potential hazards and make safes are competent to do so.

2.4 Customer Relocation

If we are unable to make safe a hazard within the required timeframes (24 hours for an emergency and 5 working days for a significant hazard), we will secure suitable alternative accommodation for the customer and the household, at our expense, until the hazard is fully resolved.

In selecting the alternative accommodation, we will consider the needs of the household, e.g. space required, location, any medical needs, or disabilities.



If the customer rejects the offer of alternative accommodation and chooses to stay in their home, we will ensure the risk of doing so is made clear to them and advise what, if any, actions they could take or avoid to mitigate the risk of harm.

We will keep customers updated on progress, next steps and when they should expect to return home.

Alternative accommodation will be arranged and managed in line with our Customer Relocation Policy, including any support with additional costs incurred by the customer because of the relocation.

2.5 Written summary of investigation findings

Upon completion of the investigation of a potential emergency or significant hazard, we will issue a written summary of our findings to the customer by email or first-class post within **3 working days**, which will include:

- Details of who conducted the investigation.
- Whether a hazard was identified, and if so, what the hazard is.
- What action has been taken to make safe the hazard or where make safe has not been possible the action taken, e.g. relocation.
- What further action is required to prevent the hazard from recurring, as far as possible, and a target timeframe for beginning and completing that action.
- If no further action is required, why no action is required.
- Details of how the customer can contact us.

Note – a written summary will not be issued if all required works are completed to address an emergency or significant hazard before the end of the 3 working day period. We will however ensure the customer is informed that work has been completed.

2.6 Remedial works

Where the investigation identifies a hazard and further works are required to prevent the hazard from recurring, we will endeavour to commence these works within **5 working days** of the investigation concluding.

If it is not possible to commence works within 5 working days, we will commence works as soon as reasonably practicable and within no more than **12 weeks** of the investigating concluding. We will record the reason as to why we could not commence work in 5 working days, e.g. due to availability of specialist contractors or materials.

Works will be satisfactorily completed within a reasonable timeframe. Appointments will be arranged with the customer in line with our Repairs Policy and we will keep the customer updated on the timing and progress of works.



2.7 Customer communication

Where a hazard is identified we will take reasonable steps to appropriately communicate with the customer, with a record kept of all communication and contact:

- We will keep the customer updated on the timing and progress of works, being honest and transparent about any delays and the reasons.
- Where necessary we will provide information to the customer on how to keep safe until works are completed.
- Where customers have been relocated, we will ensure regular contact with them and updates on when they should expect to return home.
- We will ensure customers have details of how they can contact us.
- We will make reasonable adjustments, for example relating to languages or support needs, to ensure that communication is understood.

2.8 Access

In the event of a failed access attempt for hazard investigation or remedial works, we will continue to attempt to engage with customers by following our repairs no access process, which includes a text message and a letter being sent to the customer before the job is closed. For damp & mould hazards, up to 3 outbound phone calls will also be made. If we have evidence which shows the hazard investigation or remedial work presents a serious risk to the customer, the case will be passed to the Property Access team who will follow our property access process.

We will take reasonable steps to engage with customers and gain access, including:

- Leaving a “no access card” at the property, providing contact details for the customer to arrange another appointment.
- We will confirm each non-emergency appointment via a text or landline messaging service which will detail the time and date of the appointment, using the contact number provided by the customer.
- Making multiple attempts at various times of the day to make contact, using different routes (e.g. text, letters and phone calls).
- Providing information on why access is needed and that any delays in gaining access may lead to delays in completing the necessary safety work.
- Considering any issues or barriers to allowing access and working with the customer to overcome them.



2.9 Proactive identification of hazards

We aim to be proactive in identifying potential hazards that have not been reported, with all operatives, contractors and customer-facing teams being provided guidance on how to identify and report potential hazards.

Alongside this we will carry out Stock Condition Survey programmes, aiming to visit every property once every 5 years. These surveys will identify any Housing Health and Safety Rating System (HHSRS) hazards.

Our hazard management procedures will ensure consistency in the triage process and timeframes for response, regardless of how the potential hazard is identified and reported.

We will seek to use repair and hazard data to identify hazard trends and “hot spots”, with a view to carrying out preventative maintenance to prevent hazards occurring.

2.10 Assurance and Quality Control

We will monitor the accuracy and effectiveness of the hazard triage process through feedback from Asset Surveyors, operatives and contractors, reviewing and adjusting the triage assessment process as required.

We will ensure that all those attending to investigate potential hazards, make safes and remedial works are competent to do so. The quality of workmanship will be monitored through the post inspection process outlined in our Repairs Policy. Failings within service delivery will be dealt with through regular review meetings and appropriate action taken within clear timescales. Performance of subcontractors will be further managed via our contract management procedures.

3. Responsibilities

All colleagues are responsible for carrying out their work in line with this policy. The Director of Assets is responsible for overall implementation of this policy. Specific responsibilities are set out below:

Role	Responsibility
Customer Committee	<ul style="list-style-type: none">Final approval of the policy.
Executive Director Property	<ul style="list-style-type: none">Act as nominated Health & Safety Lead under the Social Housing (Regulation) Act 2023.To ensure there are adequate resources in place to deliver the policy objectives.
Director of Assets	<ul style="list-style-type: none">Operational implementation of the policy.Ongoing monitoring of policy objectivesPerformance reporting to the Executive Directors Team and Customer Committee.



Role	Responsibility
Head of Assets	<ul style="list-style-type: none"> Operational oversight of service delivery. Ongoing monitoring of performance, instigating corrective action as needed.
Head of Asset Investment	<ul style="list-style-type: none"> Operational oversight of planned preventative maintenance and Stock Condition Survey delivery.
Head of Repairs & Maintenance (Livv Maintenance)	<ul style="list-style-type: none"> Ensure the availability of sufficient operatives and subcontractors to meet the policy objectives.
Head of Communities	<ul style="list-style-type: none"> Operational oversight of the customer relocation process.
Assets Manager	<ul style="list-style-type: none"> Management of Asset Surveying, written summaries and quality assurance function.
Contact Centre Manager	<ul style="list-style-type: none"> Management of customer contact centre function, including the triage assessment process.

4. Monitoring and review

To monitor the implementation of this policy, key performance indicators will be in place to monitor that the timeframes and actions set out in this policy are being adhered to.

As the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 are being implemented in phases, we will initially review this policy annually. Once the regulations have been fully implemented we will look to revert to a review every 3 years.



Control framework

Compliance

This policy supports compliance with the latest editions of the following Acts, Regulations and Codes of Practice:

- Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025
- Housing Act 2004
- Defective Premises Act 1972
- Occupiers Liability Act 1957
- Right to Repair Regulations 1994
- Equality Act 2010
- Environmental Protection Act 1990
- Homes (Fitness for Human Habitations) Act 2018
- Housing Health and Safety (England) Regulations 2005
- A Decent Home: Definition and guidance for implementation. June 2006
- Consumer Standards - Safety and Quality / Neighbourhoods and Community (as of 1 April 2024)
- The Social Housing (Regulation) Act 2023

Document control	
Version	1.1
Policy applies from	November 2025
Policy applies to	Livv Housing Group; Livv Homes; Livv Maintenance
Approved by	v 1.0 Customer Committee v 1.1 Executive Director - Property
Approved on	v 1.0 6 November 2025 v 1.1 24 December 2025
Replacing	Damp Treatment Policy 2024 - 2027
Next review due by	November 2026
Responsible Executive Director	Executive Director – Property
Policy author	Director of Assets
Equality Analysis	October 2025
Environmental Impact Assessment	October 2025
Circulation	Intranet; Livv Housing Group website



Version control

Version	Date of Review	Summary of changes made
1.1	December 2025	Adjustments to our emergency damp and mould hazards response process and no access process
1.0	November 2025	New policy

