



HOME STANDARD POLICY

Updated

July 2018

1. INTRODUCTION

- 1.1. It was estimated in 2006 that a third of all social housing (local authority and housing association properties) in the UK fall below the Decency Standard. The Government as a result published the Decency Standard in 2010. All social housing providers must ensure that all accommodation being managed falls into that of a good home standard.

2. PROPERTY MEETS THE REGULATORY STANDARD SET IN THE HOME STANDARD GUIDANCE

- 2.1. The Fitness Standard was replaced by the Housing Health and Safety Rating System (HHSRS) on 6 April 2006. To meet this criterion, the property must be free from any category one hazards as scored by the HHSRS scoring procedure, further to this the home standard guidance was set to build to improve on the decent home standards expected by the government. EMSH (East Midlands Shelter for the Homeless) is dedicated in giving all tenants a high living standard. All tenants must be able to enjoy their living accommodation without being placed in danger and without it having a detrimental affect on their health.

3. PROPERTY IS IN A REASONABLE STATE REPAIR

- 3.1. A dwelling will satisfy this criterion unless either or both of the following apply:
 - 3.1.1. One or more key building components are old and in poor condition
 - 3.1.2. Two or more other building components are old and in poor condition (e.g. kitchens, bathroom and heating distribution systems)

- 3.2. A key building component is a component that if in poor condition could have an immediate impact on the integrity of the building such as walls, roof and windows.

4. BUILDING COMPONENTS

- 4.1. Wall structure, Lintels, Brickwork, Wall finish, Roof structure, Roof finish, Chimney, Windows, External doors, Kitchen, Bathrooms, Heating – central heating gas boiler, Heating – central heating distribution system, Electrical systems.

5. THE PROPERTY HAS REASONABLY MODERN SERVICES AND FACILITIES.

- 5.1. A dwelling will satisfy this criterion unless it has three or more of the following deficiencies:
- 5.1.1. A kitchen which is more than 15 years old
 - 5.1.2. A kitchen with inadequate space and layout
 - 5.1.3. A bathroom which is more than 15 years old
 - 5.1.4. An inappropriately located bathroom and WC
 - 5.1.5. Inadequate external noise insulation
 - 5.1.6. Inadequate size and layout of common entrance areas (blocks of flats only)

6. BATHROOM & WC

- 6.1. An inappropriately located bathroom and WC could be if the main bathroom or WC is accessed through a bedroom that is in use (this would not apply if the dwelling was occupied by a single person). The dwelling would also fail if the main WC was external or located on a

different floor to the nearest wash hand basin, or if the WC was located off the food preparation area and a wash hand basin was not provided.

7. KITCHEN

- 7.1. For a kitchen to fail the adequate space and layout test, it would be too small to contain all the excepted items a kitchen should include (such as sink, cupboards, cooker space, worktops) appropriate to the size of the dwelling.

8. NOISE INSULATION

- 8.1. Inadequate insulation from external noise could be where there are high levels of transport or factory noise. Landlords should ensure their property is installed with acoustic glazing in line with current building regulations.

9. THE PROPERTY PROVIDES A REASONABLE DEGREE OF THERMAL COMFORT

- 9.1. The property must have both efficient heating and effective insulation. Efficient heating includes programmable gas or oil central heating systems, warm air systems, underfloor systems etc. The primary heating system must be capable of providing heat to two or more rooms of the home, but it should be remembered that under HHSRS, the landlord has a responsibility to ensure that the whole home is warm enough for the occupant.
- 9.2. For dwellings with gas/oil central heating, cavity wall insulation and minimum 50mm loft insulation would be an effective package. For dwellings heated by LPG/solid fuel, at least 200mm of loft insulation as well as cavity wall insulation is required.

- 9.3. The decent Homes Standard is a standard that triggers action, not one to which work is necessarily carried out. It should be noted that in all instances the Decent Homes Standard is a minimum and Landlords should always strive to achieve a higher standard than this. For example, the condition of a kitchen may become unacceptable before the end of its expected 30 year lifetime, therefore would still need repairing or replacing.

10. EXTRA STANDARDS

- 10.1. EMSH responsibilities which are not included in the Decent Homes Standard:

- 10.1.1. Maintain exterior of dwelling and all structural elements
- 10.1.2. Provide all equipment necessary to supply the utilities safely and correctly
- 10.1.3. Maintain all drains, waste pipes, rainwater goods, inlet gullies and inspection chambers
- 10.1.4. Maintain air bricks, trickle vents, opening lights to windows and mechanical and non-mechanical, ventilation equipment

11. MAINTENANCE AND REPAIR AIMS & OBJECTIVES

11.1. Aims

- 11.1.1. To effectively manage the repairs and maintenance obligations of EMSH, for its residents
- 11.1.2. To comply with all relevant government legislative requirements
- 11.1.3. To ensure that all residents live in a safe and habitable environment at all times

11.2. Objectives

- 11.2.1. To run an effective and reliable responsive repairs service
- 11.2.2. To continuously improve performance
- 11.2.3. To give the highest levels of residents satisfaction
- 11.2.4. To provide a service that gives value for money
- 11.2.5. To engage openly and responsively with residents about repairs to their home
- 11.2.6. To provide technical expertise via EMSH internal staff and contractors
- 11.2.7. To maintain up to date information about EMSH residents, homes and the housing sector

12. POLICY STATEMENT

- 12.1. EMSH is committed to providing a high quality service and all staff and suppliers are trained to work towards this aim. This policy recognises that a successful Repairs and Maintenance service considers its residents, its resources, its statutory obligations and external affecting factors. As a landlord, EMSH have a responsibility to protect the value of its housing stock and to ensure that the service standards and obligations made to its residents in respect of their homes are honoured.
- 12.2. EMSH expects to work together with residents to ensure the high quality of its homes, through the meeting of mutual responsibilities.

13. LEGISLATION AND REGULATION

- 13.1. Landlord & Tenant Act 1985
- 13.2. Housing Act 2004
- 13.3. Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994
- 13.4. Defective Premises Act 1972

- 13.5. Commonhold & Leasehold Reform Act 2002
- 13.6. Gas Safety (Installation and Use) Regulations 1998
- 13.7. Management of Health and Safety at Work Regulations 1999
- 13.8. Building Regulations Act 1984
- 13.9. Health and Safety at Work Act 1974,
- 13.10. Housing Health and Safety Rating System 2006
- 13.11. Equality Act 2010
- 13.12. HCA – The Regulatory Framework for Social Housing in England from April 2012
- 13.13. 2006 Decent Homes Standard

14. SERVICE STANDARDS

- 14.1. To provide a 24hr, 7 days a week service to report emergency repairs
- 14.2. To attend and complete repairs works to published timescales offer a choice of appointment times
- 14.3. To carry out a gas safety check where required each year
- 14.4. Aim to inspect at least 85% of all repairs and any repair subject to a complaint with in 48 hours
- 14.5. Aim to inspect 85% of communal repairs with in 48 hours

15. REGULATORY STANDARDS

- 15.1. As per their 2012 guidance EMSH works towards the required outcomes of the Homes Standard:
 - 15.1.1. Ensuring the quality of accommodation
 - 15.1.2. Meeting the 2006 decent homes standard
 - 15.1.3. Meeting the standards of design and quality that applied when the home was built; if higher than decent homes standard
 - 15.1.4. Agreeing local offers that are not less than the decent homes standard

- 15.1.5. Providing an appropriate repair and maintenance service
- 15.1.6. a cost effective repairs and maintenance service to homes and communal areas
- 15.1.7. Meets applicable statutory requirements that provide for the health and safety of the occupants in their homes

16. POLICY REVIEW

- 16.1. This policy is to be reviewed on annual basis and updated when new legislation is published regarding home standards.