

Appendix A - R&M Policies Summary Changes

Aids & Adaptations Policy

Policy Summary

The policy outlines our approach to the management of requests for aids and adaptations recommended by an Occupational Therapist (OT) for tenants or members of their household to restore or enable independent living for tenants and their families who may reside within a disabling environment.

Policy Changes

The original policy was approved 4 November 2014 and last reviewed 27 September 2022. Key changes from the original policy include.

- a) Confirming all requests for adaptation works must be assessed by Occupational Therapists (OT) who will provide recommendations and specifications as necessary.
- b) Confirming major adaptations are subject to financial eligibility criteria to determine if the work will be fully funded or whether the tenant has to contribute.
- c) Confirming a Disabled Adaptations Panel to review and make decisions in relation to high cost or complex adaptation needs. The panel also reviews demand and service issues to identify where improvements can be made. The panel contains representatives of Buildings, Housing, Housing Need & Supply and the Occupational Health Service.

Asbestos Policy

Policy Summary

The policy outlines our approach to the management of asbestos within our properties to both ensure the safety of residents occupying the dwellings as well as make sure that we meet our statutory and legislative obligations.

Policy Changes

The original policy was approved 4 November 2014 and last reviewed 1 September 2021. Key changes from the original policy include.

- a) Reference to contaminated land and any site remediation after an assessment with any works undertaken in accordance with CAR-SOIL guidance.
- b) An additional requirement that as part of the voids service we will include a full management survey of each property and generation of an 'asbestos in your home' report that will be provided to the incoming tenant alongside a DIY advice leaflet. Borrowed lights that contain ACM will be also removed at the void stage.
- c) Confirming residents undertaking alterations at their home can request an 'asbestos in your home' report.
- d) Confirming an Asbestos Safety Panel to coordinate and communicate asbestos safety across all HNB teams to ensure risks are managed consistently and appropriately resourced. To have oversight of the process to review performance, training and details of any asbestos incidents that have occurred to ensure any learning is used to improve processes or policies or communication with residents.

Charging for Repairs Policy

Policy Summary

The policy outlines circumstances when a repair is chargeable and how we identify and manage any decision to charge for building maintenance work carried out by us.

Policy Changes

The original policy was approved 4 November 2014 and last reviewed 1 September 2021. Overall, the policy remains unchanged, the only changes are general policy updates regarding the structure, formatting and phrasing of the policy.



Damp & Mould Policy

Policy Summary

This policy outlines our approach to the management of damp and mould to ensure all our properties are well maintained, including free of damp and mould that could risk the health and safety of tenants living in our dwellings.

Policy Changes

The original policy was approved 22 February 2024. Key changes from the original policy include.

- a) Confirming a Damp and Mould Panel that reviews the effectiveness of resident advice provided, our performance in managing damp and mould together with an oversight of training provided to staff.

Fire Safety Policy

Policy Summary

This policy outlines our approach to the management of fire safety of residents living in our blocks of flats ensuring we meet our statutory and legislative obligations.

Policy Changes

The original policy was approved 26 January 2024. Key changes from the original policy include.

- a) Clarifying that any residents that have been identified that are unable to self-evacuate their property in the event of a fire a personal emergency evacuation plan (PEEPs) prepared.
- b) An additional requirement that residents must not store or charge mobility scooters, e-scooters, e-bikes or batteries in any shared communal parts of buildings that are the means of escape routes and ensure charging in properties follows guidance provided.
- c) Confirming a Fire Safety Panel that reviews fire risk assessments, training provided to staff, advice from HIWFRS and details of any fire incidents that have occurred to ensure any learning is used to improve processes or policies or communication with residents.

Improvements & Alterations Policy

Policy Summary

This policy outlines our approach for managing requests from tenants or leaseholders wishing to make improvements and alterations to their home.

Policy Changes

The original policy was approved 4 November 2014 and last reviewed 1 September 2021. Key changes from the original policy include.

- a) An additional requirement that if the alterations impact on any neighbouring property we will consult with the neighbours prior to giving any permission.

Repairs & Maintenance Allowance Policy

Policy Summary

This policy outlines our approach to enabling competent residents to undertake internal decoration or other minor general maintenance of their home following a void inspection or as a result of a repair.

Policy Changes

The original policy was approved 4 November 2014 and last reviewed 1 September 2021. Overall, the policy remains unchanged, the only changes are general policy updates regarding the structure, formatting and phrasing of the policy.

Requests to Improve our Properties Policy

Policy Summary

This policy outlines our approach to managing resident requests to improve our property and make them suitable homes when needed.



Policy Changes

The original policy was approved 4 November 2014 and last reviewed 1 September 2021. Overall, the policy remains unchanged, the only changes are general policy updates regarding the structure, formatting and phrasing of the policy.

Right to Repair Policy

Policy Summary

This policy outlines how we manage our obligations under the 'right to repair' legislation.

Policy Changes

The original policy was approved 4 November 2014 and last reviewed 1 September 2021. Overall, the policy remains unchanged, the only changes are general policy updates regarding the structure, formatting and phrasing of the policy.

General Policy Updates

- a) The policies include a summary of each policy together with an effective date and stating the policy will next be reviewed every 3 years or when there has been an update to legislative, regulatory, best practice or operational changes.
- b) Details of the scope of the policy include confirming the type of property included and clarifying the references to Portsmouth City Council and references of 'tenant', 'customer' or 'resident'. Each policy confirms the purpose of the policy, including ensuring we meet our statutory and legislative obligations
- c) The policies all have a 'Your responsibilities' section that details resident responsibilities with regard to the specific policy.
- d) 'Your voice' references residents' wide range of meaningful opportunities to influence and scrutinise including specifically the Resident Consortium together with repairs and maintenance focus groups.
- e) The policies recognise the vast amount of legislation and confirm that we will continue to monitor relevant legal guidance. Each policy lists some of the existing legal framework and relevant publications that are relevant to the policy, a section also highlights any related documents that the policy should be read in conjunction with.



Portsmouth
CITY COUNCIL

- f) The policies each provide details of how residents can provide feedback with compliments, complaints by reference to the Landlord Complaints policy and details of the Housing Ombudsman Service. They also confirm that residents can get the policy in large print, Braille, audio or in another language by contacting their Housing Office.