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CITY COUNCIL

NOTICE OF MEETING

CABINET MEMBER FOR HOUSING AND TACKLING HOMELESSNESS

WEDNESDAY, 23 SEPTEMBER 2026 AT 2.00 PM

EXECUTIVE MEETING ROOM - THIRD FLOOR, THE GUILDHALL, PORTSMOUTH

Telephone enquiries to Allison Harper, Local Democracy Officer - Tel: 023 9268 8014
Email: Allison.Harper@portsmouthcc.gov.uk

If any member of the public wishing to attend the meeting has access requirements, please notify the contact named above.

Membership

Councillor Darren Sanders (Cabinet Member)
Councillor Sam Coupland
Councillor Mary Vallely

(NB This agenda should be retained for future reference with the minutes of this meeting).

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Deputations by members of the public may be made on any item where a decision is going to be taken. The request should be made in writing to the contact officer (above) by 12 noon of the working day before the meeting and must include the purpose of the deputation (for example, for or against the recommendations). Email requests are accepted.

A G E N D A

1 Apologies for Absence

2 Declarations of Members' Interests

3 Regulatory Judgement Improvement Plan - 3rd Party Assurance (Pages 7 - 52)

Purpose of Report

This report provides the Cabinet Member for Housing and Tackling Homelessness with an update on the independent review of Portsmouth Homes' progress in delivering its Improvement Plan following a self-referral leading to the C3 regulatory judgement issued by the Regulator of Social Housing in January 2025 which highlighted areas of improvement required against the Safety and Quality Standard.

4 **Damp & Mould Policy Review** (Pages 53 - 82)

Purpose of Report
The purpose of the report is to provide an update to the Cabinet Member for Housing and Tackling Homelessness regarding progress of the damp and mould policy that was approved by the Chief Executive, who exercised their executive decision-making powers on 15 October 2025 due to the local election at that time.

5 **Safe & Healthy Homes Policy (Awaabs Law)** (Pages 83 - 214)

Purpose of Report
The purposed of this report is to seek approval from the Cabinet Member for Housing and Tackling Homelessness for a 'safe and healthy homes' policy that outlines our approach to manage the requirements of Awaab's Law.

RECOMMENDATIONS

1. **The Cabinet Member for Housing and Tackling Homelessness approves the safe and healthy homes policy that will replace the damp and mould policy and asks Portsmouth Homes to implement the policy on 30 November to ensure compliance with the updated legislative requirements.**

2. **The Cabinet Member for Housing and Tackling Homelessness approves the repairs and maintenance policy that has been updated to include Awaab's Law emergency and urgent repairs examples.**

3. **The Cabinet Member for Housing and Tackling Homelessness notes the additional staff resources recommended to manage the additional demand anticipated for Awaab's Law phase two.**

6 **Portable Appliance Testing (PAT) Policy** (Pages 215 - 242)

Purpose of Report
The purpose of this report is to seek approval from the Cabinet Member for Housing and Tackling Homelessness for a Portsmouth Homes Portable Appliance Testing (PAT) Policy that outlines Portsmouth Homes approach to PAT Testing.

The Portable Appliance Testing (PAT) policy applies to the City Council Housing Service, and its residential buildings, known as Portsmouth Homes.

RECOMMENDATIONS

1. **The Cabinet Member for Housing and Tackling Homelessness approves the Portable Appliance Testing (PAT) Policy and asks Housing, Neighbourhood and Building Services to implement the policy with immediate effect.**

2. **The Cabinet Member for Housing and Tackling Homelessness requests the policy is published on the Portsmouth City Council website as soon as possible.**

7 **Void Works Procedure** (Pages 243 - 292)

Purpose of Report
The purpose of this report is to seek approval from the Cabinet Member for Housing and Tackling Homelessness to implement a revised procedure for managing void properties in preparation for the new Repairs and Maintenance contract that commences on the 1st April 2027.

The report sets out additional measures incorporated into the new Repairs and Maintenance contract to increase contractor accountability for void property within their control.

By setting this out the aim is to improve performance and reduce void end to end times to increase the availability of lettable properties.

RECOMMENDATIONS

1. **The Cabinet Member for Housing and Tackling Homelessness approves the procedure for voids under the new Repairs and Maintenance contract as set out in Appendix A to be implemented from the 1st April 2027.**

2. **The Cabinet Member for Housing and Tackling Homelessness approves the recruitment of four additional void surveyors to be implemented as part of a phased introduction to ascertain the extent the new procedures are impactful; with the cost to be budgeted from financial year 2027/28.**

8 **Keeping Homes Safe and Decent Policy** (Pages 293 - 328)

Purpose of Report
The purpose of this report is to seek approval from the Cabinet Member for Housing and Tackling Homelessness for a Keeping Homes Safe and Decent Policy that outlines how Portsmouth Homes makes sure homes are safe, decent, well maintained, and free from hazards.

RECOMMENDATION

1. **The Cabinet Member for Housing and Tackling Homelessness**

approves the Keeping Homes Safe and Decent Policy and asks Portsmouth Homes to implement the policy immediately.

9 **Portsmouth Homes: Buildings Data Quality and Governance** (Pages 329 - 532)

Purpose of Report
This report provides the Cabinet Member for Housing and Tackling Homelessness with assurance on the arrangements used by Building Services to manage, validate and govern its data.

It explains the regulatory context and summarises the controls, quality checks and governance arrangements that support accurate, complete and reliable performance reporting.

The report covers data relating to approximately 15,500 socially rented homes managed by Portsmouth Homes. Its scope includes statutory compliance and other key areas of Building Services performance:

- Electrical
- Gas
- Fire
- Asbestos
- Legionella (water)
- Lifts (LOLER)
- Damp and Mould
- Stock Condition Surveys (including Housing Health & Safety Rating System)
- Building Repair Categories
- Capital Projects

10 **Portsmouth Homes: Landlord Complaints Update** (Pages 533 - 580)

Purpose of Report
This report provides an update on Portsmouth Homes landlord complaints, including complaint volumes, performance against the Housing Ombudsman Complaint Handling Code, resident scrutiny findings, governance arrangements and the improvement activity being taken forward. It highlights the progress made in strengthening complaint handling, while recognising the areas where further improvement is required to improve residents' experience of the complaints process.

11 **Portsmouth Homes: Resident Engagement Outcomes 2025/26** (Pages 581 - 596)

Purpose of Report
The purpose of this report is to summarise Portsmouth Homes' resident engagement activity and outcomes during 2025/26 and to demonstrate how residents are helping shape, scrutinise and improve housing services.

The engagement and consultation activity described in this report is not intended to be an exhaustive record of every activity undertaken during the year. It provides illustrative examples of the range of ways residents have been involved, the culture of engagement Portsmouth Homes is continuing to embed, and how resident feedback is being used to inform decisions, strengthen accountability and support service improvement.

12 Portsmouth Homes: Staff Competence and Professional Conduct Policy (Pages 597 - 636)

Purpose of Report
The purpose of this report is to seek approval for the Portsmouth Homes Staff Competence and Professional Conduct Policy and new Code of Conduct, which together set out the standards of knowledge, skills, behaviours and professional conduct expected of employees delivering housing services.

The report explains why the policy and code are required, how they support compliance with the forthcoming social housing Competence and Conduct Standard, and how they will help embed a consistent, respectful and resident focused culture across Portsmouth Homes.

RECOMMENDATIONS

1. **That the Cabinet Member approves the Portsmouth Homes Staff Competence and Professional Conduct Policy attached at Appendix A.**

2. **That the Cabinet Member approves the new Portsmouth Homes Code of Conduct attached at Appendix B and notes the proposed approach to implementation, communication, training and ongoing assurance.**

13 Portsmouth Homes: Data Management Policy (Pages 637 - 668)

Purpose of Report
The purpose of this report is to seek Cabinet Member approval for the Portsmouth Homes Data Management Policy (Appendix A).

This policy will apply to anyone who directly engages with Portsmouth Homes and associated services including officers and contractors and anyone providing services on behalf of Portsmouth Homes.

RECOMMENDATIONS

1. **That the Portsmouth Homes Data Management Policy is approved for implementation and publication by Portsmouth Homes from 1 November 2026, supporting compliance with relevant social housing, complaints handling and data governance requirements.**

2. **That the Cabinet Member requests an annual update on compliance**

with the policy, including progress on implementation, data quality improvements and any key risks or assurance issues.

3. **That the key principles within the policy are noted, including data accuracy, security, accountability, lawful information sharing, transparency, resident engagement and the use of reliable data to support assurance and decision-making.**

14 **Portsmouth Homes: Tenant Satisfaction Measures 2025/26** (Pages 669 - 682)

Purpose of Report
This report provides Cabinet with an update on Portsmouth Homes' Tenant Satisfaction Measures (TSM) for 2025/26. It summarises the improvement commitments made following earlier TSM feedback, sets out the 2025/26 results, highlights key areas of learning, and outlines the resulting priorities and action plan for 2026/27.

The report supports governance oversight by bringing the TSM results, supporting analysis and improvement actions together in one place for Cabinet Member noting. This provides assurance that Portsmouth Homes is reviewing resident feedback in line with regulatory expectations, identifying areas of weaker performance and using the findings to inform service improvement, resident accountability and ongoing performance monitoring.

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THIS ITEM IS FOR INFORMATION ONLY
(Please note that "Information Only" reports do not require Integrated Impact Assessments, Legal or Finance Comments as no decision is being taken)

Title of meeting:	Cabinet Member for Housing and Tackling Homelessness
Date of meeting:	23rd September 2026
Subject:	Regulatory Judgement Improvement Plan - 3rd Party Assurance
Cabinet Member:	Councillor Darren Sanders - Cabinet Member for Housing and Tackling Homelessness
Report by:	James Hill - Director for Housing, Neighbourhood and Building Services
Report Authors:	Adam Hardwick - Assistant Director Buildings
Wards affected:	All

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1. Purpose of Report

1.1 This report provides the Cabinet Member for Housing and Tackling Homelessness with an update on the independent review of Portsmouth Homes' progress in delivering its Improvement Plan following a self-referral leading to the C3 regulatory judgement issued by the Regulator of Social Housing in January 2025 which highlighted areas of improvement required against the Safety and Quality Standard.

2. Background

2.1 Following the introduction of the Social Housing (Regulation) Act 2023 and the revised Consumer Standards in April 2024, Portsmouth Homes assessed its services against the new requirements. Having identified areas where delivery did not meet the required standards, a self-referral was made to the Regulator of Social Housing in September 2024.

2.2 In January 2025, the Regulator issued Portsmouth City Council with a C3 consumer grade, identifying serious failings against the Safety and Quality Standard and the need for improvement in four principal areas.

2.3 The four areas requiring improvement were as follows:

2.3.1 Stock Condition Data

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- A significant proportion of properties had not received a stock condition survey within the past five years.
- Many properties had no recorded stock condition survey date.
- Existing surveys lacked comprehensive assessment against the 29 Housing Health and Safety Rating System (HHSRS) hazards, including identification of Category 1 hazards.

2.3.2 Fire Safety

- A substantial number of Fire Risk Assessment (FRA) actions were overdue, including a small number categorised as high risk.

2.3.3 Electrical Compliance

- A large number of domestic properties were found to have Electrical Installation Condition Reports (EICRs) older than five years, placing them outside recommended compliance cycles.

2.3.4 Repair Standards

- There was insufficient clarity regarding the repair service offer, specifically the categorisation of repairs and expected completion timescales.

2.4 In response to the judgement, Portsmouth Homes implemented an Improvement Plan addressing the root cause of each identified failing. Progress has been tracked and reported to the Regulator through monthly data returns, updated versions of the Improvement Plan and discussion with the regulator at monthly provider improvement meetings.

2.5 Portsmouth Homes has enjoyed a positive relationship with its regulatory team to track and monitor progress and establishing a co-regulatory approach to help Portsmouth Homes improvement. In March 2026 the regulator confirmed a level of confidence in the improvements achieved to move the monthly improvement meetings to a bi-monthly frequency from May 2026.

2.6 Portsmouth Homes commissioned an independent external review of the Improvement Plan, delivery progress and supporting data. This provided an additional level of independent third-party assurance and identified where arrangements could be strengthened further.

3. Independent Assurance and Data Quality Review

3.1 In March 2026, Campbell Tickell was appointed to undertake an independent review of the Portsmouth Homes Improvement Plan and progress against the regulatory judgement. 3C Consultants work with Campbell Tickell to undertake a complementary review of the quality of the associated housing data.

3.2 The commission covered the following four areas:

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3.2.1 Review of Improvement Plan

- Assess the completeness, robustness and relevance of the Improvement Plan.
- Evaluate alignment with regulatory expectations and sector best practice.
- Identify any gaps, omissions, or areas requiring further development.

3.2.2 Performance Review

- Examine progress to date against planned milestones, actions and outcomes.
- Assess whether delivery to date demonstrates sufficient pace, quality and sustainability.
- Verify that evidence presented to demonstrate progress is credible and appropriate.

3.2.3 Data Quality and Accuracy Review

- Conduct a thorough audit of key datasets used to support compliance and performance reporting.
- Evaluate data governance, controls, methodology and the reliability of data sources.
- Identify inconsistencies, weaknesses, or risks associated with current data handling processes.

3.2.4 Assurance Assessment

- Provide a clear assessment of the level of assurance Portsmouth Homes can reasonably take from current workstreams.
- Highlight areas of strong compliance as well as any weaknesses, risks, or vulnerabilities.
- Evaluate organizational readiness for future regulatory engagement and potential reassessment.

3.3 Following an initial scoping meeting, the consultants requested a broad evidence base covering each review area. Evidence supplied included:

- Policies
- Meeting minutes
- Data extracts
- Staffing structures
- Cabinet reports
- Performance reporting
- Works programmes
- Audit reports

3.4 Following the initial document review, the consultants raised supplementary queries and met with Building Services officers to test and clarify the evidence provided.

3.5 A series of workshops was also held with operational officers who manage and use the relevant datasets and systems. These sessions clarified the meaning, provenance and operational use of the data.

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4. Independent Assurance Assessment

4.1 On completion of its review, Campbell Tickell issued a report on the Improvement Plan and the wider regulatory improvement programme.

4.2 Campbell Tickell concluded that Portsmouth Homes had made significant and sustainable progress and had established a clear and credible plan to address the failings identified by the Regulator. Its principal findings were:

- Good and sustainable progress across all four areas identified by the Regulator.
- Strong commitment from officers and leadership to improvement.
- Increased pace of delivery following the decision to accelerate improvement targets in June 2025.
- Transparent reporting and evidence of substantial investment in compliance and resident safety.
- Improvement plans are considered deliverable, although some targets may be achieved slightly later than originally planned due to access challenges and the complexity of fire safety remediation.

4.3 The review made the following findings in relation to the four areas addressed by the regulatory judgement.

4.3.1 Stock Condition

- Stock condition information has significantly improved.
- Original ambition was 100% surveys by September 2026 with Campbell Tickell estimating that approximately 82-85% completion by September 2026 due largely to non-access issues.
- Campbell Tickell notes that it is typical of providers to have non-access rates for stock surveys of between 10-12% however Portsmouth Homes plans for access that should be able to achieve levels lower than 10%.
- Portsmouth Homes has established a sustainable approach of surveying 20% of stock annually to maintain current data.
- HHSRS assessments are now incorporated into surveys and reported through KPIs.
- Portsmouth Homes has corrected previous gaps in HHSRS recording.
- Category 1 hazards are being prioritised and actively managed.
- Processes are in place to engage residents where remediation works are refused.
- Campbell Tickell are satisfied Portsmouth understands and is managing emerging hazard volumes appropriately

4.3.2 Electrical Compliance

- Compliance has increased from a position where more than 13,000 homes were outside the five-year testing cycle to a position where compliance is in the mid-90%'s.

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- Portsmouth Homes is unlikely to achieve 100% compliance by May 2026 due to resident non-access.
- Campbell Tickell commended the acceleration of compliance activity and transition to full five-year reporting.

4.3.3 Fire Safety

- Twenty-two high-rise buildings require Building Safety Cases and remediation works.
- Surveys, contractor appointments and remediation planning are underway.
- Campbell Tickell considered Portsmouth Homes' fire safety programme to be robust and well-funded with clear delivery plans for its high, mid and low rise buildings. This is supported by works programmes and identified budget allocations to deliver the required works.
- Total fire safety investment programme estimated at approximately £180m. Funding arrangements have been identified through capital budgets, reserves and borrowing.
- Due to the cost and complexity of the projects this area is identified as the biggest risk however not due to any current lack of awareness or planning by Portsmouth Homes.

4.3.4 Response Repairs

- New Repairs Policy introduced in June 2025 clarified repair categories and response times.
- Overdue repairs reduced from a high point of 1,892 to 467 within a year
- Repairs performance is strong
- Reporting arrangements have significantly improved transparency

4.4 Risks and Governance

4.4.1 The review found that governance and reporting arrangements had strengthened. The Cabinet Member receives monthly updates on regulatory improvement and wider landlord performance, while the Residents' Consortium receives quarterly performance reports comparing current and previous periods. Performance information is drawn consistently from the Portsmouth Homes repairs and maintenance system, supporting the reliability of reported data.

4.4.2 The principal risks identified through the review were:

- Potential for increased costs and scope of remedial work associated with fire safety improvement projects
- Whilst work has been undertaken to increase knowledge of resident vulnerabilities and additional needs, there is a need for this to continue to respond to changing circumstances, ensuring accurate information
- Non-access to properties preventing completion of actions
- A need to ensure robust and consistent reporting of KPIs with clear targets and trends

4.4.3 Portsmouth Homes has introduced the following measures to mitigate these risks:

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- Introduced robust monitoring, governance and reporting protocols for all fire safety projects
- Ensured that our 'Working Together Access Policy' is followed that where non-access is present cases and that data from a range of sources including Tenancy Update Visits is used to assess and prioritise non-access based upon risk
- Reviewed KPI reporting and introduced targets and improved trend analysis

5 Recommendations

5.1 The report made 11 recommendations. The table below summarises each recommendation, Portsmouth Homes' proposed response and the relevant completion date.

Recommendation		Action	Target Date
a)	Introduce clear performance targets for each KPI.	KPI targets reviewed with targets produced.	Complete
b)	Adjust the RAG rating in the Data Return tab in performance reports to include an 'amber' category and arrows for direction of travel.	KPIs reviewed with business rules developed for trend reporting	Complete
c)	Introduce a Performance Indicator to report on the number of inspections planned and completed in the month, as part of the fire safety mitigation.	Item being review with development of PowerBI dashboards planned to incorporate	Dec 2026
d)	Extend the provision of Property Information Boxes	PIB boxes present to all high rise, some sheltered schemes and mid-rise. Provision to be extended to all sheltered and mid-rise.	Dec 2027
e)	Reconcile the rent role against heating systems and communal electrical systems against FRA numbers.	Action planned to be undertaken	Dec 2026
f)	Commission regular external audits of compliance delivery to provide reassurance that Portsmouth Homes is providing accurate information and good quality services	Data quality and governance documents produced for key areas, external audits included within process	Ongoing - TBC

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g)	Continue to focus on collecting resident information to understand their needs and how these impact on works prioritisation.	TUV programme continuing with ongoing development of dashboards to record and utilise information to identify and manage resident risk	Ongoing
h)	Monitor the impact of 'Working Together' to improve access.	Additional Performance Lead role recruited to focus on management and oversight of access issues to improve access.	Ongoing
i)	Cases of no access need to be followed up to encourage residents to provide access as this is key in ensuring delivery in several areas.		
j)	Track the progress of actions in no access cases to avoid cases lapsing where responsibility shifts between departments.		
k)	Use a test case on 'no access' to test whether the local judiciary is willing to support a NoSP outside of gas servicing issues.		

5.2 Portsmouth Homes has reviewed all 11 recommendations and has either completed the required action or incorporated into our improvement plan. In general, the recommendations are intended to strengthen assurance, reporting and risk management around services that are already improving, rather than remedy new or fundamental service failures.

6. Improvement Plan Performance Summary

6.1 The table below summarises progress against the four areas identified in the regulatory judgement. It compares the position at self-referral in September 2024 with the latest position reported at 31 July 2026.

Area	Position at self-referral 04/09/2024	Position 31/07/2026	Comments
Stock	36.32%*	74.78%	Based upon previous 6-month

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condition surveys within 5 years			survey rate, our trajectory suggests we will achieve c.85% completed surveys by end of September 2026 with 100% attempted access.
EICR compliance	58.6%**	97.20%	Currently there are 435 non-complaint properties, these are where access issues are present and we are following the Portsmouth Homes Working Together Access policy and using the Buildings 360 Dashboard to facilitate access.
FRA Actions	1,135 overdue actions	1,747 overdue actions	5,909 actions have been completed since 2024/25. Whilst the total number of overdue actions has increased, 1,411 relate to project actions requiring a capital project to complete, all these actions are included within our fully funded Building Safety, Mid-rise and Low-Rise Fire Remediation programmes that are progressing through to 2030. Where actions are overdue, we have processes in place to mitigate residual risk.
Repairs	1,053 overdue repairs No defined repair categories or timescales	Total number of overdue repairs - 386 Emergency repairs - 98.84% Urgent repairs - 95.45% Routine repairs - 94.18%	Repairs performance is consistently within target ranges. Where repairs are overdue, the majority relate to routine repairs where access issues are present.

*surveys at this time did not include assessment of HHSRS

**data as of 21/02/2025 - original reporting of EICR compliance was based upon

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dwellings with an EICR within 10 years, reporting based on a 5 year cycle not implemented until February 2025.

7. Data Quality Assessment

7.1 Alongside the regulatory assurance review, 3C Consultants independently assessed the quality and reliability of Portsmouth Homes' property, component and electrical safety data.

7.2 The review tested property, component and Electrical Installation Condition Report data against 38 validation rules. It found that the overall quality of the housing data was strong, with a combined score of **99.1%**. The individual scores were **98.9% for property data**, **99.3% for component data** and **99.3% for EICR data**.

7.3 The assessment identified 32,087 anomalies. Although this is a large absolute number, it should be considered against datasets containing millions of individual records. The volume of anomalies does not, in itself, indicate an equivalent level of safety or compliance risk.

7.4 On receipt of the report, Portsmouth Homes reviewed the findings, the identified anomalies and the supporting data extracts supplied by 3C Consultants.

7.5 The main general areas of where anomalies were identified related to;

- Missing component location details - 22,815
- Missing or incorrect vertical component details - 2,610

7.6 Most anomalies arose from differences between the validation rules and Portsmouth Homes' operational recording conventions. For example, a window component is recorded against each property, but the location of every individual window by room is not routinely captured because this detail is not required for current service delivery.

7.7 Where information expected by Portsmouth Homes was missing or inconsistent, this generally related to former Clarion properties, for which transferred records used different conventions or were incomplete.

7.8 Generally, data anomalies where not considered to directly impact the safety of a property or effectiveness of our Repairs & Maintenance services and with the continuation of our stock condition survey programme the quality of data should improve.

7.9 The 3C Consultants report did identify 4 potentially higher risk areas that had potential to impact resident safety, namely around;

- Expired EICRs
- Missing EICRs
- Missing smoke detectors
- Missing heating information.

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7.10 Portsmouth Homes have undertaken a detailed review of each of these areas to better understand the anomalies and where necessary implement measures to address the potential risk. The key findings from this review are detailed below;

8. EICRs

8.1 All properties with an expired EICR are within our current EICR programme and we continue to attempt access to complete the EICR, following our Portsmouth Homes Working Together Access Policy and utilising our Property 360 Dashboard to help identified opportunities for access.

8.2 A review was undertaken where properties were identified as having a missing EICR. It was established that the anomaly had been identified due to how the data query had been run with it specifically looking for EICR data.

8.3 Where Portsmouth Homes have undertaken new build developments in recent years or where a full property re-wire has been undertaken, an EICR certificate is not required as an Electrical Installation Certificate (EIC) is issued. This accounted for the majority of the discrepancies with a further 8 properties that had recently been repurchased but were currently void accounting for the remaining properties. Each of these properties will have an EICR completed prior to occupation.

9. Missing smoke detectors

9.1 4 properties identified with missing smoke detectors; all relate to properties that had recently been repurchased and were currently void. All these properties would have a smoke detector installed prior to occupation.

10 Missing Heating

10.1 Of the 130 properties identified with missing heating, these have been individually reviewed, 86 were found to have heating installed with the anomaly identified due to how the data query had been run by 3C Consultants and data held on Portsmouth Homes systems. Of the remaining 44 properties these were already identified as having Category 1 HHSRS hazards for excess cold and relate to properties where residents have previously refused heating. In each case we have offered to install heating and are working with residents to overcome barriers where they continue refuse heating.

11 Recommendations

11.1 The report outlined a series of short-, medium- and longer-term recommendations

Recommendation - Short Term		Action	Target Date
1)	Investigate the highest risk data issues:	All properties reviewed and clarified as detailed	Complete

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	Properties with expired EICRs and no open repair record to confirm compliance status and initiate remediation where required. Properties with no EICR record to determine whether inspections have taken place but not been recorded, or whether inspections are outstanding. Properties identified as missing smoke detectors to confirm whether detectors are present but unrecorded, or whether installation is required.	in section 6.11 and 6.15.	
2)	Perform a risk analysis on the remaining data quality issues and assign a priority to each.	Initial review of data quality issues undertaken and confirmed that they do not directly impact resident safety. Plans to be developed to work to address anomalies.	Ongoing
Recommendation - Medium Term		**Action**	
3)	Undertake a root cause analysis on the vertical details issue to establish why properties have inconsistent records and implement a correction programme.	Review undertaken, generally discrepancy relates to where first floor flats have direct entry from ground level. Properties in the process of being updated and validated through stock surveys.	Complete
4)	Ensure that stock condition surveys capture all required physical property data, including wheelchair accessibility, roof data, windows, and reception rooms, for all properties where this data is missing. Clarion transfer properties and new builds are expected to account for the majority of these gaps	Included within existing stock condition assessments.	Ongoing
5)	Establish a separate process to ensure fire insurance valuations and EICR certificate numbers are obtained and recorded for all properties where these are missing, prioritising Clarion transfer	Fire insurance valuations to be commissioned. EICR item linked to EIC's, detailed in 6.11.	March 2027

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	properties and new builds where the gaps are most prevalent.		
6)	Engage with the contractors responsible for incorrect location data entry to correct existing records and establish correct data submission processes going forward.	Discussed as part of regular contract management meetings. Implementation of TCW software will increase accuracy of data uploaded and monitoring of it.	Dec 2026
Recommendation - Long Term		**Action**	
7)	Establish a programme of data quality reviews to track improvement and identify new issues as they emerge	Data quality and governance documents produced for key compliance and building service areas that detail regular checks, audit and validation of data.	Complete

12 Summary

12.1 The independent reviews undertaken by Campbell Tickell and 3C Consultants provide strong assurance that Portsmouth Homes has made significant and sustainable progress in addressing the issues that led to the Regulator of Social Housing's C3 Regulatory Judgement in January 2025.

12.2 Both reviews found clear evidence of organisational commitment, increased pace of delivery, strengthened governance, improved transparency and substantial investment in resident safety and compliance activities.

12.3 Campbell Tickell concluded that Portsmouth Homes has credible and deliverable plans in place across stock condition, electrical compliance, fire safety and repairs, with improvements considered sustainable over the longer term. While some targets may be achieved later than originally planned due largely to resident access challenges and the complexity of fire safety remediation, the direction of travel remains positive and consistent.

12.4 The Data Quality Review further supports this position, finding that Portsmouth Homes' housing data achieved an overall quality score of 99.1%, demonstrating a high level of confidence in the information used to manage compliance, investment and performance reporting.

12.5 Although a number of data anomalies were identified, the majority related to data recording conventions rather than issues affecting resident safety or service delivery,

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and Portsmouth Homes has already implemented or planned actions to address the recommendations made.

12.6 Both reviews identified opportunities for further enhancement, particularly around performance reporting, resident access, data assurance and resident vulnerability information; however, these recommendations are focused on strengthening existing arrangements rather than addressing fundamental weaknesses.

12.7 Taken together, the findings provide strong independent assurance that Portsmouth Homes has established a robust platform for sustained improvement and is well positioned for future regulatory engagement and reassessment. Continued focus will be required on resident access, delivery of the fire remediation programme, consistent performance reporting and risk-based data assurance.

13 Next Steps

13.1 The recommendations will be incorporated into Portsmouth Homes improvement plan.

13.2 Portsmouth Homes will consider how to complement the assurance is gains from mechanisms like resident scrutiny, cross party scrutiny and audits undertaken by Portsmouth City Councils internal audit team, with a third party assurance structure.

13.3 This report and the Third-Party assurance reports will be shared with the Regulator of Social Housing and our Residents consortium, we will also consider other means of publicising this work and our response to our residents via our website and House talk channels.

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Signed by James Hill - Director of Housing, Neighbourhood and Building Services

Appendices:

Appendix A - Campbell Tickell 3rd Party Assurance Report

Appendix B - 3C Consultants Data Quality Report

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location

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Portsmouth City Council (00MR) - Regulatory Judgement: 29 January 2025	Portsmouth City Council (00MR) - Regulatory Judgement: 29 January 2025 - GOV.UK
Regulatory standards for landlords	Regulatory standards for landlords - GOV.UK

……
Signed by: **Councillor Darren Sanders - Cabinet Member for Housing and Tackling Homelessness.**

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Review of Improvement Plan for Portsmouth Homes

May 2026

V0.2 Draft

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1. Executive summary and recommendations

1.1 This report sets out the findings of Campbell Tickell's review of the Portsmouth Homes Improvement Plan, implemented in response to the Regulator of Social Housings inspection in January 2025 assessing delivery against the RSH's Consumer Standards.

1.2 Portsmouth Homes undertook a self-assessment against the consumer standards in 2024 and as a result self-referred. The RSH issued a regulatory judgement in January 2025 and published its findings. It graded Portsmouth Homes as 'C3', specifically due to failings against the Safety and Quality standard, and improvement required in four areas of Health & Safety compliance – Stock Condition Information; Electrical Safety; Fire Safety and Responsive Repairs.

1.3 CT has regularly seen other social landlords have similar issues, particularly with addressing FRA issues. These areas of underperformance are being exposed by RSH inspections.

1.4 In response, Portsmouth Homes produced an initial improvement plan and, following further engagement with the Regulator, amended the improvement plan to create a more ambitious plan to bring forward delivery and address its mid & low rise blocks. CT can see evidence of sustained improvement. The enhanced targets have challenged officers, but also resulted in significant and earlier improvements in compliance delivery in the areas identified.

Stock Condition

1.5 Portsmouth Homes now has a significantly enhanced knowledge of its stock. It is likely to marginally miss its revised target of 85% of assets inspected by September 2026. This is largely due to access issues. It has a plan to deliver annually stock surveys on 20% of its assets, which will ensure that it maintains the age profile of its stock condition data as sufficiently recent to inform its investment plans.

1.6 The stock surveys are also producing information on HHSRS risks. Portsmouth Homes has added the delivery of these to its regular KPI reports.

Electrical Testing

1.7 There has also been a significant improvement in its compliance with a five year testing regime. It's compliance is now in the high mid 90%s. It will miss its May 2026 target to achieve 100%, again due to access issues.

1.8 It is aware that it has potentially created a peak in testing in future and is looking to smooth this to create an evenly spread programme of inspections in order to simplify maintaining full compliance.

Fire Safety

1.9 This is probably the most challenging area due to the volume and cost of remedial works. Commendably, Portsmouth Homes has clear delivery plans for its high, mid and low rise buildings. This is supported by works programmes and identified budget allocations to deliver the required works. As the cost and complexity of future works are uncertain for some assets, this is the area with least certainty of full delivery. This is not due to any current lack of awareness or planning by Portsmouth Homes.

Responsive Repairs

1.10 Portsmouth Homes has introduced a new Repairs Policy setting out clearer target times for repairs delivery. It has adjusted its PI reporting to reflect these new target times. This appears to be working, although there have been recent rises in the number of jobs beyond target. This is not a major issue at this stage and needs to be monitored to ensure the trend is reversed and if necessary remedial actions are taken.

Summary

1.11 CT has some recommendations on improving reporting and reconciling compliance numbers, but considers that good progress is being made and reporting is transparent.

1.12 CT considers that Portsmouth Homes has made good and sustainable progress. In undertaking this review, we have been struck by the interest and commitment to improvement amongst Portsmouth staff and by the evident commitment in terms of people and resources. Its revised targets in the Improvement Plan have been challenging, but this has brought additional pace in moving towards compliance. This Plan should continue to be deliverable in future years to maintain acceptable compliance levels and keep residents safe.

2. Introduction

2.1 Portsmouth Homes manages the social housing responsibilities of Portsmouth City Council. In January 2025, Portsmouth Homes received a C3 grading from the Regulator of Social Housing for its approach to the Consumer Standards specifically the Safety & Quality Standard. Its areas of weakness related to the Safety and Quality Standard, with specific concerns highlighted on stock condition information, electrical compliance, fire safety and the repair service standards.

2.2 Portsmouth Homes prepared an Improvement Plan to address these issues. Following further engagement with the Regulator, the introduction of new legislation, and internal review by Portsmouth Homes, several aspects of the Improvement Plan have been accelerated to strengthen compliance and resident assurance.

2.3 Campbell Tickell (CT) has been commissioned by Portsmouth Homes to review its Improvement Plan and advise if it will deliver the expected improvements. The commission has tasked CT with:

- assessing the completeness, robustness and relevance of the Plan;
- evaluating alignment with regulatory expectations and sector best practice;
- identifying any gaps, omissions, or areas requiring further development, reviewing progress to date against planned milestones, actions and outcomes;
- assessing whether delivery to date demonstrates sufficient pace, quality and sustainability, verifying that evidence presented to demonstrate progress is credible and appropriate.

Methodology

2.4 CT has received a selection of documents in response to our document request list that it considers are key for Portsmouth Homes to evidence its approach and progress. These have been reviewed and supplementary information sought.

2.5 The data and policies presented by Portsmouth have been reviewed against sector best practice to provide a position statement on progress. We have also reviewed the current resources and practices to consider if these are

sustainable.

2.6 CT thanks the officers of Portsmouth Homes for the timely provision of information and detailed responses to our questions.

3. Improvement Plan

3.1 The Plan focuses on four key service delivery areas where Portsmouth Homes specifically wishes to improve services:

- Stock Condition
- Fire Safety
- Electrical safety
- Repairs

3.2 Portsmouth considered that its original plan did not have sufficient impetus and in June 2025 set more challenging targets to accelerate improvement. It is this accelerated plan that CT is reviewing.

3.3 CT has reviewed each of these and our findings are set out below.

4. Stock Condition Surveys

4.1 The Regulator for Social Housing was concerned that Portsmouth Homes only had stock condition information collected in the last five years on one third of its assets. It did not have stock condition information on all of its assets that was less than five years old. It pointed out that there was no information on over 1,000 homes and for the two thirds where it had recent survey information, this did not include assessment against all 29 HHSRS hazards.

4.2 To address this issue, Portsmouth Homes set itself a target of having 100% stock condition information by September 2026. Its review and acceleration of the programme did not alter this target.

4.3 Portsmouth commissioned Ridge & Partners LLP, to provide increased surveying capacity to give greater confidence in meeting this target. The enhanced plan still aims to fully complete stock condition surveys by September 2026. CT has been advised that Ridge has recruited additional

surveying resource to respond to this revised target. It now seems likely that only 85% of stock will be surveyed due to access issues.

4.4 Discussion with officers indicate that they remain confident of contacting every home by September to attempt to gain access. There is a growing awareness that the target will be thwarted by access failures. Current projections indicate that 'no access' will account for between 10% and 12% of homes. This is consistent with other survey projects that CT is aware of where stock condition access is being sought.

4.5 The April 2026 performance report shows that 58% are compliant with Decent Homes having had a stock condition survey within 5 years that included HHSRS. Overall, 74% of properties have had a survey within 5 years. As there was not a formal HHSRS hazard assessment on some of the earlier surveys, Portsmouth is not including these in the 'full compliance' assessment.

4.6 Portsmouth Homes is still confident that it will be very close to its 85% target by September and this looks likely. CT estimates that it will be at 82% as access slows and 'no access' increasingly begins to impact.

4.7 CT understands that Portsmouth Homes will continue to deliver surveys to close the gap on its 100% target. It is also planning to annually undertake a stock survey on 20% of its stock to maintain its performance and knowledge levels. This should be achievable and is the typical programme applied by most social landlords to maintain compliance. Portsmouth should ensure that future inspection planning takes likely levels of non-access into account.

4.8 CT has seen clear plans on gaining access and how Portsmouth intends to correlate different activities to assist in getting in. If successful, this should reduce the 'no access' to below 10% and hopefully closer to 5% by March 2027. However, CT is aware of other councils where even with positive efforts to take every opportunity to access the home, there has still been a hard core of no access for around 3% of homes. This low level does not prevent investment planning, but does raise other issues about engagement with these residents.

Working Together

4.9 The ' Working Together' policy is a positive initiative to get staff collaborating across different work streams to increase access levels with challenging customers. Portsmouth Homes also has a 'Property 360' dashboard to identify where there are multiple compliance inspections outstanding. When access is achieved, multiple areas can be addressed. Portsmouth Homes considers it is too early to be specific about the impact this is having, but officers are confident that it is bringing a joined up approach which will reduce access issues across compliance areas.

4.10 This is being supported by having 'access' as a standard agenda item on its compliance panels, to ensure strategic oversight of issues, and additional escalation where necessary.

4.11 Portsmouth Homes has recognised that the access challenge is placing additional pressures on its teams and is looking to recruit additional staff to assist. This includes preparing standard document packs when going to court to seek access to carry out gas servicing.

4.12 Where access continues to be thwarted, Portsmouth needs to decide if it wishes to seek legal action to secure access. This is time consuming, but Portsmouth is likely to be taking legal action to deliver tests in other areas, such as gas servicing. Currently, Portsmouth Homes has only gone through the legal process for gas survey access issues.

4.13 The ultimate legal sanction is to seek a Notice of Seeking Possession (NoSP) for failure to comply with the tenancy requirements to provide access. Often a letter threatening the prospect of legal action is sufficient to gain access. In some cases it will not be. Portsmouth Homes also needs to review its success in other service areas, i.e. the attitude of the local judiciary in granting access. It is easier to make a case where there is a clear health and safety concern, such as lack of a gas safety test where the potential risk is higher. Portsmouth's evidence will need to be solid to stand any chance of success. There is no obvious and immediate risk from the failure to view a home to assess its condition, but if the tenant is refusing access for other services as well and Portsmouth can evidence health risks, the evidence may be persuasive. However, Portsmouth Homes is aware that it needs to have judicial support to make the legal process work for the other compliance areas.

5. HHSRS Hazards

5.1 The RSH expects landlords to identify and address HHSRS hazards as part of its stock surveys. As was common with a significant minority of other social landlords, Portsmouth commissioned stock surveys did not automatically pick up HHSRS hazards. Portsmouth Homes has now rectified this omission and is correctly reporting compliance on its homes where its stock survey also identifies any HHSRS hazards (see 5.3 below).

5.2 One of the challenges of significantly increasing the volume of stock surveys is that it correspondingly increases the number of HHSRS issues being identified that need to be addressed.

5.3 Portsmouth Homes is addressing this by immediately prioritising and raising repairs or arranging an investigation to clarify the issues and remedies. Portsmouth is currently reporting (30 April 2026)

	CAT 1	CAT 2
HHSRS Hazards Identified	311	1,092
HHSRS Hazards Resolved	110	599
Outstanding Hazards	**CAT 1**	**CAT 2**
0-3 Months	**32**	**474**
3-6 Months	**0**	**16**
6-12 Months	**1**	**3**
12+ Months	**168**	**0**
HHSRS Hazards Outstanding	**201**	**493**

5.4 All of the 32 outstanding Cat 1 0-3 months have appointments for the repairs due to be undertaken. All but one of the hazards beyond 12 months relate to historical excess cold hazards, typically where a resident has refused a heating install or an EPC has a low rating. Officers are now revisiting all these properties to understand the specifics of the situation and will install/upgrade heating. Where residents are refusing works, Portsmouth officers are engaging with them and documenting issues and resident wishes that are currently preventing resolution. Residents are being contacted at least annually to check if circumstances have changed and if the work can proceed. This is good practice to attempt to resolve these 'cold' hazards.

5.5 The Cat 2 hazards are all under review and repairs are raised to address the issue.

5.6 CT has seen a breakdown of the repairs issues by category and is satisfied that Portsmouth Homes understands the range of issues across Cat 1 and Cat 2 works and has a process to work with tenants to resolve them.

5.7 CT acknowledges that it is sometimes difficult to force residents to accept work that will benefit them. Portsmouth's approach is to continually engage with residents to both understand the reasons for refusal and to explore the potential to reach a compromise.

5.8 Comparative analysis – the inadequate recording of HHSRS issues is a common area of concern for the RSH and it is often an area where landlords are failing to meet the five year survey target. Although the proportion of properties requiring a survey is much higher than CT has seen elsewhere. It is also common for landlords to have up to date general condition information, but not to have the HHSRS analysis as this was not a standard requirement of

surveys. Portsmouth Homes is now addressing both issues and should be close to target on its stock condition surveys and is currently able to manage the HHSRS work volumes emerging.

6. Electrical Compliance

6.1 The RSH judgement identified that over 13,000 domestic properties were found to have Electrical Installation Condition Reports (EICRs) older than five years, placing them outside recommended compliance cycles.

6.2 Portsmouth had been working to a 10 year cycle which is not best practice as social landlords typically operate the 5 year testing cycle expected by RSH.

6.3 In its review of compliance progress, Portsmouth significantly accelerated the objective for completion in this area, bringing the full compliance target forward from April 2028 to May 2026. Again, Portsmouth required its service providers to increase capacity to tackle the earlier target date.

6.4 Portsmouth has made significant progress against this target. It is now reporting all performance on the five year cycle and has stopped dual reporting on 5 and 10 year cycles. At the end of April 2026, officers are reporting compliance at 96.78%, with 499 homes without a test in the last five years. This is a reduction of 46 homes in a month. Progress is being made each month and the number of non-compliant homes is likely to continue to reduce.

6.5 The outstanding homes have all been hard to access. The target of '100% by May 2026' will not be achieved. Although the target will not be achieved, setting the more challenging target has resulted in an acceleration of testing. It is always challenging to get 100% as resident access can be difficult. CT understands that Portsmouth's policy of 'Working Together' is working to provide access for various compliance issues (see 4.9 above).

6.6 The recent efforts to bring homes into compliance has the knock on effect of requiring the next test to be undertaken in five years, which will bring a significant peak in testing in 2030/31. Portsmouth Homes has acknowledged that it needs to smooth the workload for its contractors and is discussing options to bring some testing forward to year 4 to provide a more balanced workload. This will make retaining the high levels of compliance more achievable.

Certification Quality

6.7 CT has seen the dashboard report setting out the results of independent

quality checking of the electrical works undertaken between November 2025 and March 2026. Only three audits (4%) were considered unsatisfactory. However, 55 out of 63 had minor errors. Although these are technically passes, it is an unexpectedly high proportion.

6.8 Portsmouth Homes is arranging meetings with its two suppliers to discuss how these minor errors can be eradicated to improve the quality of submissions.

6.9 Additionally, Portsmouth Homes is planning to introduce TCW software in the next couple of months. This software checks compliance certificates and identifies any errors or omissions on the certificates. It will enable Portsmouth Homes to more efficiently check certification. Any errors identified can be fed back directly to the service providers for remedy.

7. Fire Safety

7.1 Portsmouth Homes had a substantial volume of overdue Fire Risk Assessment (FRA) actions, including a small number categorised as high risk. The proposed completion date was brought forward two years to 2030 for both the high rise programme and also for the remediation programme for other blocks.

7.2 Portsmouth has a challenging situation with twenty two high rise, high risk buildings requiring survey and remediation. These blocks will each need a building safety case to support actions. CT has been advised that two blocks have had their cases called in by the Building Safety Regulator and subsequently approved. CT has seen Portsmouth Homes' plans for all the other blocks.

7.3 Portsmouth Homes is developing solutions for all 22 blocks. All have initial survey works commissioned. Six of these have contractors appointed and detailed design for remedial works are underway. Two of these have had formal applications submitted to the Building Safety Regulator and a decision is awaited.

7.4 Portsmouth Homes has a clear strategic programme to address the high risk blocks. It is liaising with the fire service around the risks and mitigations in each block. CT understands that Portsmouth Homes is meeting with the fire service every three months to ensure clarity on risks and mitigations.

7.5 Portsmouth Homes is preparing specific mitigation reports for its high rise blocks. There are also quarterly inspections of the fire doors on the high risk blocks, with an annual review and alongside completion of the FRA.

7.6 The fact that overdue FRA actions are now being reported shows a greater transparency of performance, which will focus attention on delivery and reducing the overdue actions.

7.7 CT has regularly seen this issue among other landlords with a failure to manage FRA actions. Performance management has tended to focus on ensuring that Fire Risk Assessments are undertaken. This is usually at, or very close to, 100%. Delivery of the arising FRA actions was often not a KPI and therefore landlords have not managed delivery of the issues arising from the FRA. The inclusion of KPIs on delivery of the follow on works has improved transparency and brought a focus on managing resolution of these actions. Most landlords have now identified this failing and are resolving it.

7.8 It is positive that Portsmouth Homes is reporting progress. CT has a slight concern that the number of outstanding actions has increased in the last months from February (1544) March (1649) to April 2026 (1676). The numbers are not large with an increase of 132 over the period, but this needs to be monitored to prevent it escalating. The increase has arisen as new FRAs have been undertaken and additional issues have been identified. Portsmouth Homes has planned for managing the delivery of the new FRA issues alongside the remedial works on older items. These are factored into the overall delivery plan to clear FRA actions.

Reporting

7.9 This can be improved. The 'FRA completed' analysis is clear at 100% compliant. However, it does not indicate the number of surveys in the last month, which would potentially explain the increase in outstanding actions. Also, the regular reporting does not include the total outstanding actions as an easy month on month comparator. Although the total is shown in the Improvement Plan, it would benefit from being on both performance documents.

7.10 Portsmouth Homes has initiated a review programme to identify remedial measures needed on the mid and low rise blocks. This includes examination of external walls with a programme of FRAEW assessments. Initial analysis has identified that 10 out of 80 require a full FRAEW.

7.11 This analysis of the lower risk blocks is a positive move as it ensures that any significant risks in these assets will be identified. There is also a clear headline programme to deliver remedial works by 2030.

7.12 There are still some unknowns in the extent and cost of works required. This is an area where Portsmouth's plans may come under challenge as more knowledge of work requirements and costs emerge. Portsmouth has a credible plan at the moment, but this could be undermined.

7.13 Resident knowledge - Having reviewed the minutes of the Building Safety meetings, CT is concerned that Portsmouth Homes has some knowledge on resident vulnerabilities, including some residents needing Personal Emergency Evacuation Plans (PEEPs), but would benefit from greater awareness of resident vulnerability to assist with prioritising risks.

7.14 Portsmouth Homes officers are aware that its knowledge of resident vulnerabilities needs to improve and is working on this. The quantity and quality of data held has increased significantly due to information gained through its stock surveys and tenancy visits/ interactions. Staff have identified 188 hoarding cases, 3 in high rise properties. Staff have also identified 151 residents in high-rise buildings requiring a PEEP.

7.15 The restructure of the housing management function has introduced a Tenancy Support team, to provide additional support where residents require it to sustain their tenancies and live safe and well in their homes.

7.16 The Building Safety meeting in January 2026 commented that with the increasing number of PEEPs, Portsmouth Homes will need to ensure there are Premises Information Boxes (PIBs) to contain this information for the fire service. It is understood that PIBs are present in the high risk blocks but not uniformly available in others. Portsmouth Homes does meet the legislative requirement and additionally has PIBs in its sheltered schemes. To align with best practice, it should have a prioritised plan to add these to the medium risk blocks.

7.17 Fire Safety Mitigation. It is also positive that Portsmouth Homes is aware of the need for mitigation where it is not possible to immediately carry out remedial fire safety works. It is preparing its Fire Mitigation Strategy which outlines the approach to managing FRA actions and the overarching mitigations in place to provide general mitigation to all blocks of flats. It is planned to be submitted to the Housing Cabinet meeting in July.

7.18 CT understands that Portsmouth has been liaising with the local fire service over the risks and necessary mitigations. All residents requiring a PEEP are referred to the local fire service for a home fire safety visit.

7.19 It is usual for one of the mitigatory actions to be increased frequency of inspections. This is aimed to spot and remove any build up of rubbish and combustible materials to ensure that escape routes are kept clear. Inspections can also identify other emerging risks, such as discarded cigarettes, inappropriate parking and removal/ absence of fire safety signage. The fact of the inspection needs to be recorded, supported by photographic evidence that escape routes and communal areas are free from hazard. Portsmouth should report on the number of inspections undertaken against the target number required to support mitigation.

7.20 Portsmouth Homes' neighbourhoods' teams regularly undertake block inspections to pick up any management issues - firefighting equipment checks, PIB box checks, checking of zero tolerance application. These are prioritised for blocks where there may be particular risks. All inspection results are recorded on its central data base.

Funding

7.21 Portsmouth has a significant challenge to resolve its fire safety issues. It has addressed this by preparing a delivery programme and identifying funding. The overall budget is currently estimated at £180m. Costs have been estimated through the preparation of budget estimates for each project based upon the actions needed. The finance has been identified through existing capital budget; major repairs reserve and some borrowing. In addition to the major project works there is additional funding approved within the allocation report to continue to address more minor FRA actions.

7.22 It is impressive that all outstanding project actions are linked to Capital projects that are detailed in the programme with all planned to complete by 2030. This clarity on funding of a large programme is positive and shows an understanding of the size of the financial commitment.

7.23 The overall position demonstrates good data, good progress, sound plans and financing in place. We have made recommendations which are tweaks designed to improve an already thorough approach.

8. Responsive Repairs

8.1 The RSH identified that there was insufficient clarity regarding the repair service offer, specifically the categorisation of repairs and expected completion timescales.

8.2 The new Repairs and Maintenance Policy, including repair categories and timescales, was approved and implemented in June 2025, ahead of the original schedule. This sets out clear repairs categories and response times. This has been supported by adding Performance Indicators to the regular reports that identifies delivery against target and the number of repairs overdue.

8.3 The Q4 Performance for March 2026 shows a significant improvement on the position from March 2025. Overdue repairs have reduced from 1,892 to 467. Over the last three months, performance has been relatively stable. There

has been increase in overdue repairs at the end of March 2026 to 467 from 334 at the end of December 2025. The 'Complaint %', consistently over 97% is very high across the period and compares well with general sector averages (around 95%).

8.4 The Monthly Performance data does not report in month performance for Routine Repairs. Portsmouth Officers explained that this is because the focus with the Regulator has been on 'Emergency' and 'Urgent' repairs as these have the greatest impact. Officers confirmed that they have the data for Routine and examples were given to CT. For completeness, CT would suggest adding the 'Routine' performance information each month.

Damp & Mould

8.5 The number of 'open' and 'closed' cases is reported and there are now PIs for delivering surveys, reports and works to the legislative target timescales.

8.6 The April 2026 report shows a continuing trend of delivery of late investigations and late actions. The performance percentage against 'inspection within 10 working days' has improved very slightly, but this is due to a large volume of requests in April impacting on the percentage.

8.7 The increasing number of 'Late Investigations' and overdue 'Repair Actions' questions whether Portsmouth has sufficient resource deployed. Portsmouth Homes officers acknowledge that there was a particularly high demand in February and March 2026, which impacted on delivery performance. The stock condition surveys have also identified damp and mould issues which has increased demand. This peak appears to be over and requests have reduced. Moving into the summer period there should be less demand, which will give Portsmouth a chance to clear the backlog of surveys and works. Officers are confident they have the resources to deliver to time.

8.8 In our view the current position is that the organisation and reporting of repairs have been improved and this tightening up is driving delivery issues to the surface. This is evidence of the service improvements working. It will be important to maintain focus on these subjects.

9. Governance

9.1 There is clear evidence that the Housing Cabinet & Residents Consortium is being advised of key performance issues and receives quarterly reports on performance which clearly compares performance across the previous and current Quarters. The cabinet member is also updated every month both on the regulatory improvement work and more generally on Portsmouth Homes performance. Additional performance indicators were added for the 2025-26

financial year. It is understood that a monthly set of performance information is provided to the RSH and also to the lead Cabinet member. All data comes from the in house data base to ensure consistency and quality of information. CT has not seen any contradictory information.

9.2 Neither the monthly nor Quarterly reports identify specific targets for each performance area. There should be targets for all performance areas, rather than just comparing performance trends.

9.3 The 'Compliance' is shown as 'green' in every case on the Data Return tab. This tends to suggest that targets are being met. There are no targets shown which would assist readers in checking the position.

9.4 An obvious example is Gas Servicing for Q4 2025-26, which has a 'green' RAG and an 'Improving' trend. However, it should have a 100% target and performance is 97.86% of homes are compliant, with 299 homes without a current LGSR. This point is repeated for Damp & Mould where the April 2026 delivery against some targets is only in the mid 60s per centages. This should not be shown as 'green'.

9.5 Across the sector, these levels of performance would usually be shown as 'Amber' in that it is below target. Amber ratings would be used both for improving performance that has not yet met target or declining performance that is above target.

9.6 The Data Return tab on the KPI report would also benefit from arrows showing the direction of travel and if numbers were better or worse than the previous period. CT notes that this is shown in the Overview Tab, but is omitted from the Data Return tab.

9.7 CT also recommends a reconciliation of the heating system numbers against the rent roll. This would provide a check that all homes are being picked up. The domestic electrical testing shows 15,484 homes. Does Portsmouth have 15,484 tenanted homes paying rent? The LGSR numbers have a target of 14,004. This suggests that 1,480 homes are heated by a source other than gas. This analysis needs to factor in the 85 gas capped properties and any shared owners where Portsmouth Homes is not responsible for the LGSR (or electrics).

9.8 A similar reconciliation is recommended to compare the number of communal electrical systems against the number of FRAs required. This will not be a direct match as a communal electrical system may cover two or more areas requiring a FRA. It is usual for areas with a communal system to need a FRA.

Audits

9.9 The Housing Cabinet also receives specific reports on service areas. The March 2026 meeting received a report on the implementation of the revised Repairs Policy. Officers are currently preparing a report on data assurance that outlines the processes and checks embedded to ensure accurate data quality and governance. CT understands that it is also proposed that, as part of this external analysis process, each performance area will have a regular external audit/validation of some form to verify the data quality. This is a positive initiative and will give the Cabinet reassurance that information it receives is reliable.

9.10 Overall the levels of performance being reported are good but there is scope for improvement in how data is presented to make it easier to identify performance strengths and weaknesses.

10. Conclusions

10.1 It is clear that Portsmouth Homes has taken the RSH's C3 grading very seriously. It has implemented a range of initiatives to deal with underperformance in the four areas identified by the RSH.

10.2 The acceleration of the programme has had a positive impact to bring forward Portsmouth Homes' point of compliance in each area. This in turn will make homes safer for residents.

10.3 CT considers that Portsmouth Homes has made good and sustainable progress. It is assured that the measures in place and progress to date indicate that the Improvement Plan is deliverable in future years to maintain acceptable compliance levels and keep residents safe.

Stock Condition Information

10.4 Portsmouth Homes has significantly improved its formal awareness of the condition of its assets. This position should be replicable with its plan for annual stock condition surveys of 20% of the stock, which is typical across the sector.

10.5 It is now aware of HHSRS issues and has remedial actions in place to address these in a timely manner. It is also now reporting progress on these in the monthly KPI reports.

Electrical Compliance

10.6 Compliance has significantly improved in this area. The accelerated target of full compliance by May 2026 will not be achieved. It is understood that this is largely due to access issues.

10.7 Portsmouth Homes is also aware that it has created a peak of electrical testing that will be repeated in five year's time unless action is taken to smooth the programme. It is liaising with its contractors to smooth the programme.

Fire Safety

10.8 This is the most challenging area for Portsmouth Homes as it has twenty two high rise buildings needing Building Safety Cases prepared. Portsmouth Homes has a clear, credible plan to deliver the works. The high priority schemes are underway with surveys and contractor design.

10.9 There is also a credible headline plan for the medium and lower risk buildings and surveys of these have commenced.

10.10 It needs to continue to improve its knowledge of residents and any vulnerabilities so these can be factored into works priorities and interim mitigations.

10.11 Improvement works will be expensive and Portsmouth Homes may not receive grant funding. The financial capacity will be key in its ability to deliver to programme. Again, there is a clear programme set out with provision to deliver all works. Some of the work content is still to be finalised and this is one area where there is the risk of unforeseen works and costs causing challenges to the current delivery programmes.

Repairs

10.12 The Repairs Policy has clarified target times and the extended reporting has brought a clearer focus on delivery which appears to be contributing to improving performance.

10.13 There is a clear reduction in overdue repairs over the last year. There has been a minor increase in the last couple of months. Portsmouth Homes needs to review performance in these areas again for May and June to ensure the trend does not continue or to take remedial action.

10.14 Damp & Mould will be an increasing focus particularly with the proposed extension to the Awaab's Law legislation. Portsmouth Homes is now providing performance information on its delivery of surveys and works to time, which has improved the transparency of reporting. Recent trends show an increase in the numbers of surveys and works delivered 'late'. Again, the trends need to be checked for May and June to ensure that there are fewer 'late' surveys and jobs.

No access

10.15 It is common for social landlords to have difficulties accessing some homes. Portsmouth Homes has a clear 'No Access' policy and appears to be successfully using this to improve its access and performance numbers. It will need to assess the action it will take with those customers who continue to be unwilling to provide access and at which point legal action will be implemented. A test case may be required to assess the judiciaries' willingness to grant a NoSP for a health and safety issues other than gas.

10.16 It is important that the progress on no access cases is tracked to ensure action is being taken as CT has regularly seen that once it has moved from the property team to either housing management or legal, momentum is lost as the recipient team does not have the same vested interest in an early resolution. The 'Working Together' initiative and 'Property 360' are positive counters to this and the impact needs to be assessed.

10.17 The additional performance indicators provide greater transparency of performance. CT is recommending some additions to provide greater clarity.

10.18 Overall, there is significant improvement in compliance in the four areas identified. There are clear plans to reach the necessary targets and at the moment these plans look deliverable, albeit some slightly later than planned. There needs to be continued close monitoring of performance to ensure that the improvements are sustainable and there is recovery where there have been minor dips in performance. This should ensure that the Improvement Plan is deliverable.

11. Recommendations

11.1 Campbell Tickell recommends the following additional actions;

a) Introduce clear performance targets for each KPI.

b) Adjust the RAG rating in the Data Return tab in performance reports to include an 'amber' category and arrows for direction of travel.

c) Introduce a PI to report on the number of inspections planned and completed in the month, as part of the fire safety mitigation.

d) Extend the provision of Property Information Boxes

e) Reconcile the rent role against heating systems and communal electrical systems against FRA numbers.

f) Commission regular external audits of compliance delivery to provide reassurance that Portsmouth Homes is providing accurate information and good quality services.

g) Continue to focus on collecting resident information to understand their needs and how these impact on works prioritisation.

h) Monitor the impact of 'Working Together' to improve access.

i) Cases of no access need to be followed up to encourage residents to provide access as this is key in ensuring delivery in several areas.

j) Track the progress of actions in no access cases to avoid cases lapsing where responsibility shifts between departments.

k) Use a test case on 'no access' to test whether the local judiciary is willing to support a NoSP outside of gas servicing issues.

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12. APPENDIX - SUPPORTING DOCUMENTS

Portsmouth Homes Improvement Plan

Repairs Policy June 2025

Key Performance Information Q4 2025- 26

Key Performance indicators April 2026

Electrical Compliance Quality Testing March 2026

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Author: Pete Bullock
Date: 5 June 2026

Portsmouth City Council Housing Data Quality Report

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Author: Pete Bullock
Date: 5 June 2026

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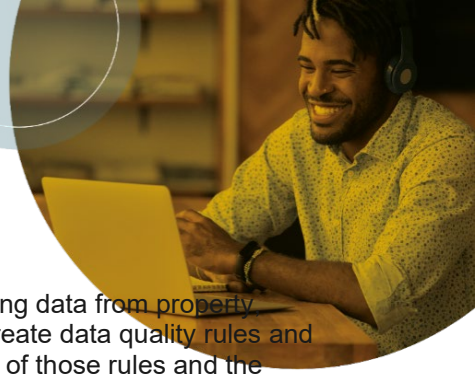

Overview

3C used their Data Logic software, loading Portsmouth City Council's (PCC) housing data from property components, EICR, and electrical repair data areas into the platform to analyse, create data quality rules and calculate individual area and overall data quality scores. This document is a report of those rules and the current state of PCC's data against each of them.

The data assessed in this report is drawn from CSV extracts provided by PCC. The primary dataset was supplied on 9 April 2026. An updated EICR dataset was provided on 27 May 2026, incorporating updated EICR records and a new CSV that contained electrical repair data. Because the data isn't 'live' the query results and data quality scores will be accurate from the date the data was exported.

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Methodology

3C's Data Logic software was loaded with CSV extracts of PCC's housing data, covering properties, components, EICR certificates, and electrical repair records. Validation rules were then created to assess the data quality and generate a data quality score. Rules cover core asset data (construction year, asset type, address attributes, etc), missing key attributes and components, EICR compliance, and spatial data validation.

Each rule is evaluated against the relevant dataset and produces two metrics: the number of records that fail the rule (Issues Found) and a percentage score representing the proportion of records that pass (Score). A score of 100% indicates no issues in that rule.

To confirm that the rules were appropriate and relevant to PCC, five validation workshops were held with PCC's identified subject matter experts: one covering property data, two covering components data, and two covering EICR data. In these workshops, each rule was reviewed and confirmed as a valid measure of data quality.

The data in this report reflects the following extract dates:

- Properties and Components data: CSV extract provided by PCC on 9 April 2026
- EICR data: Updated CSV extract provided by PCC on 27 May 2026

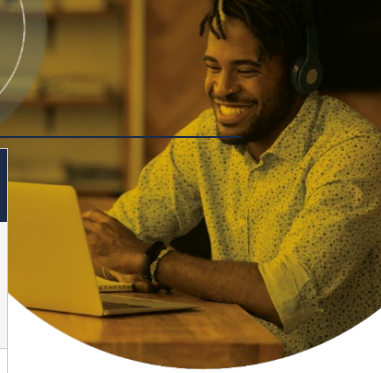
Executive Summary

29 of the 38 rules assessed identified a combined total of 32,087 data issues across the three areas of Properties, Components and EICR. However, 9 rules (24%) returned a perfect score of 100%, indicating no issues in those areas. Overall, PCC's housing data achieved a data quality score of 99.10%, reflecting a generally high standard of data across the portfolio. Individual area scores were 98.86% for Properties, 99.30% for Components, and 99.34% for EICR.

Data Area	Rules	Rules with Issues	Rules Passing (100%)	Total Issues Found	DQ Score
Properties	18	12	6	4,176	**98.86%**
Components	17	14	3	27,603	**99.30%**
EICR	3	3	0	308	**99.34%**
Overall	**38**	**29**	**9**	**32,087**	**99.10%**

The rules with the lowest scores, representing the most significant data quality concerns by proportion of affected records, are shown below.

Rule	Area	Issues	Score (%)	Description
Vertical details incorrect	Properties	2,610	**89.60%**	Properties where the vertical description is incorrect when compared to the asset type, entrance level and number of stories
Properties missing fire insurance valuation	Properties	652	**95.79%**	Properties that are missing a fire insurance valuation
Properties missing wheelchair accessibility	Properties	622	**95.99%**	Properties that are missing whether they are wheelchair accessible



Rule	Area	Issues	Score (%)	Description
Properties missing receptions	Properties	615	96.03%	Property types that are expected to have receptions but are missing the number of receptions
Components missing location	Components	22,815	96.70%	Property components that have no location excluding components where no location is expected

The following table highlights the rules considered to carry the highest real-world risk, irrespective of their data quality score.

Rule	Area	Issues	Score (%)	Risk
EICR Expired	EICR	75	99.52%	Properties with an expired electrical inspection certificate and no active remediation represent a compliance risk
Properties missing EICR	EICR	68	99.56%	Properties with no electrical inspection record may indicate inspections have not taken place, carrying compliance risk
Properties missing smoke detectors	Components	4	99.97%	Absence of smoke detectors represents a compliance safety risk even with a small number of affected properties
Properties missing heating	Components	130	99.16%	Missing heating components may indicate a welfare risk, particularly for vulnerable residents, and potential non-compliance with the Decent Homes Standard

It is important to note that the data quality scores in this report are based on the quantity of errors relative to the total number of records, and do not account for the relative risk of individual data issues. A rule with a high score and a small number of failures may nonetheless represent a more serious concern than a rule with a lower score and a higher volume of failures. For example, a property with an expired EICR certificate carries direct regulatory and compliance risk, regardless of how few such properties exist in the dataset. PCC should therefore use these scores as a starting point and apply their own risk judgement when determining the priority of remediation activity, giving appropriate weight to issues with safety or compliance implications.

Findings and Observations

The validation workshops identified a number of recurring themes that help explain the data quality issues found across the three areas.

A significant proportion of the missing and incomplete data across Properties, Components and EICR relates to properties from Clarion or recently completed new builds. This includes rules covering fire insurance valuations, wheelchair accessibility, reception rooms, roof data, and EICR certificate numbers.

The most significant finding by score is the Vertical Details rule, which identifies properties where the vertical description is inconsistent with the asset type, entrance level and number of stories. The root cause of this issue was not established during the workshops. This data is used to prioritise repairs, with the floor level of a property influencing the urgency assigned to certain issues — for example, a water leak carries a higher

priority if it originates on an upper floor, and a broken window lock is treated as more urgent on a ground floor property — meaning incorrect vertical details carry potential implications for resident safety and compliance.

The missing make data across components reflects a change in data collection practice: this information was not historically captured, but the dataset is now being populated incrementally as maintenance cycles occur for each component. This is expected to resolve naturally over time as components are serviced or replaced.

The components location in wrong field issue, where location data has been entered into the make/model field, has been attributed to a couple of contractors. This is a data entry issue rather than a systemic platform problem that should be addressed through engagement with the relevant contractors to correct their data submission processes.

Recommendations

Short Term

- Investigate the highest risk data issues:
  - Properties with expired EICRs and no open repair record to confirm compliance status and initiate remediation where required.
  - Properties with no EICR record to determine whether inspections have taken place but not been recorded, or whether inspections are outstanding.
  - Properties identified as missing smoke detectors to confirm whether detectors are present but unrecorded, or whether installation is required.
- Perform a risk analysis on the remaining data quality issues and assign a priority to each.

Medium Term

- Undertake a root cause analysis on the vertical details issue to establish why properties have inconsistent records and implement a correction programme.
- Ensure that stock condition surveys capture all required physical property data, including wheelchair accessibility, roof data, windows, and reception rooms, for all properties where this data is missing. Clarion transfer properties and new builds are expected to account for the majority of these gaps.
- Establish a separate process to ensure fire insurance valuations and EICR certificate numbers are obtained and recorded for all properties where these are missing, prioritising Clarion transfer properties and new builds where the gaps are most prevalent.
- Engage with the contractors responsible for incorrect location data entry to correct existing records and establish correct data submission processes going forward.

Long Term

- Establish a programme of data quality reviews to track improvement and identify new issues as they emerge.

Scoring Reference

Scores represent the percentage of records in the relevant dataset that pass each rule. A score of 100% means zero issues were found. The colour coding used throughout this report is:

- Green (99.5% and above) — low concern, very few issues relative to dataset size
- Amber (95% to 99.49%) — moderate concern, warrants attention
- Red (below 95%) — concern, a significant proportion of the dataset is affected

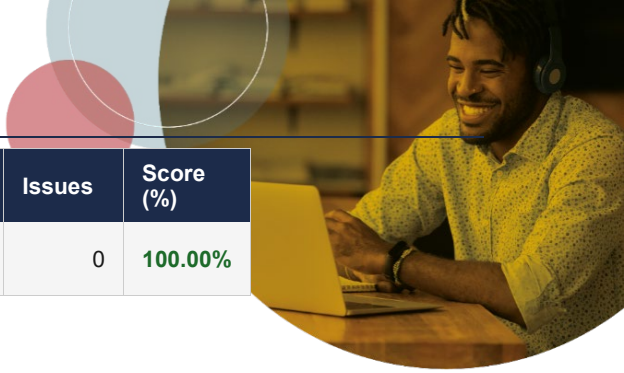
Note that the score alone does not convey the absolute number of affected records, which may be material even where the percentage impact appears small. Both figures should be considered together.

Properties

The Properties area covers 18 rules examining address data, spatial references (UPRN, postcode, northing/easting), spatial validation, stock and fire insurance valuations, address completeness, and property identifiers. Of these, 6 rules returned a perfect score and 12 identified issues.

The most notable finding in this area is the number of properties with incorrect vertical detail records (2,610 properties, score 89.60%). This is the lowest-scoring rule across the entire assessment. A significant number of properties are also missing fire insurance valuations (652) and wheelchair accessibility information (622). Address and identifier data is generally in good shape, with no properties having invalid postcodes, missing estate or local authority records, or flats missing flat numbers.

Rule	Description	Issues	Score (%)
Vertical details incorrect	Properties where the vertical description is incorrect when compared to the asset type, entrance level and number of stories	2,610	89.60%
Derived northing/easting out of range	Derived northing and derived easting out of UK range (excludes blanks)	0	100.00%
Actual northing/easting out of range	Actual northing and actual easting out of UK range (excludes blanks)	0	100.00%
Properties with duplicate UPRN	Properties that have non-unique UPRN numbers	2	99.99%
Properties missing fire insurance valuation	Properties that are missing a fire insurance valuation	652	95.79%
Properties missing stock valuation	Properties that are missing a stock valuation	21	99.86%
Properties missing wheelchair accessibility	Properties that are missing whether they are wheelchair accessible	622	95.99%
Properties missing entrance floor level	Properties missing the floor number that the entrance is on (houses and bungalows excluded as always on ground floor)	149	99.04%
Properties missing stories	Properties missing the number of stories the property has	104	99.33%
Properties missing construction year	Properties that have no construction year	3	99.98%
Properties missing town	Properties that are missing the town	1	99.99%
Houses missing numbers	Houses, HMOs or bungalows that have no street number	5	99.97%
Missing estate	Properties that have no housing estate area	0	100.00%
Missing local authority	Properties that have no local authority	0	100.00%
Flats missing flat number	Flats, studio flats, maisonettes and bedsits missing a flat number	0	100.00%
Non-flats with flat number	Houses, bungalows and HMOs with a flat number	3	99.98%
Properties missing UPRN	Properties that are missing a UPRN number	4	99.97%



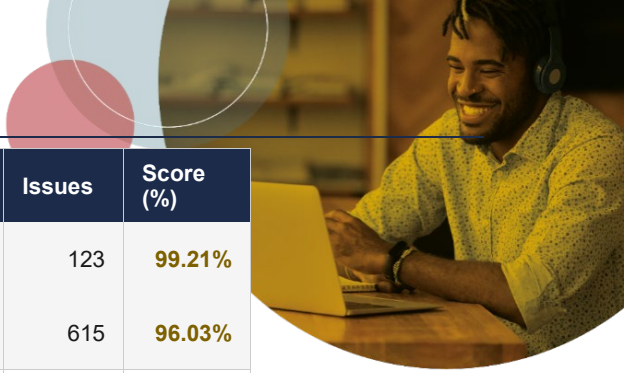
Rule	Description	Issues	Score (%)
Properties with invalid postcode	All properties with invalid or missing postcodes (excludes PO boxes)	0	100.00%

Components

The Components area covers 17 rules examining the completeness and accuracy of property component records, including installation details, locations, makes, survey dates, and the presence of key property components such as heating, roof, windows, doors, and smoke detectors. Of these, 3 rules returned a perfect score and 14 identified issues.

The most significant issue in this area is the number of components missing a location (22,815 records, score 96.70%). This is the single largest volume of issues across the entire assessment. A further 1,108 components have their location data recorded in the wrong field (make/model). Of the rules now covering the presence of key components, missing receptions (615) is the most prevalent issue. Three rules — Install action value missing name, Components missing installation category, and Components missing installation type — returned a perfect score of 100%.

Rule	Description	Issues	Score (%)
Components location in wrong field	Property components that have their location stored in the make/model field	1,108	99.84%
Missing next survey date	Property components missing next survey date	96	99.99%
Missing installation action and date	Property components missing both an installation action and date	899	99.87%
Install action name missing value	Property components that have an installation action name but no corresponding value (excludes FENSA certificate and certificate number)	158	99.98%
Install action value missing name	Property components that have an installation action value but no corresponding name	0	100.00%
Components missing installation category	Property components that have no installation category	0	100.00%
Components missing installation type	Property components that have no installation type	0	100.00%
Components missing location	Property components that have no location	22,815	96.70%
Components missing make	Property components that have no make	1,275	99.82%
Properties missing heating	Properties that have no heating components	130	99.16%
Properties missing roof	Properties that have no roof components	214	98.62%
Properties with Do Not Use kitchen	Properties that have 'Do Not Use Kitchen' components	2	99.99%
Properties missing main door	Properties that have no main door components	144	99.07%
Properties missing smoke detectors	Properties that have no smoke detector components	4	99.97%



Rule	Description	Issues	Score (%)
Properties missing windows	Properties that have no window components	123	99.21%
Properties missing receptions	Properties that are missing the number of receptions	615	96.03%
Properties missing bedrooms	Properties that are missing the number of bedrooms	20	99.87%

Electrical Installation Condition Reports (EICR)

The EICR area covers 3 rules examining the presence, currency, and completeness of electrical inspection certificate records. All three rules in this area identified issues. The EICR data used for this section reflects the updated extract provided on 27 May 2026.

165 EICR and DVI certificates are missing their certificate number. 68 properties have no EICR component recorded at all. 75 properties have an expired EICR with no open repair record; these represent properties where renewal is overdue and no active remediation has been recorded.

Rule	Description	Issues	Score (%)
Missing certificate number	Property EICR and DVI certificates that are missing their certificate number	165	98.93%
Properties missing EICR	Properties that have no EICR components	68	99.56%
EICR Expired	Properties that have an expired EICR certificate and no open repair to renew it	75	99.52%

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Title of meeting	Cabinet Member for Housing and Tackling Homelessness
Date of meeting:	23 September 2026
Subject:	Damp and mould policy review
Cabinet Member:	Cllr. Darren Sanders - Cabinet Member for Housing and Tackling Homelessness
Report by:	James Hill - Director for Housing, Neighbourhood and Building Services
Report Authors:	Steve Groves - Head of Building Repairs Clare Hardwick - Head of Private Sector Housing
Wards affected:	All

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1. Requested by Cllr Darren Sanders, Cabinet member for Housing and Tackling Homelessness

2. Purpose

2.1 The purpose of the report is to provide an update to the Cabinet Member for Housing and Tackling Homelessness regarding progress of the damp and mould policy that was approved by the Chief Executive, who exercised their executive decision-making powers on 15 October 2025 due to the local election at that time.

3. Background

3.1 On 22 February 2024 the Cabinet Member for Housing and Tackling Homelessness approved the new damp and mould policy and asked Housing, Neighbourhood and Building Services to implement the new policy with immediate effect.

3.2 Subsequently the Cabinet Member for Housing and Tackling Homelessness approved the updated repairs and maintenance policies on 18 September 2024 and asked the Housing, Neighbourhood and Building Services to implement the updated policies on 1 October 2024, that included an updated damp and mould policy.

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3.3 A further information only report providing an update on the damp and mould policy implementation was provided to the Cabinet member for Housing and Tackling Homelessness on 21 May 2025.

3.4 On 15 October 2025 the Chief Executive exercised the executive decision-making powers, noting the Cabinet Member and opposition members had been briefed and approved the updated damp and mould policy. An information only report was provided to the Cabinet Member for Housing and Tackling Homelessness on 7 November 2026.

3.5 A HHSRS panel was created that coordinates and communicates the response to HHSRS hazards identified, including damp and mould across all Housing, Neighbourhood & Building (HNB) teams to ensure risks are managed consistently and are appropriately resourced.

3.6 The panel ensures we are complying with all legislation and providing appropriate information to residents, staff and contractors. The panel has oversight of the process, changes to the legislation and the effectiveness of the damp and mould policy. The panel meets quarterly and includes the Assistant Director for Housing, Head of Service for building repairs, private sector housing and local authority housing together with the building repairs manager responsible for managing the repair surveyors.

4. Damp and Mould Performance Review - Surveys

4.1 The repairs team manage performance using PowerBI dashboards to monitor and evaluate our response to the 1,941 damp and mould cases received in 2025/26 since Awaab's Law was introduced and 2,932 damp and mould cases received up to July 2026. Despite high volumes of demand received, only 92 cases were identified through investigation as presenting a significant hazard.

4.2 A significant damp and mould hazard is dampness or mould growth that presents a serious risk to the health or safety of residents. This may include extensive mould, persistent moisture, or conditions affecting vulnerable occupants such as young children, older people, or those with respiratory illnesses, requiring prompt investigation and action under Awaab’s Law. Examples include extensive black mould growth in a bedroom used by a baby or young child or elderly resident or a person with a weakened immune system.

4.3 Whilst the damp and mould cases recorded represent a significant level of demand across Portsmouth Homes’ housing stock, it is likely that increased awareness, improved reporting processes and greater regulatory focus have made more visible an issue that previously existed but was often unreported. This is evidenced by stock condition surveys identifying damp and mould issues that had not been reported by residents through routine repairs channels.

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4.4 There is currently limited publicly available benchmarking data to enable meaningful comparison with other social housing providers; however, engagement with peers across the sector indicates that many landlords have experienced similarly significant increases in damp and mould reports following heightened publicity, scrutiny and preparation for Awaab's Law. This suggests that the increase in reported cases is a sector-wide trend rather than being unique to Portsmouth Homes.

4.5 Performance against the target to attend all damp and mould cases within 10 days was 56.4% during 2025/26. Of the cases reported, 92 (4.7%) were identified through investigation as presenting a significant hazard. For these higher-risk cases, 72.8% of inspections were completed within 10 days. Current monthly performance to attend a property and investigate within 10 days is currently over 90%.

4.6 Attendance at damp and mould cases within 10 working days declined during the year, primarily due to a significant increase in reported cases, particularly in February and March 2026. This increase was driven by seasonal demand and the expansion of our stock condition survey programme, which identified additional cases requiring investigation. We take every opportunity to identify damp and mould issues when attending residents' homes, including during responsive repairs, stock condition inspections, tenancy sustainment and update visits undertaken by Housing Officers, and visits carried out by contractors.

4.7 During 2024/25, around 4% of stock condition surveys identified damp and mould issues requiring further investigation, while a small number of tenancy visits also resulted in cases being reported. Between April and June 2026, 35.5% of all damp and mould cases originated from inspections undertaken by our consultant stock condition surveyors.

4.8 While this proactive approach has improved our understanding of housing stock condition and enabled damp and mould issues to be identified at an earlier stage, it has also generated additional demand for investigations and remedial works, contributing to higher than usual caseloads during a period when demand would typically be lower. This increased demand placed additional pressure on surveying resources.

4.9 However, it should be recognised that the stock condition programme completed surveys on approximately 68% of properties within a single year, significantly higher than the typical annual survey rate of around 20%. The increased volume of inspections inevitably resulted in a corresponding rise in damp and mould cases being identified and reported.

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4.10 Although in some cases, where stock surveyors identify damp and mould during planned inspections where residents have not previously reported any concerns. This can create challenges in addressing the issue, as some residents do not believe there is a problem within their home and may therefore be reluctant to provide access for further inspections or remedial works. As a result, we invest considerable time in engaging with residents, and encouraging access so that identified hazards can be investigated and resolved at the earliest opportunity.

4.11 Our current policy states we must investigate every report of damp and mould within 10 days, no matter how minor, which is more than the requirements of Awaab's Law and resulted in a significant additional pressure on our surveying resources. Out of 1,941 reported damp and mould cases, only 92 cases (4.7%) were assessed as a significant hazard.

4.12 Towards the end of the year, a triage process was introduced to help manage increasing demand. Under this approach, the Customer Repairs team undertakes an initial assessment when a damp and mould survey is requested including identifying any resident vulnerabilities within the household, enabling cases to be prioritised according to risk and urgency and helping to better manage pressure on surveying resources.

4.13 The importance and impact of effective triage to manage our resources effectively is learning that we have taken forward when considering our process for phase two of Awaab's Law. We are planning further training that can be provided to the Customer Repairs Officers so that they can be more skilled to triage effectively, as the first contact with residents will be vital to manage all damp and mould cases.

4.14 Throughout 2025/26, we sought to recruit additional surveyors on both a temporary and permanent basis; however, recruitment efforts were unsuccessful. To help address capacity pressures, several Apprentice Surveying Technicians were trained and deployed to support the surveying team. While this placed some strain on other workstreams, it proved effective in reducing the backlog of damp and mould cases, particularly those identified through the stock condition survey programme.

4.15 The lessons learned from this approach will inform our workforce planning for the introduction of Phase 2 of Awaab's Law in 2026/27, and we are currently exploring the creation of Assistant Repairs Surveyor roles to provide additional support and resilience within the surveying service.

5. Damp and Mould Performance Review - Written Summaries

5.1 Written summaries are required to be issued within three working days of an investigation being completed. During 2025/26, performance against this target was 99.1% for all damp and mould cases and 98.6% for cases identified as significant

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hazards, demonstrating strong compliance with communication timescales and ensuring residents were kept informed of investigation outcomes.

5.2 Cases where written summaries were issued outside the required timescale were typically those that required translation or adjustments to alternative formats to meet residents stated communication preferences. While these additional requirements occasionally extended processing times, they were necessary to ensure information was provided in an accessible format tailored to individual needs.

5.3 To support the management of written summaries, a temporary agency administrator was recruited during 2025/26. This role proved essential in ensuring letters were quality checked and issued within the required timescales. Reflecting the success of this approach, an Apprentice Business Administrator has been added to the permanent staffing establishment to provide ongoing support.

5.4 Should demand increase significantly during 2026/27 with the introduction of phase two of Awaab's Law, the use of additional temporary staff will be considered to maintain service standards and ensure compliance with required timescales.

6. Damp and Mould Performance Review - Measures

6.1 As part of our ongoing data governance and quality assurance processes, the temporary agency administrator also undertook quality checks on all written summaries produced from surveyors' reports. This ensured that correspondence was accurate, clear, and aligned with residents stated communication preferences, providing an additional level of assurance before letters were issued.

6.2 A guidance document has been developed to support the consistent management of damp and mould cases and to ensure that all associated records are completed, maintained and stored in accordance with legislative and regulatory requirements.

6.3 The guidance includes arrangements for checking the quality of surveys completed, verifying that data is accurately recorded within the database, undertaking internal audits of damp and mould surveys and associated remedial works, and ensuring compliance with both internal and external audit requirements. This provides greater assurance over data quality, record keeping and the effectiveness of the service

6.4 We have also undertaken a further review of our damp and mould performance reporting. Due to the complexities associated with reporting performance against damp and mould cases, including variations in demand, target timescales, and cases that span reporting periods, a new performance dashboard has been developed.

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6.5 The dashboard provides both in-month and year-to-date performance measures, aligning the reporting methodology with that used for contractor key performance indicators (KPIs). This will improve the consistency, accuracy and transparency of performance reporting and support more effective service oversight.

6.6 The dashboard also provides greater insight into cases where timescales were not achieved by categorising the reasons for non-compliance. This includes instances where access could not be gained because residents were not at home, where residents requested appointments outside the required timescales, where appointments were cancelled, and where attendance was not achieved within the target timescale due to our surveying capacity when making appointments.

6.7 This enhanced level of detail will improve our understanding of the factors contributing to missed targets, enabling us to distinguish between resident-related and service-related causes and focus improvement activity on areas within our control.

7. Damp and Mould Cases Review and Root Cause Analysis

7.1 A review of damp and mould cases where surveys have been completed confirms that condensation is still by far the highest cause of mould, with 72% of cases diagnosed as condensation.

Cause of Damp & Mould	2024/25	2025/26
Condensation	77%	72%
External Leak	17%	18%
Internal Leak	5%	9%
Rising Damp	1%	1%

7.2 The policy states that we will follow up each completed damp and mould repair to assess if any work and/or advice has been effective. In 2024/25 only 7% of damp and mould call backs resulted in further service provider appointments. Further evaluation during 2025/26 identified that 355 cases were reopened and not fixed first time, which is 12% of cases.

7.3 Based on the number of cases completed without requiring further intervention, the estimated first-time fix rate is approximately 88%, compared with the current overall repairs first-time fix rate exceeding 90%. Further analysis of reopened cases will be undertaken to identify the underlying reasons why issues were not resolved at the first visit and to inform service improvements aimed at increasing first-time resolution rates.

7.4 A review of the repair history has identified that of all the damp and mould surveys that were undertaken in 2025/2026, 186 had a previous survey in 2023/24 (6.34%) and 386 had a Damp and Mould survey in 2024/25 (13.17%).

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7.5 Further analysis will be undertaken to identify any underlying factors contributing to repeat instances of damp and mould within properties, such as property archetype, construction type, household characteristics, or the nature of the damp issue. This analysis will help determine whether alternative repair solutions, targeted interventions, or proactive investment programmes could be implemented to reduce recurrence and improve long-term outcomes for residents.

7.6 We have analysed repairs and stock condition data to identify property archetypes that are more susceptible to damp and mould, helping to inform future asset management and investment decisions. The analysis indicates that acquired houses experience the highest incidence of reported damp and mould cases across the housing portfolio.

7.7 Our acquired housing stock is predominantly made up of pre-war properties that were not originally built by the Council. These homes, particularly Victorian, Edwardian and early 20th-century dwellings, are generally more susceptible to damp and mould due to their age, construction methods and original design standards.

7.8 Factors such as ineffective or deteriorated damp-proof courses, the loss of original ventilation features through modernisation, solid wall construction, and age-related building defects can all contribute to increased moisture levels and a greater risk of damp and mould. Further analysis of these factors will be undertaken as part of the development of the Asset Management Strategy and Investment Plan, with the findings used to inform future planned maintenance programmes, targeted investment, and preventative interventions within the housing stock.

7.9 Orlit properties are now the second most affected property archetype. Orlit homes are a form of non-traditional construction, built using precast reinforced concrete (PRC), and have several characteristics that can increase the risk of damp and mould. Factors such as cold wall surfaces, thermal bridging within the concrete frame, inadequate insulation, poor ventilation and age-related building defects can contribute to condensation, increased moisture levels and the development of damp and mould. Understanding these trends will help inform future asset management decisions, investment planning and targeted interventions for all our non-traditional housing stock.

7.10 The table below shows that damp, condensation and mould-related complaints accounted for 13% of all repair complaints in 2025/26, an increase from 7% in 2024/25 but consistent with the proportion reported in 2023/24. However, the actual number of complaints increased significantly in 2025/26, reflecting both the rise in damp and mould-related reports and the wider increase in overall complaint volumes.

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Year	Total Complaints	Damp and Condensation Complaints	Percentage of Complaints Received
2022/23	75	4	5%
2023/24	77	10	13%
2024/25	103	7	7%
2025/26	314	40	13%

7.11 The housing area with the lowest proportion of reported damp and mould cases was Wecock Farm. This is likely to reflect the age and composition of the housing stock, as the estate contains a higher proportion of newer homes and traditionally constructed properties, which are generally less susceptible to damp and mould issues.

7.12 In contrast, the Landport area recorded the highest proportion of damp and mould reports. Landport has a lower proportion of traditionally constructed homes and a higher concentration of acquired properties and non-traditional construction types, which are more vulnerable to issues such as condensation, thermal bridging, inadequate insulation and age-related building defects. These findings will help inform future investment planning and targeted interventions within areas of higher risk.

7.13 Overcrowded households accounted for only 6% of damp and mould cases reported during 2025/26. However, among households identified as overcrowded and registered on the Portsmouth Homes Register, 25% experienced damp and mould during the year. While overcrowding is not the primary driver of damp and mould across the housing stock, it can exacerbate existing issues by increasing moisture generation and reducing effective air circulation within the home.

7.14 We will continue to support residents living in overcrowded conditions through tenancy update visits and other interventions, including providing advice on preventing, identifying and reporting damp and mould, as well as ensuring households receive appropriate housing and support options where available.

7.15 Analysis of 10,496 properties where a Tenancy Update Visit has been completed and ethnicity data is recorded shows an overall damp and mould reporting rate of 244.7 cases per 1,000 properties. Several ethnicity groups show rates above the overall average, including Asian or Asian British (Indian, Bangladeshi and Pakistani). The White British group, which represents the largest stock group in the dataset, has a lower-than-average rate while Any Other White Background is also below the overall rate. Further analysis will be undertaken to understand whether the differences are linked to wider factors such as property type, overcrowding, household circumstances, location, or construction archetype, rather than potential cultural factors alone.

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7.16 As a result of expenditure trends in previous years, the revenue repairs budget allocation for damp and mould works was increased to £1.5 million within the Council Housing Maintenance and Improvements (including Non-Dwelling) Budget for 2025/26. The increased funding was approved by the Cabinet Member for Housing and Tackling Homelessness on 12 March 2025 and provided additional budget capacity to address rising demand, undertake remedial works, and support compliance with evolving legislative and regulatory requirements.

7.17 A review of expenditure identified a clear 'U-shaped' spending profile throughout the year, reflecting the seasonal nature of damp and mould demand, with higher levels of expenditure typically occurring during the colder and wetter months. Total expenditure on damp and mould works during 2025/26 was £2.1 million, representing an increase on the previous year and exceeding the approved budget provision. This higher level of expenditure reflected the significant increase in reported cases and our commitment to investigating and addressing damp and mould issues promptly to maintain safe and healthy homes for residents.

8. Damp and Mould Communication

8.1 House Talk regularly includes articles advising residents on how and when to report damp and mould, along with practical guidance on reducing condensation within the home. The Winter 2025 edition featured a full-page article on page 13, titled “Spot and Stop Damp and Mould”, which provided information on the signs of damp and mould, what residents can expect when reporting an issue, and practical steps that can be taken to help reduce condensation and moisture within the home. This proactive communication helps encourage early reporting and supports residents in preventing damp and mould from developing or worsening.

8.2 The damp and mould advice video for Portsmouth Homes residents was reviewed and updated during the year and has been published on the Council's website. The video is available within the Housing Council Tenants page 'Maintaining and Repairing Your Council Property' section under "How to Report Damp and Mould in Your Council Property". The video provides residents with guidance on identifying damp and mould issues, how to report concerns, and the support and actions they can expect from the Council once a report has been made. This resource complements other resident communications and helps promote early reporting and awareness of damp and mould issues.

8.3 Leaflets continue to be widely distributed to residents by staff and stakeholders who regularly visit or engage with tenants, including Surveyors, Housing Officers, Estate Services Officers, Councillors and community representatives. During the year, the HHSRS Panel reviewed and updated the leaflet content to incorporate the Portsmouth Homes branding and ensure consistency with the design and messaging of the damp and mould awareness poster. This helps provide residents with clear, accessible and consistent information on identifying, preventing and

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reporting damp and mould issues. See **Appendix A** - Condensation and Mould Leaflet (Advice for Portsmouth City Council Tenants)

8.4 Posters were developed to encourage residents to report damp and mould issues at an early stage. Featuring the slogan “Do You Have Signs of Damp and Mould?”, the posters provide residents with Customer Repairs contact details and encourage them to report concerns promptly. The posters have been displayed on noticeboards within housing offices and in targeted residential blocks, where raising awareness and promoting reporting is considered particularly beneficial. See **Appendix B** - Damp and mould poster

9. Damp and Mould Training

9.1 All surveyors have received in-house training to ensure they have the knowledge and skills required to implement the Damp and Mould Policy effectively. In addition, a range of externally accredited training courses is being reviewed to further enhance surveyors' expertise in the identification, diagnosis and management of damp, condensation and mould issues. This ongoing investment in staff development will help ensure that investigations are carried out consistently and that appropriate remedial solutions are identified and implemented.

9.2 An online e-learning course is available to all staff who visit residents in their homes, helping them to recognise and identify signs of damp and mould. The training provides staff with an understanding of the causes and impacts of damp, condensation and mould, enabling them to offer residents practical advice on reducing condensation and improving ventilation within the home. It also equips staff to signpost residents to relevant sources of information and support, including assistance with managing energy costs and maintaining a healthy living environment.

10. Future Plans

10.1 On 30 November 2026 the government will extend the regulations (phase two) to include hazards where they present a significant risk of harm including excess cold and excess heat, falls on the level (including falls on stairs and between levels), structural collapse, fire and explosions, electrical hazards, domestic hygiene (including personal hygiene and food safety).

10.2 A draft safe and healthy homes policy has been prepared that outlines our approach to the management of Awaab's Law to ensure all our properties are safe and healthy environments that are well maintained, including free of hazards that could risk the health and safety of tenants living in our homes. See **Appendix C** - Draft safe and healthy homes policy

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10.3 A separate report will be presented to the Cabinet Member for Housing and Tackling Homelessness on 23 September 2026 seeking approval of the draft Safe and Healthy Homes Policy, with implementation proposed from 1 October 2026. The report also seeks approval for the Safe and Healthy Homes Policy to replace the existing Damp and Mould Policy, reflecting a broader approach to identifying, assessing and responding to housing-related hazards.

10.4 In addition, it proposes that an annual information report is submitted to the Cabinet Member each summer, reviewing performance from the previous year in responding to all Awaab's Law hazards, including damp and mould. This will help ensure continued oversight, transparency and monitoring of service performance and compliance with legislative requirements.

10.5 The report has also identified several areas for further review and analysis. This includes a detailed assessment of reopened cases and historical repeat visits from previous years to understand why some damp and mould issues were not resolved at the first visit and to identify opportunities to improve first-time fix performance. Further analysis will also be undertaken to better understand the demographics of residents reporting damp and mould cases.

10.6 Further training will be provided to Customer Repairs Officers to enhance their knowledge and confidence in the effective triage of damp and mould cases at the first point of contact. The introduction of the triage process during 2025/26 proved successful in managing demand and making best use of limited surveying resources by ensuring cases were prioritised according to risk and urgency. Building on this success, additional training will be delivered as part of the implementation of Phase 2 of Awaab's Law.

10.7 As part of workforce planning for the introduction of Phase 2 of Awaab's Law in 2026/27, a review of surveying capacity is being undertaken to ensure the service has sufficient resources to meet anticipated demand and statutory response timescales, considering the lessons learnt from managing damp and mould demand.

10.8 Further analysis of stock-related factors will be undertaken as part of the development of the Asset Management Strategy and Investment Plan to better understand the relationship between property type and damp and mould occurrence. The findings will be used to inform targeted investment and intervention programmes, particularly within our non-traditional housing stock.

10.9 We will continue to support residents living in overcrowded conditions through tenancy update visits and other targeted interventions. These interactions provide opportunities to identify any housing-related concerns, including damp and mould, offer practical advice and support.

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11. Damp and Mould in the Private Rented Sector

11.1 Between March 2025 and March 2026, Private Sector Housing delivered the Healthy Homes Project, funded through a government grant programme aimed at improving local authority capacity to tackle damp and mould in the private rented sector.

11.2 The project sought to strengthen the Council's ability to identify, assess and address damp and mould hazards through increased regulatory activity, staff training, enhanced data collection, improved resident engagement and investment in specialist equipment.

11.3 A dedicated Housing Regulation Officer was recruited to lead project delivery, providing additional capacity to investigate cases, undertake inspections and engage with residents. Officers across the service also received enhanced training on damp and mould interventions. In partnership with the Chartered Institute of Environmental Health (CIEH), the Council developed a bespoke training programme exploring alternative legislative powers available to address housing conditions. This training model was subsequently shared with other local authorities.

11.4 The project enabled investment in specialist inspection equipment, including thermal imaging cameras, moisture monitoring devices and diagnostic tools. These resources have enhanced officers' ability to identify the causes of damp and mould and support evidence-based enforcement activity.

11.5 A public awareness campaign was delivered throughout the project to improve residents' understanding of damp and mould, associated health risks and the support available from the Council, as well as tips to manage condensation in the home. The campaign included digital advertising, printed materials, website improvements, community outreach and information distributed through a range of local partners. This activity contributed to greater awareness of housing standards and routes for redress where landlords failed to address reported issues.

11.6 The Council also procured a specialist damp and mould surveying service to support investigations. This enabled more consistent and independent technical assessments, reducing delays associated with landlords commissioning their own surveys and helping to accelerate remedial action where housing hazards were identified.

11.7 Alongside reactive casework, officers undertook proactive engagement in areas identified as being at higher risk of damp and mould, using housing and public health data to target interventions. This resulted in direct outreach activity across 144 privately rented properties.

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11.8 During the project period, 59 Housing Health and Safety Rating System (HHSRS) assessments were completed. Damp and mould hazards were identified in 48 cases, including 14 Category 1 hazards, which represent the most serious risk to health and safety. Officers also identified and addressed a range of additional housing hazards, including excess cold and structural safety issues.

11.9 As a result of this work, 22 cases were resolved through officer intervention and a further five cases required formal enforcement action to secure necessary repairs. One prosecution was successfully undertaken against a landlord who failed to comply with statutory requirements relating to damp and mould hazards. The court imposed a financial penalty, costs and victim surcharge, and affected tenants were assisted to secure alternative accommodation.

11.10 The project also secured wider investment in the city's private rented housing stock. Based on officer assessments, remedial works undertaken by landlords in response to identified hazards are estimated to have resulted in an average investment of approximately £5,000 per property.

12. Ongoing Damp and Mould Regulation

12.1 The improvements introduced through the Healthy Homes Project have been embedded within the Council's ongoing regulatory activities. Investment in officer training, specialist equipment and public information resources continues to support the identification and resolution of damp and mould hazards across the city.

12.2 Between April 2026 and mid-August 2026, the service received 32 reports relating to damp and mould and identified damp and mould hazards within 47 properties assessed under the HHSRS framework, including licensed Houses in Multiple Occupation.

12.3 Of the cases investigated during this period, 22 have been resolved or closed following assessment, advice or other intervention. The remaining cases continue to be actively progressed by officers.

12.4 Since May 2026, following the introduction of the Council's revised Private Sector Housing Enforcement Policy and changes associated with the Renters' Rights Act, the Council has adopted a stronger enforcement approach to addressing serious housing hazards. Where actionable hazards are identified, formal intervention is now more likely to be pursued unless there are clear and reasonable grounds for an alternative approach.

12.5 In addition to its regulatory role, the service continues to provide support and advice to both tenants and landlords through community engagement activities, landlord forums, newsletters, outreach work and dedicated advice services. These activities

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aim to improve housing standards, prevent poor housing conditions from developing and ensure residents understand the support available to them.

……
Signed by James Hill, Director of Housing, Neighbourhood and Building Services

Appendices:

Appendix A - Condensation and Mould Leaflet (Advice for Portsmouth City Council Tenants)
Appendix B - Damp and mould poster
Appendix C - Draft safe and healthy homes policy

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location
Portsmouth Homes - Damp and Mould Policy	Damp and Mould Policy
Cabinet Member for Housing and Tackling Homelessness - 7 November 2025	Damp and Mould Cabinet Report
Portsmouth City Council Website - Portsmouth Homes 'How to report damp and mould in your Portsmouth Homes property'	Portsmouth Homes tenants link
Portsmouth City Council Website - PSH tenants general damp and mould advice	Private Tenants link
House Talk Winter Edition 2025 (page 13) - Spot and stop damp and mould	House Talk Winter 2025

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You can request this information in large print, Braille, audio or in another language by calling 023 9284 1193

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Portsmouth Homes

Portsmouth CITY COUNCIL

DO YOU HAVE SIGNS OF DAMP AND MOULD?

Damp and mould

Advice for Portsmouth Homes tenants

Portsmouth City Council's council housing service

Homes in the UK can suffer from condensation and mould, especially in the winter.

Daily tasks such as cooking, showering and drying clothes result in moisture being released into the air, which can lead to condensation and black mould growth. Mould toxicity can negatively impact both your physical and mental wellbeing.

As your landlord, Portsmouth Homes is responsible for tackling damp and mould in your home. If black mould appears, we'll investigate the cause such as leaks, poor insulation, or ventilation, and carry out repairs to fix it.

If condensation is part of the problem, we'll work with you to find a solution and make sure your home meets the standards set out in the housing legislation.

Damp

There are two types of damp that can lead to the growth of black mould within a home. **Rising damp** is caused by ground water moving up through the wall or floor. This can be caused by a lack of effective damp proof course. **Penetrating damp** is caused by leaking water. This is usually caused by a structural problem in the building such as faulty guttering, or it can be caused by internal leaks, like pipes under the sink. This type of damp may expand across walls or a ceiling horizontally.

Black mould

Black mould is caused by a build-up of moisture. Left untreated this can spread from walls onto furniture, curtains and clothing. Black mould produces allergens, irritants, and sometimes toxic substances. Inhaling or touching mould spores may cause an allergic reaction such as sneezing, a runny nose, red eyes and a skin rash.

Condensation

Condensation is caused by moist air coming into contact with cold surfaces such as walls, windows and mirrors. It can also build up in places where there is little air movement, in or behind wardrobes and cupboards. Condensation can cause dampness and mould within your home which can create a distinctive musty smell.

Keep kitchens and bathrooms clean

Kitchens and bathrooms are hotspots for condensation and therefore, mould as well. Keep on top of your cleaning routine to prevent the build-up of black mould in these rooms.

How to reduce condensation and prevent black mould growth

Use extractor fans and trickle vents in your windows. These don't lose much heat so keep them uncovered.

Open windows for short periods in the morning to release moisture from your home.

If you're drying clothes indoors, make sure there are open windows to allow moisture to escape.

Allow soft furnishings, such as sofas, room to breathe by pulling them away from the wall and not overfilling your wardrobe.

Heat your home

Condensation is less likely to form if the temperature of your home is above 15°C.

However, it's recommended that rooms are kept at between 18–21°C to keep you warm and healthy.

Don't turn thermostatic radiator valves off, always keep them on a minimum frost setting.

Energy saving advice

If you're struggling to afford your heating, help is available.

Call our freephone number **0800 260 5907**, or visit **switchedonportsmouth.co.uk** to receive free energy and financial advice, as well as onward referrals into larger schemes.

Try to keep your moisture levels down

Most daily tasks will release moisture into the air.

Activity	Litres of water vapour
Breathing – active adult	0.85 litres per day per person
Breathing – sleeping adult	0.3 litres per day per person
Cooking	Up to 3 litres per day
Washing clothes	0.5 litres per load
Drying clothes	5 litres per load
Showers and baths	1.5 litres per person
Washing dishes	Up to 1 litre per day
Un-flued gas heater	Up to 1 litre per hour of use

Tips to reduce moisture levels in your home

Try the below tips to reduce moisture levels and prevent condensation:

- Dry clothes outside or in a vented tumble dryer where possible
- Take shorter showers
- Add cold water first when running a bath – this reduces steam by up to 90%
- Keep a lid on pots and pans when cooking
- Wipe windows daily with a squeegee

Contacting us about damp and mould in your home

Reporting damp and mould to the council is the right thing to do, and the earlier this can be done, the easier it will be to resolve. Any signs of damp should be reported to the Housing repairs support team as soon as possible.

This can be done by calling or emailing using the below details, or online on the Portsmouth City Council website via the 'maintaining and repairing your council property' web page.

If you see black mould starting to appear in your home, do not ignore it. While small patches may be cleaned using a domestic mould and mildew remover, following the manufacturer's instructions carefully, this should only be a temporary measure.

If you have extreme black mould or the initial treatment is not effective, please contact the customer repairs team as this may be an indication of an underlying repair issue with your home such as damp or poor ventilation, which must be addressed by your landlord.

Do not try to remove with a brush or hoover as this can lead to the mould spreading further round your home.

Customer repairs team contact details

customerrepairsteam@portsmouthcc.gov.uk

023 9284 1311

Portsmouth Homes

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DO YOU HAVE SIGNS OF DAMP AND MOULD?

Report now!

Email: CustomerRepairsTeam@portsmouthcc.gov.uk
Call: 023 9284 1311

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Portsmouth Homes

Portsmouth CITY COUNCIL

Safe and Healthy Homes Policy (Awaab's Law)

Summary

This policy explains how Portsmouth Homes will make sure homes are safe, healthy and free from hazards that could affect residents' health and wellbeing. It sets out how we will respond to reports of damp, mould and other hazards, the timescales we will work to, and how we will meet the requirements of Awaab's Law and other legal responsibilities.

Effective date

30 November 2026

Review

Latest Review Date: 30 November 2029

We will review this Policy every 3 years or when there has been an update to legislative, regulatory, best practice or operational changes.

Version

Version 1.0

DRAFT

Safe and Healthy Homes Policy (Awaab's Law) contents

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Scope

The policy covers:

- This policy applies to Portsmouth Homes tenants living in rented homes, including communal areas, sheltered housing, shared accommodation, temporary accommodation and supported housing.

The policy does not apply to:

- Hazards that are not a significant or emergency hazard
- Hazards that are the result of breach of contract by the residents
- Shared ownership homes.
- Leasehold or owner-occupied homes.
- Issues that are not Portsmouth Homes' responsibility to repair.

Any reference in this policy to ‘we’, ‘our’ or ‘us’ refers to Portsmouth Homes.

Any reference in this policy to 'tenant', 'customer' 'resident' or 'you' refers to a Portsmouth Homes secure tenant.

Purpose

The purpose of this policy is to explain how we will identify, investigate and respond to significant and emergency hazards in residents' homes. It also sets out how we will meet the requirements of Awaab's Law and keep homes safe and healthy.

We want every resident to live in a safe, healthy and well-maintained home. We take reports of damp, mould and other hazards seriously and will respond promptly when concerns are raised.

Understanding the Terms Used in This Policy

Awaab's Law uses specific legal terms that must be used throughout this policy. The explanations below are provided to help residents understand these terms.

Term	What it Means
Significant Hazard	A hazard that could cause serious harm to a resident's health or safety if it is not dealt with quickly.
Emergency Hazard	A hazard that presents an immediate risk to health or safety and requires urgent action.
Triggering Event	The date we first receive a report about a potential hazard.

Initial Determination	Our first assessment of the information available when a hazard is reported.
HHSRS	The Housing Health and Safety Rating System. This is the national system used to assess housing hazards.
Category 1 Hazard	The most serious type of hazard identified through an HHSRS assessment.
Alternative Accommodation	Temporary accommodation that may be offered if it is not safe for you to remain in your home whilst works are carried out.

Significant and Emergency Hazards

Types of Hazards

Awaab's Law uses specific legal terms to describe different types of hazards. The definitions below are based on legislative requirements and are used throughout this policy.

- A **'significant hazard'** is a relevant hazard that poses a significant risk of harm to the health or safety of an occupier of the social home if not addressed within 15 days.
- **'Emergency hazards'** will be issues that could cause immediate harm to the mental or physical health or safety of tenants if not addressed within 24 hours. We will as soon as reasonably practicable, and within 24 hours investigate the hazard and complete the relevant safety works to make the property safe.

Types of Significant Hazards

The policy applies to the following significant hazards

- Damp and mould hazards
- Excess cold
- Excess heat
- Falls on the level (including slips and trips on floors, walkways, stairs or changes in level)
- Structural collapse
- Fire and explosions
- Electrical hazards
- Domestic hygiene (including personal hygiene and food safety).

Assessment of Hazards

When You Report a Hazard

When you report a hazard or repair issue, we will carry out an initial determination to decide whether it may be a significant hazard or an emergency hazard. The date of your request is the triggering event for our policy.

We will take reasonable steps to understand your circumstances, including any vulnerabilities of the household which could worsen the potential impact of a hazard such as age, physical and mental health conditions or disability.

When assessing hazards, we will consider all relevant information about you and your home including where the hazard is in your home and how the room is normally used, existing repair records, stock condition data, previous reports about issues or maintenance work in your home, investigations and any other correspondence we have had with you, or information received from third parties, for example from medical professionals, social workers or schools.

We will make an initial determination using our knowledge of the condition of the home and the nature of the hazard, to assess the likelihood of harm occurring and the potential severity of that harm in specific circumstances.

We will not make assumptions on the underlying causes of a potential hazard and may still need to arrange an investigation of the problem by a surveyor before deciding if it is out of scope for Awaab's Law. Also, if you specifically request an in-person investigation we will arrange for a surveyor standard investigation.

If our initial determination is there is no suspected significant or emergency hazard, we may still raise a routine repair as appropriate or provide advice.

If the outcome of our initial determination is that there is a suspected significant hazard or an emergency hazard, we will either raise an urgent or emergency repair and/ or arrange for a surveyor to undertake a standard investigation.

How We Investigate Hazards

If the initial determination is a suspected significant hazard and at the initial determination, we have not raised the appropriate repairs to make the property safe, we will undertake a property inspection by our surveyor within ten working days after the initial determination or when we are made aware of the potential significant hazard. Timeframes begin the day after the triggering event.

We will investigate any potential emergency hazards as soon as reasonably practical within 24 hours of becoming aware of them. Examples of hazards may include significant leaks or a hazard that will have an immediate impact on a resident's health.

What Happens at an Inspection

During the property inspection, we will identify the cause of the hazard and consider the most effective solution to address it and prevent it from returning.

We will undertake a survey to assess the risk, the location of the hazard and how the room(s) it is present in are used, and how long the hazard has been present.

At the property inspection we will assess whether there are any Housing Health and Safety Rating System (HHSRS) category 1 hazards.

We will take reasonable steps to understand the circumstances of the residents, including any vulnerabilities of the household which could worsen the potential impact of the hazard such as age, health conditions or disability.

We will focus on finding the cause of the problem and putting it right. We will not make assumptions or blame you for the issue.

We will then categorise the hazard and assess whether the hazard is a significant or emergency hazard or it is outside the scope of Awaab's Law. We will arrange any repairs needed to make the property safe and ensure they are prioritised according to the type and severity of the hazard.

If the standard, emergency, or renewed investigation is unable to determine the extent of, or underlying cause of, a significant or emergency hazard, we will undertake a further investigation as soon as reasonably practicable to determine what work is required to make the property safe and prevent the hazard from reoccurring.

We will check whether we are able to make your home safe within the timescales required for a significant hazard or emergency hazard and it is safe for you to stay in your home while the work is carried out. If it is not safe, we will offer suitable temporary accommodation for you and your household until the necessary work has been completed.

Written Summary

After we complete our investigation, we will provide a written summary of our findings within 3 working days unless the repairs carried out will have already resolved the hazard.

The summary will explain:

- whether a significant or emergency hazard has been identified;
- any work we need to carry out;
- the timescales for any repairs; and
- how to contact us if you have any questions.

We will provide this information in line with any communication preferences you have told us about, including by letter where requested.

Information and Advice

We will also provide general advice and guidance on hazards as appropriate, including how to report the hazards to us, including providing you with information on how to stay safe while the property is being repaired.

Information about Awaab's Law and housing hazards will be available through our housing offices, at tenancy sign-up, on our website, on social media, within House Talk magazine and through other communications we use to keep residents informed.

We will take reasonable steps to keep you informed about the timing and progress of required work until the work is completed. If for any reason the work is no longer required we will explain this clearly, outlining the reasons so you are fully informed, and providing information about how you may contact us in the future.

We understand that hazards in your home can affect your health and wellbeing. We will

support you throughout the process and do all we can to minimise disruption while the problem is put right.

Resident support

Sometimes there may be factors within a household that make it harder to resolve a hazard, such as overcrowding or a large number of belongings making access difficult.

Where appropriate, our housing management team will work with you to identify support and discuss available options.

Repairs and Safety Work

If we identify a significant hazard or an emergency hazard, we will arrange any work needed to make your home safe.

In some cases, we may take temporary safety measures first while longer-term repairs are arranged.

We will complete repairs within the timescales required by Awaab's Law.

If the issue is not covered by Awaab's Law, we may still arrange a routine or planned repair where appropriate.

We may also carry out improvement works where these are needed to help prevent hazards occurring again.

We need access to your home to carry out inspections and repairs. If we cannot gain access after taking reasonable steps to arrange an appointment, we may not be able to complete the work.

If our investigation finds that no repair work is needed, we will explain the reasons for our decision.

Awaab's Law follow up

We will follow up with each completed emergency or significant hazard repair within six months of any investigation, by contacting you to check if any work undertaken and/or advice provided has been completed and/or has been effective.

If the completed repairs have not resolved the hazard a new investigation will be arranged.

Alternative Accommodation

If we are unable to make your home safe within the timescales required for a significant hazard or emergency hazard, we will offer suitable temporary accommodation for you and your household until the necessary work has been completed.

We will discuss the available options with you and take your household's needs into account when arranging temporary accommodation.

If you choose not to accept the temporary accommodation offered, you may decide to stay with family or friends or remain in your home while the work is completed.

If you remain in your home, we will provide clear written information about any precautions you can take to help keep yourself and your household safe while the work is being carried out.

Once the work has been completed and your home is safe to live in, the temporary accommodation will end, and you will be expected to return home.

Training

We will ensure that staff involved in responding to repairs, inspecting homes and supporting residents receive appropriate training and guidance on Awaab's Law and housing hazards.

Staff who receive reports of repairs and hazards will be trained to identify potential significant and emergency hazards and arrange further investigation where required.

Our surveyors are trained and competent in assessing housing hazards. They have the skills and experience needed to determine whether a home is affected by a significant hazard or an emergency hazard.

Staff who visit residents in their homes, including housing officers, operatives and contractors, will be trained to recognise potential hazards and report any concerns so that they can be investigated.

Where appropriate, staff will also provide residents with information, advice and signposting to available support services, including support relating to energy costs.

Safe and Healthy Homes Panel

The panel will be chaired by the Head of Building Repairs and include appropriate Heads of Service from Buildings and Housing, together with appropriate representation from Housing Need and Supply, Public Health and other service areas as appropriate. The panel will meet quarterly.

The panel will coordinate and communicate our response to Awaab's Law across all Housing, Neighbourhood and Building teams to ensure risks are managed consistently and are appropriately resourced, complying with all legislation and providing appropriate information to residents, staff and contractors.

The panel will have oversight of the process, changes to the legislation and effectiveness of the Awaab's Law policy.

The panel will review the following key areas and implement changes required to processes, policies or communication to residents as appropriate:

- Our response to Awaab's Law, surveys undertaken and data about our stock to proactively manage hazards.
- Training provided to staff and information provided to residents
- Record all Awaab's Law complaints and disrepair claims to review any learning

Your Responsibilities

You can help us deal with hazards quickly by:

- reporting hazards or faulty equipment as soon as possible;
- telling us about any circumstances that may make someone in your household more vulnerable to a hazard;
- providing photographs or videos if we ask for them;

- letting us know if the issue gets worse or your circumstances change;
- giving us access to inspect your home and carry out repairs; and
- keeping your contact details and communication preferences up to date.

Your voice

We provide residents a wide range of meaningful opportunities to engage, influence and scrutinise the Landlord Strategies, policies and services, including the Resident Consortium together with repairs and maintenance focus groups.

If you would like to be included in future resident engagement focus groups and would like to know how to get involved, please contact us for more information:

You can contact our team by:

- Email: **housing.engagement@portsmouthcc.gov.uk**
- Phone: 02392 834835
- Website**:** visit the **Resident engagement and community resources on our website**

What have we done to make sure this Policy is fair?

We completed an Integrated Impact Assessment (IIA) to consider the positive and negative impacts this Policy may have on people with protected characteristics under the **Equality Act 2010**. This Policy should have direct and positive equality and diversity impacts.

Regulation and legislation

We recognise the variety of legislation, and we will continue to monitor relevant legal guidance. The list below reflects some of the existing legal framework and relevant publications:

- **Housing Act 2004**
- **Landlord and Tenant Act 1985**
- **Environmental Protection Act 1990**
- **Social Housing (Regulation) Act 2023**
- **Homes (Fitness for Human habitation) 2018**
- **Social Housing (Prescribed Requirements) (England) Regulations 2025 (also known as Awaab's Law)**
- **Decent Homes Standard**

Related documents

This policy should be read in conjunction with:

- **Portsmouth Homes policies, strategies and reports**
- Tenancy Agreement / Leasehold Agreement
- Asset Management Strategy

How to feedback

If you have any questions around the policy or would like to know more about its application, please contact the relevant service in the first instance.

You can get this policy in large print, braille, audio or in another language by contacting your Housing Office. More information is available **translation, interpreting and audio information**.

Compliments

To help us provide the best service we can. We would like to hear customer views on the services that they use. If the customer is pleased with a member of staff or service, please let us know.

- Telephone: 02392 606383
- Email address: **HNBLandlordComplaints@portsmouthcc.gov.uk**

Complaints

If a customer is unhappy, they can refer to our Landlord Complaints Policy.

- Online complaint form at **Make a housing complaint**
- Telephone: 02392 606383
- Email address: **HNBLandlordComplaints@portsmouthcc.gov.uk**

Housing Ombudsman Service

If a customer is unhappy, they can contact the Housing Ombudsman Service for advice and guidance at any time.

- Online complaint form on **the Housing Ombudsman Service website**
- Telephone: 0300 111 3000
- For more information, visit **Housing Ombudsman's Complaint Handling Code**

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Title of meeting:	Cabinet Member for Housing and Tackling Homelessness
Date of meeting:	23 September 2026
Subject:	Safe and Healthy Homes Policy (Awaab's Law)
Report by:	Adam Hardwick - Assistant Director Buildings
Report Author:	Steve Groves - Head of Building Repairs
Wards affected:	All
Key decision:	No
Full Council decision:	No

1. Purpose of Report

1.1 The purpose of this report is to seek approval from the Cabinet Member for Housing and Tackling Homelessness for a 'safe and healthy homes' policy that outlines our approach to manage the requirements of Awaab's Law.

2. Recommendations

2.1 The Cabinet Member for Housing and Tackling Homelessness approves the safe and healthy homes policy that will replace the damp and mould policy and asks Portsmouth Homes to implement the policy on 30 November to ensure compliance with the updated legislative requirements.

2.2 The Cabinet Member for Housing and Tackling Homelessness approves the repairs and maintenance policy that has been updated to include Awaab's Law emergency and urgent repairs examples.

2.3 The Cabinet Member for Housing and Tackling Homelessness notes the additional staff resources recommended to manage the additional demand anticipated for Awaab's Law phase two.

3. Background

3.1 On 22 February 2024 the Cabinet Member for Housing and Tackling Homelessness approved the new damp and mould policy and asked Housing, Neighbourhood and Building Services to implement the new policy with immediate effect.

3.2 Subsequently the Cabinet Member for Housing and Tackling Homelessness approved the updated repairs and maintenance policies on 18 September 2024 and

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asked the Housing, Neighbourhood and Building Services to implement the updated policies on 1 October 2024, that included an updated damp and mould policy.

3.3 A further information only report providing an update on the damp and mould policy implementation was provided to the Cabinet member for Housing and Tackling Homelessness on 21 May 2025.

3.4 On 15 October 2025 the Chief Executive exercised the executive decision-making powers, noting the Cabinet Member and opposition members had been briefed and approved the updated damp and mould policy. An information only report was provided to the Cabinet Member for Housing and Tackling Homelessness on 7 November 2025.

4. Awaab's Law

4.1 Awaab's Law (phase one) came into force for the social rented sector from 27 October 2025. From this point social landlords had to address all damp and mould hazards that present as an emergency hazard or a significant risk of harm to tenants to fixed timeframes. The government provided guidance for social landlords that included information in relation to damp and mould hazards that were in scope for the first phase of Awaab's Law.

4.2 On 30 November 2026 the government will extend the regulations (phase two) to include hazards where they present a significant risk of harm including excess cold and excess heat, falls on the level (including falls on stairs and between levels), structural collapse, fire and explosions, electrical hazards, domestic hygiene (including personal hygiene and food safety).

4.3 In 2027, the government will extend the regulations (phase three) to all remaining Housing Health and Safety Rating System (HHSRS) hazards (apart from overcrowding) where they present a significant risk of harm. This is expected to include hazards such as asbestos, carbon monoxide, lead, water supply issues, lighting, noise, collision and entrapment risks, falling elements, intruder access and other housing-related health and safety hazards not already covered by Phases 1 and 2.

4.4 Living in hazardous conditions can have a substantial impact on people's health, safety and wellbeing. While many landlords take timely and effective action to address hazards, Awaab's Law serves as a legal backstop for the cases where social landlords are failing to make repairs quickly enough and leaving their tenants at risk.

4.5 The primary legislation for Awaab's Law was first introduced through the Social Housing (Regulation) Act 2023, and inserts (or in legal terms 'implies') into social housing tenancy agreements a term that requires social landlords to comply with the requirements that are set out in these Regulations.

4.6 These Regulations mean landlords must:

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i. Investigate any potential emergency hazards and, if the investigation identifies an emergency hazard, undertake relevant safety work as soon as reasonably practicable. The investigation and the relevant safety work must both be completed within **24 hours** of becoming aware of the hazard.

ii. Investigate any potential significant hazards within **10 working days** of becoming aware of them.

iii. Produce a written summary of investigation findings and provide this to the tenant within **3 working days** of the conclusion of the investigation.

iv. Undertake relevant safety work within **5 working days** of the investigation concluding, if the investigation identifies a significant hazard.

v. Begin, or take steps to begin, any work required to prevent a significant or emergency hazard recurring ("supplementary preventative work") within **5 working days** of the investigation concluding, if the investigation identifies a significant or emergency hazard. If supplementary preventative work cannot begin within **5 working days** it must begin as soon as reasonably practicable, and **within 12 weeks**.

vi. Satisfactorily complete supplementary preventative works within a reasonable period.

vii. Secure the provision of suitable alternative accommodation for the household, at the social landlord's expense, if relevant safety work cannot be completed within the timeframes set out above.

viii. Keep the tenant updated throughout the process and provide information on how to keep safe if the unsafe premises is not vacated.

4.7 Awaab's Law applies to almost all social housing occupied under a tenancy and let by a registered provider, including temporary and supported accommodation occupied under a tenancy that is social housing let by a registered provider. Awaab's Law does not apply to long leaseholds or other owner-occupied accommodation and low-cost home ownership homes, including shared ownership.

4.8 For hazards that are in scope of Awaab's Law there are two potential categories: significant and emergency hazard.

- A **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'.

- An **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

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safety that a reasonable social landlord with the relevant knowledge would take steps to make safe within 24 hours. This means issues that could cause immediate harm to the health or safety of tenants if not addressed quickly.

4.9 Whether a hazard is a significant or emergency hazard depends on whether it presents 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 as a matter of urgency or within 24 hours. The relevant knowledge is defined as meaning the knowledge that the social landlord has, or reasonably ought to have, about the health and circumstances of the occupier.

4.10 Landlords should seek to obtain access to the property to investigate and/or complete relevant safety works as quickly as possible, and it is recommended that they keep clear records of their attempts.

4.11 If the social landlord is unable to complete the relevant safety work within the initial remediation period (5 working days from the completion of the investigation that identified the hazard for a significant hazard or 24 hours for an emergency hazard), they must secure the provision of suitable alternative accommodation at their expense, until the relevant safety work has been completed.

5. Consultation

5.1 The Local Authority have a duty to consult residents in accordance with the Housing Act 1985, The Building Act 2022 and The Social Housing (Regulation) Act 2023. The Transparency, Influence and Accountability Consumer Standard state that registered providers must take tenants' views into account in their decision making about how landlord services are delivered and communicate how tenants' views have been considered.

5.2 The resident consortium policy focus group were updated about Awaab's Law (phase two) and consulted regarding the proposed new policy on 20 July 2026. The residents reviewed an initial draft policy in a workshop format, providing detailed feedback that was captured and documented. See **Appendix A** - Awaab's Law resident feedback log

5.3 Residents were presented with a draft Awaab's Law policy, feedback included changing the title of draft policy to make the subject matter clearer, simplify and provide clearer wording where possible, define, explain or replace terms used in the policy in plain English, confirm letters written in resident communication preference, consider utilising notice boards as a communication channel and clarify staff training expectations.

5.4 The HHSRS panel meet quarterly and includes the Assistant Director for Housing, Head of Service for building repairs, private sector housing and local authority housing together with the building repairs manager responsible for managing the

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repair surveyors. The panel was updated regarding the legislation and consulted regarding the new policy.

5.5 Meetings were held with key repairs service managers to provide input to the new policy, as well as developing the implementation plan including changes to processes, preparing a training and communication plans and managing IT development of the repairs and maintenance database, including changes to PowerBI dashboards, new survey forms and written summaries.

6. Awaab's Law Phase One Lessons Learnt

6.1 The MHCLG test and learn report found that feedback from Awaab's Law (phase one) highlighted that compliance with statutory timescales was not always the primary driver of tenant satisfaction. Tenants tended to judge their landlord's performance against their previous experience and expectations, they were often willing to tolerate some delay where visible progress, credible communication and confidence that the issue would be resolved properly. The quality of communication emerged as a strong influence on tenant experience. Clear, proactive and well-documented updates helped to build trust and reassurance, even where cases were complex or slow-moving.

6.2 In preparation for the introduction of phase two of Awaab's Law, managers have attended seminars and continuing professional development (CPD) facilitated with external providers such as the Housing Quality Network (HQN), that included representatives from other social housing providers. The sessions have guest speakers with all participants sharing their experiences of phase one good practice to prepare for phase two.

6.3 Effective triage of repair demands at the initial contact with residents has been highlighted as critical to be able to recognise significant risks associated with excess cold, electrical safety, fire safety, structural defects and falls hazard. Improving hazard identification skills will not only ensure that we are able to respond to effectively within the legislation timescales, but it will also ensure that we use our resources effectively and have surveying capacity to respond to emergency and significant hazards. This was recognised when triaging of damp and mould was introduced by us to manage our resources more effectively.

6.4 Phase one implementation of Awaab's Law was challenging with demand for surveyor appointments exceeding our capacity at different periods of the year and impacting on our ability to attend within the prescribed timescales. Most cases that were attended were not emergency or significant hazards, highlighting that more effective triage will ensure that surveyors only attend where either potential significant or emergency hazards, or more information is required. This will create more capacity for the surveyors to attend the additional scope of phase two and ensure resources are used effectively to attend the potential significant or emergency hazards within the timescales. The lesson for phase two is to ensure that the Customer Repair Officers who receive demand are appropriately trained with knowledge to make effective decisions at the first contact triage stage and that we have sufficient capacity to manage the additional length of time to triage calls from residents.

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6.5 Record keeping and audit trails are vital for us to be able to evidence at every stage of the process that we have responded appropriately to manage the hazard, from initial reporting and inspection through to completion of works and resident updates. The repairs and maintenance database will be developed to record that the response to key questions such as vulnerability and no access, to ensure that audits can establish that the process has been followed.

6.6 Hazard assessments should consider the specific impact on children, older people and residents with disabilities or health conditions, as significant risk may arise more quickly for vulnerable households. Focusing on vulnerable residents will not only ensure we assess the risk but will require improved cross-service working to coordinate and share resident information. The repairs and maintenance database will be developed to record that the response to key questions such as vulnerability is recorded and will look to link housing management data to the repairs database to better inform the triage.

6.7 Utilising existing data and sharing new information obtained through repair reports, surveys and tenancy interactions will help ensure that triage is effective and proportionate. We know that certain age groups are more vulnerable to specific hazards, particularly pre-school children (0-4 years) and older adults (65-84 years and 85+ years), who are generally at greater risk from many of the hazards expected to fall within Phase 2 of Awaab's Law. Through tenancy sign-ups and tenancy update visits, we already collect information on household composition and the ages of occupants. This information will be linked with our repairs and property data to support more informed risk assessment, prioritisation and triage of reported hazards.

6.8 Existing data sources will be utilised and further developed to strengthen this approach and ensure that vulnerable households are identified and supported appropriately. The tables below based on the data that we currently hold, that 40% of our properties have a potentially vulnerable person by age group within the household.

Age category	**Age**	**Hazards - age group most vulnerable**
Pre-school child	0-4	Damp & Mould, Excess Cold, Excess Heat, Falls, Electrical Safety, Domestic Hygiene
Child	5-15	Damp & Mould
Young Person	16-17	
Adult	18-64	
Older Person	65-84	Excess Cold, Excess Heat, Falls, Fire & Explosion, Domestic Hygiene
Older Person (85+)	85+	Excess Cold, Excess Heat, Falls, Fire & Explosion, Domestic Hygiene

Portsmouth Homes Age Category

Age category	**Portsmouth Homes (% of All Tenants)**	**Portsmouth Homes**

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		(% of Properties Containing Age Category)
Pre-school child	4.31%	8.81%
Child	17.19%	59.45%
Young Person	3.49%	
Adult	58.69%	
Older Person	13.90%	26.79%
Older Person (85+)	2.42%	4.95%

6.9 The introduction of an online survey form has enabled surveyors to record damp and mould information more efficiently, improving both data quality and productivity. Expanding this approach to include all hazards covered by Awaab's Law will support consistent assessments, effective use of surveying resources and compliance with statutory requirements.

6.10 The online survey form has improved efficiency by enabling surveyors to record investigation findings and automatically generate written summaries that are automatically emailed to a shared inbox so that they can be quickly quality checked, before issuing to residents. This has supported compliance with the three-working-day requirement and will be further developed to cover all hazards within the scope of Awaab's Law.

7. Safe and Healthy Homes Policy

7.1 The policy outlines our approach to the management of Awaab's Law to ensure all our properties are safe and healthy environments that are well maintained, including free of hazards that could risk the health and safety of tenants living in our homes. See **Appendix B** - Draft safe and healthy homes policy

7.2 The safe and healthy homes policy explains how Portsmouth Homes will identify, investigate and respond to significant and emergency housing hazards to ensure residents live in safe and healthy homes. The policy supports compliance with Awaab's Law and applies to Portsmouth Homes tenancies, including communal areas, sheltered housing, temporary accommodation and supported housing. It does not apply to leaseholders, shared owners, owner occupiers, or issues that are not the landlord's repair responsibility.

7.3 The policy covers the housing hazards included within Awaab's Law that have the greatest potential to cause serious harm to residents' health and safety. These are damp and mould, excess cold, excess heat, falls on the level (including slips and trips), structural collapse, fire and explosion, electrical hazards, and domestic hygiene hazards. Portsmouth Homes will assess these hazards based on the risk they present to residents and will prioritise investigations, repairs and safety measures according to their severity and urgency.

7.4 Portsmouth Homes is committed to ensuring all residents live in safe and healthy homes by responding quickly to reports of significant and emergency hazards,

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carrying out timely investigations and repairs, considering residents' individual vulnerabilities, keeping residents informed throughout the process, providing advice and support where needed, and offering temporary accommodation when a home cannot be made safe within the timescales required by Awaab's Law.

7.5 Residents are expected to report hazards promptly, provide access for inspections and repairs, and inform Portsmouth Homes of any vulnerabilities that could increase risk. Portsmouth Homes will provide advice, signposting and support where circumstances such as overcrowding or hoarding make resolving hazards more difficult.

7.6 The repairs and maintenance policy have been updated to include specific examples of Awaab's Law hazards and the repair category that will be raised to make safe or resolve the hazard. See **Appendix C -** Updated repairs and maintenance policy and **Appendix D -** Summary repairs and maintenance policy changes

8. Management of Safe and Healthy Homes

8.1 We will continue to engage with the resident consortium policy, and repairs focus groups to review the effectiveness of the updated policy, reviewing and feeding back existing appropriate measures including demand analysis, complaints, customer satisfaction and expenditure.

8.2 The existing HHSRS panel will be renamed the Safe and Healthy Homes Panel, it will continue to have oversight of the process, changes to the legislation and effectiveness of the safe and healthy homes policy as well as all HHSRS hazards identified. The panel will update the HNB Safety and Quality Strategic Group and report any emergency and significant hazards identified as well as highlight any cases where alternative accommodation has had to be arranged or hazards cannot be resolved.

8.3 Effective triage of repair requests at the point of first contact has been identified as critical in recognising significant hazards and ensuring that cases are prioritised appropriately. As triage assessments become more detailed to support compliance with Awaab's Law, additional time and expertise will be required by Customer Repairs Officers. To provide sufficient capacity and resilience within the service, it is proposed to create two additional Customer Repairs Officer posts.

8.4 Whilst effective triage will help maximise the use of existing surveying resources, the wider range of hazards covered by Awaab's Law is expected to increase demand for inspections and investigations. To help manage this additional workload and provide resilience within the service, it is proposed to create two Assistant Building Repairs Surveyor posts.

8.5 The increased volume of investigations expected under Awaab's Law will generate additional written summaries. To provide resilience, undertake quality assurance checks, and support compliance with the requirement to issue written summaries within three working days, it is proposed to create an additional Apprentice Business Administrator post.

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8.6 A designated manager is required to provide clear accountability and oversight of Awaab's Law compliance. The role will ensure risks are appropriately managed, statutory timescales are achieved, performance is monitored, resources are effectively coordinated. The current Building Repairs Manager who manages the repairs surveying team and has led on damp and mould, will be the designated manager for oversight of Awaab's Law.

8.7 Discussions with other social housing providers preparing for Phase 2 of Awaab's Law indicate a consistent expectation that additional resources will be required to manage the anticipated increase in demand. Several organisations have advised they are planning for staffing increases of up to 30% to ensure sufficient capacity to meet the expanded requirements and response timescales. The estimated full-year budget cost of the additional staffing resources from 2027/28 is detailed in the table below. The in-year costs for 2026/27 will be funded through existing staffing budget savings arising from vacancies within the approved establishment, however this will be budgeted as part of the staff establishment for 2027/2028. The budget costs include salary, national insurance, superannuation and an allowance for a cost-of-living increase.

Role	**Full Time Equivalent FTE**	**Pay Band**	**Budget (Total Employment Cost)**
Customer Repairs Officer	2.0	Band 5	£72,406
Apprentice Business Administrator	1.0	Band 5	£34,426
Assistant Repairs Surveyor	2.0	Band 7	£88,018
Total Additional Staff Budget	5.0		£194,851

8.8 The data governance guide for damp and mould will be updated for safe and healthy homes will be developed to ensure cases and associated records are completed, quality assured and stored correctly in compliance with relevant legislation, policies and procedures. The guidance will include checking the quality and consistency of surveys, the accurate recording and management of data, the completion of internal audits of surveys and related works, and compliance with both internal and external audit requirements. This will strengthen governance arrangements, improve data quality and provide greater assurance that our regulatory obligations are being met.

8.9 Residents will be regularly updated regarding performance of the repairs service to manage the hazards through the publication of measures on the website and in House Talk.

9. Implementation Plan and Roles

9.1 <u>Safe and Healthy Homes Panel</u>

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9.1.1 The safe and healthy homes panel will have oversight of the process and will be responsible for managing the overall implementation plan See **Appendix E -** implementation plan

9.2 Residents

9.2.1 The Transparency, Influence and Accountability Consumer Standard states registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.

9.2.2 Residents will have access to the new policy on our website, there will be information about each hazard together with videos promoting Awaab's Law and information regarding what residents should expect when reporting hazards, advice to minimise risks and highlighting residents' responsibilities.

9.2.3 Damp and Mould leaflets that are provided by surveyors and those visiting Portsmouth Homes, were designed to provide guidance and advice to residents of what to look for, what we'll do when you report it, and top tips to reduce damp and mould. Similar advice leaflets branded to match the posters will be developed by the safe and healthy homes panel for other relevant hazards such as the domestic hygiene, pests, refuse, personal hygiene and food safety, where advice maybe useful to support residents. See **Appendix F -** damp and mould advice leaflet

9.2.4 Resident feedback was to utilise notice boards as a communication channel to inform residents about the policy, the damp and mould poster used in phase one of Awaab's Law was widely used to promote damp and mould reporting. Similar posters will be prepared for display in area housing offices, communal areas notice boards and community rooms within our blocks of flats. The posters will provide details regarding each hazard and contact details for the customer repairs team so that residents can report any hazard. See **Appendix G -** damp and mould

9.2.5 The 'Make Things Right' campaign toolkit offers a variety of downloadable materials on Awaab's Law, including posters and social media posts. The Make Things Right campaign website also has useful information and videos for tenants on Awaab's Law. These will be utilised as part of the communication plan for publishing the new policy on the website, social media and posters.

9.2.6 Information regarding the policy will always be provided on request and residents can request at their area housing office for the policy in large print, Braille, audio or in another language. The written summary that is issued to residents after the investigation will take into consideration the residents stated and recorded communication preferences, this was highlighted as important when residents were consulted.

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9.3 All staff

9.3.1 Portsmouth Homes staff Email updates will be issued to staff to inform them of the new policy and direct them to training so that they can advise, report and direct residents regarding any hazards that they identify in a resident's home or is reported to them.

9.3.2 An online E-Learning course will be developed to be available for all staff who are visiting residents in their homes so that they are aware and can identify hazards. The E-learning will provide knowledge so that staff can provide residents with advice to minimise risks as well as directing residents to sources of information and support.

9.4 Customer Repairs Team

9.4.1 MHCLG best practice states that robust, structured triage (including early identification of household vulnerability) enables proportionate prioritisation and better tenant experiences. Embedding structured triage at first contact (including routine vulnerability prompts), supported by clear explanations, training and oversight for frontline staff, would improve both efficiency and outcomes, given the significant downstream impact of early decisions.

9.4.2 The ability of Customer Repairs Officers to effectively triage repairs at the first point of contact is essential to ensuring that residents receive the right response at the right time. To support this, comprehensive guidance, process maps and decision-making tools have been developed for the team. These provide examples of commonly reported repairs and set out the factors that determine the appropriate outcome, including whether a repair should be treated as an emergency, a significant hazard requiring urgent intervention, a routine repair, or where no work is required because the issue falls within the resident's responsibility. This consistent approach helps ensure repairs are prioritised correctly, resources are used effectively, and residents receive clear and accurate advice from the outset. See **Appendix H** Draft process map, triage guidance and quick guides

9.4.3 We are also working with Public Health to develop guidance and hazard-specific triage algorithms to support consistent decision-making and effective prioritisation of cases. This collaboration will also help identify households and resident groups most vulnerable to specific hazards, enabling earlier intervention, more targeted support and improved health outcomes for residents.

9.4.4 The Customer Repairs Officers are a centrally based team responsible for receiving and managing all resident repair requests. This approach enables a consistent service to be delivered and ensures staff receive

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ongoing training, coaching and support, with managers working alongside the team and providing individual guidance where required.

9.4.5 The team is based within the Somerstown Housing Office alongside the Repairs Surveying Team, providing direct access to managers, surveyors and duty surveyors. This close working arrangement allows Customer Repairs Officers to obtain immediate technical advice when assessing repair reports, helping to ensure repairs are accurately triaged, correctly prioritised and resolved at the earliest opportunity.

9.4.6 Discussions with other social housing providers has highlighted the challenges of meeting Awaab's Law timescales where repairs are reported through either a general enquiry helpdesk or online repairs reporting portals or directly to external contractors. Our model provides a dedicated Customer Repairs team as a single point of contact for all repair requests, enabling trained staff to triage repairs, identify hazards promptly, and allocate work to the appropriate contractor or surveyor, helping to ensure a consistent and timely response.

9.5 Contractors

9.5.1 The contractors access all our properties each year to undertake servicing or repairs, with the operatives undertaking approximately 200,000 appointments in the next 12 months. This further opportunity to identify hazards and vulnerability in all our properties will be utilised by making operatives aware of the policy, they will be aware they can contact the customer repairs team to arrange for a building repairs surveyor to investigate any hazard reported or identified as part of their repair or servicing visit.

9.5.2 We are working with the core group contractors to explore how awareness training can effectively be delivered to service provider operatives who undertake repairs in resident's homes, either through part of toolbox talks or utilising other communication channels. An example of joint working is the safeguarding train the trainer training that will assist in ensuring that operatives can respond as appropriate if they identify a safeguarding concern, similar training will be developed to identify hazards.

9.5.3 Contractors performance will be key to ensuring that we achieve the timescales required in accordance with Awaab's Law. Specifically, if emergency or significant hazards are resolved by either an emergency or urgent repair timescale, then a written summary will not be required, and no surveyor visit will be necessary. Contractors' performance will be monitored and discussed at the monthly operational meetings. The importance of meeting the repair categories to address hazards will be emphasised at the core group meetings.

9.6 Surveyors

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9.6.1 The building repairs surveyors will be trained to undertake the surveys and assessment as part of the policy including considerations when undertaking a survey, such as vulnerabilities, how to complete the new survey report, sending a written summary of the investigation and timescales for issuing repairs as appropriate.

9.6.2 Additional safeguarding training for all surveyors is being undertaken; this will highlight the relevance of professional curiosity which is particularly important because staff visiting residents' homes should not only assess the reported issue but also remain alert to other health and safety hazards or vulnerabilities. This helps ensure that risks are identified early, appropriate support is provided, and residents are protected from harm.

9.6.3 The building repairs surveyors will also undertake additional accredited external training to ensure that they are maintaining their competency to undertake investigations in accordance with Awaab's Law and HHSRS assessments for the individual hazards.

9.6.4 We are committed to undertaking stock condition surveys to 20% of our stock every year either utilising our asset management surveyors or external stock condition surveyors. The condition assessment will assist us to reassure residents that properties are safe and highlight planned programmes to proactively ensure homes remain safe and healthy.

9.6.5 All surveyors regardless of the team that they are working in (asset management, building projects or M&E) will be aware to escalate and contact the customer repairs team to arrange for a building repairs surveyor to investigate any hazards reported or identified as part of their tenancy update visit.

9.7 <u>Housing Officers</u>

9.7.1 It is important that Housing Officers gather tenant details to help initial determination and maintain accurate and up-to-date information about our properties and the individuals living in them. This includes recording any details shared by tenants that may indicate increased vulnerability to specific hazards, such as physical or mental health conditions, and noting preferred methods of contact and any reasonable adjustments, for example relating to language, communication preferences, or support needs. This information will help determine whether a hazard constitutes a significant or emergency hazard and to inform appropriate next steps, alongside the information gathered when the hazard is first reported.

9.7.2 The Housing Officers are undertaking tenancy update visits (TUVs) and aim to visit all properties annually. They will undertake the e-learning

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and will be aware of contacting the customer repairs team to arrange for a building repairs surveyor to investigate any hazards reported or identified as part of their tenancy update visit.

9.8 Repairs & Maintenance Database

9.8.1 To assist the building repairs surveyors undertaking the investigations and ensure the new process is effective; an online repairs and maintenance database form has been developed that surveyors can use when undertaking the Awaab's Law surveys. The form will capture all the appropriate information required as part of the investigation and enable the surveyors to save a pdf survey report to the database as well as a resident written summary that will be issued to the resident by the customer repairs team within 3 working days.

9.8.2 The repairs and maintenance database and PowerBI dashboards will be updated so that the performance measures used to manage the services reflect changes to the policy, it will also ensure that we can continue to provide returns to the social housing regulator.

9.8.3 The dashboard and measures reviewed will include our performance to attend surveys with 10 days, issue a written summary to residents within 3 days, repair category performance, feedback on the effectiveness of the repair actions including complaints, the cost of the rectifying hazards, number of new demands and number of unresolved open cases. An information only report will be prepared for the Cabinet Member for Housing and Tackling Homelessness each summer to review performance of the previous year to respond to all hazards, including damp and mould.

10. Integrated impact assessment (IIA)

10.1 An Integrated Impact Assessment is contained in **Appendix I**

11. Legal implications

11.1 Awaab's Law, introduced under the Social Housing (Regulation) Act 2023 and the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025, implies terms into relevant social housing tenancy agreements requiring the Council to investigate and make safe emergency and significant hazards, provide prescribed information and, where necessary, secure suitable alternative accommodation within the applicable statutory timescales.

11.2 The proposed Safe and Healthy Homes Policy and associated amendments to the Repairs and Maintenance Policy support compliance with those obligations and the Regulator of Social Housing's consumer standards. Implementation must be supported by effective triage, competent decision-making, adequate resources, accessible tenant communication, robust records and appropriate arrangements for contractors, data sharing and monitoring.

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11.3 Subject to the Phase 2 amendment regulations being made and coming into force as proposed on 30 November 2026 and continued monitoring of implementation, there is no identified legal impediment to approval of the recommendations.

12. Director of Finance comments

12.1 The estimated full-year budget cost of the additional staffing resources totals £194,850 for five posts, as described in section 8 of the report. The in-year costs for 2026/27 will be funded through existing staffing budget savings arising from vacancies within the approved establishment. However, the staff costs will be a pressure on the HRA staff establishment from 2027/28. If compensating savings cannot be identified, these costs will require additional draws from the HRA| revenue reserve in future years.

……
Signed by: **James Hill - Director of Housing, Neighbourhood and Building Services**

Appendices:

Appendix A - Awaab's Law resident feedback log

Appendix B - Draft safe and healthy homes policy

Appendix C - Updated repairs and maintenance policy

Appendix D - Summary repairs and maintenance policy changes

Appendix E - Implementation plan

Appendix F - Damp and mould advice leaflet

Appendix G - Damp and mould poster

Appendix H - Draft process map, triage guidance and quick guides

Appendix I - Integrated Impact Assessment

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

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Title of document	Location
22 February 2024 Cabinet Member for Housing and Tackling Homelessness report approving new damp and mould policy	Cabinet Report 22 February 2024
18 September 2024 Cabinet Member for Housing and Tackling Homelessness report approving updated damp and mould policy	Cabinet Report 18 September 2024
21 May 2025 Cabinet Member for Housing and Tackling Homelessness report on implementation of damp and mould policy	Cabinet Report 21 May 2025
7 November 2025 Cabinet Member for Housing and Tackling Homelessness report on implementation of damp and mould policy	Cabinet Report 7 November 2025
Awaab's Law Regulation with effect from 30 November 2026	Awaab's Law Regulation
Awaab's Law Phase Two - Guidance for Social Housing Landlords	Awaab's Law Phase Two - guidance landlords
Awaab's Law Phase Two - Guidance to support triage of hazards	Awaab's Law Phase Two - guidance triage
Social Housing (Regulation) Act 2023	Social Housing (Regulation) Act 2023
Awaab's Law Phase 1: Test and Learn research report	Awaab's Law Phase 1: Test and Learn report
Making things right - MHCLG toolkit	MHCLG Social Housing Partner Toolkit

The recommendation(s) set out above were approved/ approved as amended/ deferred/ rejected by the Cabinet member for Housing and Tackling Homelessness on 23 September 2026.

……

Signed by: **Councillor Darren Sanders - Cabinet Member for Housing and Tackling Homelessness.**

Portsmouth Homes

Safe and Healthy Homes Policy (Awaab's Law)

Shaped by Portsmouth Homes residents

Your voice matters

Resident Consultation Feedback Log

Item	Detail
Original Policy Name	Awaab's Law Policy
Final Policy Name	Safe and Healthy Homes Policy (Awaab's Law)
Feedback source	Resident workshops, resident consultation responses, staff consultation responses, written comments and survey feedback received during the consultation period.
Survey feedback	Survey findings from online/paper form
Purpose	To record feedback, themes, response/action and status for this policy.
Consultation period	22 July 2026 - 17 August 2026
Number of responses received	17
Resident responses	17
Staff responses	0
Main themes raised	Plain English, Definitions and explanations, Policy title, Length and readability, Process clarity, Communication preferences, Resident support, Training, Headings and structure
Changes made following consultation	15
Feedback noted but no policy change required	2

1. Key themes from current feedback

Theme	No. of comments
Plain English	8
Definitions	2
Communication preferences	1
Headings	1
Jargon	1
Length	3
Policy title	3
Process clarity	1
Resident support	1
Training	1
Policy structure / Awaab's Law explanation	1

2. Resident Focus Group - Feedback log

Ref	Feedback source	Theme	Resident feedback	Response	Status
1	Resident meeting / Word document	Plain English / scope	Scope – difficult to understand the wording.	We simplified the Scope section and clarified which homes, residents and circumstances the policy applies to.	Policy updated

2	Resident meeting / Word document	Definitions / plain English	What is classed under significant – I do not like this word – not clear.	We added plain English explanations of key Awaab's Law terms and clarified what is meant by a significant hazard.	Policy updated
3	Resident meeting / Word document	Plain English	Please try to avoid using the word “practicable”.	We reviewed the policy and replaced technical wording with clearer language where possible.	Policy updated
4	Resident meeting / Word document	Definitions	Under significant, what does “falls on the level” mean?	We added clearer explanations and examples to help residents understand Awaab's Law terminology, including hazards such as falls on the level.	Policy updated
5	Resident meeting / Word document	Headings / structure	Change heading – Initial determination and remote standard investigation.	We updated headings and section titles to make the policy easier to understand and navigate.	Heading amended
6	Resident meeting / Word document	Jargon / plain English	Language that is difficult – triage, triaging, deficiency, explicitly, likelihood of harm materialising and the potential severity, triggering, influencing, mitigating, directorates.	We reviewed the policy throughout, removed jargon where possible and added clearer explanations where technical terms were required.	Policy updated
7	Resident meeting / Word document	Process clarity	This does not make sense under surveyor assessment – “we will then arrange for the works identified to address the hazard to be raised within the appropriate repair category for the hazard identified.”	We rewrote the inspection and repair sections to explain the investigation and repair process more clearly.	Policy updated
8	Resident meeting / Word document	Plain English	Top paragraph of the repairs section is difficult to understand.	We simplified the repairs section and used shorter, clearer wording to explain what residents can expect.	Policy updated
9	Resident meeting / Word document	Policy title	The policy title should include what it covers.	We reviewed the policy title and changed it to "Safe and Healthy	Policy updated

				Homes Policy (Awaab's Law)" to better reflect the purpose of the policy.	
10	Resident meeting / Word document	Length / structure	Initial determination section is far too wordy.	We reviewed the section, reduced unnecessary detail and simplified the wording to improve readability.	Policy updated
11	Resident meeting / Word document	Plain English	Do not use the word diagnose.	We reviewed technical language throughout the policy and replaced it with clearer, more resident-friendly wording wherever possible.	Policy updated
12	Resident meeting / Word document	Communication preferences	Resident advice section should include written letter if that is the resident's communication preference.	We updated the policy to explain that written information can be provided in line with residents' communication preferences, including by letter where requested.	Policy updated
13	Resident meeting / Word document	Resident support / communication	Resident support section should include notice boards.	We updated the policy to explain the various ways residents can access information about Awaab's Law and housing hazards, including through housing offices, our website, House Talk magazine and other resident communications.	To consider
14	Resident meeting / Word document	Training / named role	Training should include a specific designated housing officer or supervisor who deals with Awaab's Law issues.	Awaab's Law responsibilities are shared across several teams and are overseen through the HHSRS Panel. For this reason, a single named officer has not been included within the policy.	No change required

3. All Survey feedback

Ref	Feedback source	Theme	Survey feedback	Response	Status
S1	Survey	Plain English / Length	You thought the policy is too wordy, repetitive and difficult to understand in places.	We reviewed the policy throughout, removed duplication, simplified language and shortened sections where possible.	Policy Updated
S2	Survey	Policy Structure / Awaab's Law Explanation	You wanted a clearer explanation of Awaab's Law, what it covers and what may be considered an emergency.	We updated the summary, purpose and introductory sections and added a new section explaining key Awaab's Law terms in plain English.	Policy updated
S3	Survey	Policy Title	You suggested the title should better reflect what the policy covers.	We reviewed the title and changed it to "Safe and Healthy Homes Policy (Awaab's Law)" to better describe the purpose of the policy.	Policy Updated

4. Draft You Said / We Did summary

You said	We did
You said the policy used technical language and some sections were difficult to understand.	We reviewed the policy throughout, simplified the wording, removed jargon where possible and shortened overly detailed sections.
You said it was not clear what terms such as significant hazard, emergency hazard and other Awaab's Law terminology meant.	We added a new "Understanding the Terms Used in This Policy" section with plain English explanations of key legal terms.

You wanted a clearer explanation of Awaab's Law, what the policy covers and what may be considered a significant or emergency hazard.	We updated the summary, purpose and hazard sections to explain Awaab's Law, the hazards covered by the policy and how we will respond when hazards are reported.
You said "The Scope " section was difficult to understand.	We simplified and restructured the Scope section to make it clearer which homes, residents and circumstances the policy applies to.
You said some headings were too technical and difficult to understand.	We replaced technical headings with clearer, more resident-friendly headings to improve navigation and understanding.
You wanted the investigation, inspection and repair process explained more clearly.	We rewrote sections relating to investigations, inspections, repairs and follow-up actions so residents can better understand what to expect.
You wanted communication preferences to be recognised, including receiving information by letter where needed.	We added wording confirming that written summaries and information will be provided in line with residents' communication preferences, including by letter where requested.
You wanted more information about support available where personal circumstances make resolving a hazard more difficult.	We added a dedicated Resident Support section explaining how we may work with residents and identify support where factors such as overcrowding or access issues affect the resolution of hazards.
You felt the policy title should better reflect what the policy is about.	We changed the title to "Safe and Healthy Homes Policy (Awaab's Law)" to better describe the purpose and subject matter of the policy.
You wanted reassurance that staff would be appropriately trained to identify and respond to housing hazards.	We strengthened the Training section and added information about staff responsibilities, hazard awareness and oversight through the HHSRS Panel.
You wanted information to be provided using residents' preferred communication methods.	We updated the policy to explain that information can be provided in line with residents' communication preferences, including by letter where requested.
"You said, We did" - Summary for Communications Team	

You said: Some parts of the policy were difficult to understand, particularly the technical terms used in Awaab's Law, the investigation and repair process, and what would happen if a significant or emergency hazard was identified. You also wanted clearer communication, a better explanation of support available to residents and a policy title that better explained what the policy covers.	**We did:** We changed the policy title to make its purpose clearer, simplified the language throughout the policy, added plain English explanations of key Awaab's Law terms, improved explanations of the investigation and repair process, strengthened information about resident support and communication preferences, and updated headings to make the policy easier to read and navigate.

5. Cabinet Report

How consultation was undertaken
Portsmouth Homes has a duty to consult residents and take account of resident views when developing housing policies. The draft Safe and Healthy Homes Policy (Awaab's Law) was made available for consultation between 22 July 2026 and 17 August 2026. Residents were invited to provide feedback through consultation workshops, written comments and consultation survey responses. The consultation sought views on the clarity of the policy, residents' understanding of Awaab's Law, the proposed investigation and repair process, communication arrangements and the support available to residents where significant or emergency hazards are identified.
Who responded
Feedback was received from residents through consultation meetings, written comments and survey responses. Residents generally supported the purpose of the policy and the proposed approach to responding to hazards. Feedback primarily focused on the use of technical language, understanding Awaab's Law requirements, the clarity of the inspection and repair process, communication preferences and how support would be provided to residents affected by housing hazards.
What the key themes were
The main themes raised during consultation were: • Using clearer, more resident-friendly language and reducing technical terminology. • Explaining Awaab's Law and key legal terms in plain English. • Improving the clarity of the investigation, inspection and repair process. • Simplifying headings and improving the overall structure of the policy. • Making it clearer what hazards are covered by the policy.

- Recognising residents' communication preferences, including written communication where requested.
- Providing clearer information about support available to residents where personal circumstances may affect the resolution of hazards.
- Ensuring staff are appropriately trained to identify and respond to housing hazards.
- Improving the policy title so it better reflects the purpose of the document.

Residents were supportive of the overall purpose of the policy but wanted clearer explanations and reassurance about how Portsmouth Homes would investigate hazards, communicate with residents and comply with the requirements of Awaab's Law.

How feedback influenced the final policy

Resident feedback directly informed the final version of the policy.
Following consultation, the policy was amended to:

- Change the title from "Awaab's Law Policy" to "Safe and Healthy Homes Policy (Awaab's Law)" to better explain the purpose of the policy.
- Simplify the Scope and Purpose sections to make it clearer who the policy applies to and what it covers.
- Add a new "Understanding the Terms Used in This Policy" section to explain key Awaab's Law terminology in plain English.
- Review and simplify technical language, reduce jargon and improve readability throughout the policy.
- Update headings and section titles to make the policy easier to navigate and understand.
- Clarify the investigation, inspection and repairs process so residents can better understand what will happen after a hazard is reported.
- Add information about communication preferences, including providing written information where requested.
- Strengthen information about resident support and the assistance that may be available where personal circumstances affect the resolution of hazards.
- Strengthen information about staff training and the role of the HHSRS Panel in overseeing implementation of the policy.

The final policy attached at Appendix A reflects the amendments made following resident consultation.

Where feedback was considered but did not lead to policy changes and why

All feedback received during consultation was reviewed and considered. Most feedback resulted in amendments to the policy, additional explanations or improvements to the language and structure of the document. One suggestion was to identify a specific officer responsible for Awaab's Law matters. This was considered but not adopted because responsibilities for identifying, investigating and responding to hazards are shared across multiple service areas and are overseen through the HHSRS Panel. A single named officer would not accurately reflect how the service is delivered.

Portsmouth Homes is committed to meaningful resident engagement. Consultation feedback has been considered in line with the Transparency, Influence and Accountability Standard, and residents have been informed how their views have influenced the final policy and decision-making process.

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Portsmouth Homes

Portsmouth CITY COUNCIL

Safe and Healthy Homes Policy (Awaab's Law)

Summary

This policy explains how Portsmouth Homes will make sure homes are safe, healthy and free from hazards that could affect residents' health and wellbeing. It sets out how we will respond to reports of damp, mould and other hazards, the timescales we will work to, and how we will meet the requirements of Awaab's Law and other legal responsibilities.

Effective date

30 November 2026

Review

Latest Review Date: 30 November 2029

We will review this Policy every 3 years or when there has been an update to legislative, regulatory, best practice or operational changes.

Version

Version 1.0

DRAFT

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Scope

The policy covers:

- This policy applies to Portsmouth Homes tenants living in rented homes, including communal areas, sheltered housing, shared accommodation, temporary accommodation and supported housing.

The policy does not apply to:

- Hazards that are not a significant or emergency hazard
- Hazards that are the result of breach of contract by the residents
- Shared ownership homes.
- Leasehold or owner-occupied homes.
- Issues that are not Portsmouth Homes' responsibility to repair.

Any reference in this policy to ‘we’, ‘our’ or ‘us’ refers to Portsmouth Homes.

Any reference in this policy to 'tenant', 'customer' 'resident' or 'you' refers to a Portsmouth Homes secure tenant.

Purpose

The purpose of this policy is to explain how we will identify, investigate and respond to significant and emergency hazards in residents' homes. It also sets out how we will meet the requirements of Awaab's Law and keep homes safe and healthy.

We want every resident to live in a safe, healthy and well-maintained home. We take reports of damp, mould and other hazards seriously and will respond promptly when concerns are raised.

Understanding the Terms Used in This Policy

Awaab's Law uses specific legal terms that must be used throughout this policy. The explanations below are provided to help residents understand these terms.

Term	What it Means
Significant Hazard	A hazard that could cause serious harm to a resident's health or safety if it is not dealt with quickly.
Emergency Hazard	A hazard that presents an immediate risk to health or safety and requires urgent action.
Triggering Event	The date we first receive a report about a potential hazard.

Initial Determination	Our first assessment of the information available when a hazard is reported.
HHSRS	The Housing Health and Safety Rating System. This is the national system used to assess housing hazards.
Category 1 Hazard	The most serious type of hazard identified through an HHSRS assessment.
Alternative Accommodation	Temporary accommodation that may be offered if it is not safe for you to remain in your home whilst works are carried out.

Significant and Emergency Hazards

Types of Hazards

Awaab's Law uses specific legal terms to describe different types of hazards. The definitions below are based on legislative requirements and are used throughout this policy.

- A **'significant hazard'** is a relevant hazard that poses a significant risk of harm to the health or safety of an occupier of the social home if not addressed within 15 days.
- **'Emergency hazards'** will be issues that could cause immediate harm to the mental or physical health or safety of tenants if not addressed within 24 hours. We will as soon as reasonably practicable, and within 24 hours investigate the hazard and complete the relevant safety works to make the property safe.

Types of Significant Hazards

The policy applies to the following significant hazards

- Damp and mould hazards
- Excess cold
- Excess heat
- Falls on the level (including slips and trips on floors, walkways, stairs or changes in level)
- Structural collapse
- Fire and explosions
- Electrical hazards
- Domestic hygiene (including personal hygiene and food safety).

Assessment of Hazards

When You Report a Hazard

When you report a hazard or repair issue, we will carry out an initial determination to decide whether it may be a significant hazard or an emergency hazard. The date of your request is the triggering event for our policy.

We will take reasonable steps to understand your circumstances, including any vulnerabilities of the household which could worsen the potential impact of a hazard such as age, physical and mental health conditions or disability.

When assessing hazards, we will consider all relevant information about you and your home including where the hazard is in your home and how the room is normally used, existing repair records, stock condition data, previous reports about issues or maintenance work in your home, investigations and any other correspondence we have had with you, or information received from third parties, for example from medical professionals, social workers or schools.

We will make an initial determination using our knowledge of the condition of the home and the nature of the hazard, to assess the likelihood of harm occurring and the potential severity of that harm in specific circumstances.

We will not make assumptions on the underlying causes of a potential hazard and may still need to arrange an investigation of the problem by a surveyor before deciding if it is out of scope for Awaab's Law. Also, if you specifically request an in-person investigation we will arrange for a surveyor standard investigation.

If our initial determination is there is no suspected significant or emergency hazard, we may still raise a routine repair as appropriate or provide advice.

If the outcome of our initial determination is that there is a suspected significant hazard or an emergency hazard, we will either raise an urgent or emergency repair and/ or arrange for a surveyor to undertake a standard investigation.

How We Investigate Hazards

If the initial determination is a suspected significant hazard and at the initial determination, we have not raised the appropriate repairs to make the property safe, we will undertake a property inspection by our surveyor or housing officer as appropriate within ten working days after the initial determination or when we are made aware of the potential significant hazard. Timeframes begin the day after the triggering event.

We will investigate any potential emergency hazards as soon as reasonably practical within 24 hours of becoming aware of them. Examples of hazards may include significant leaks or a hazard that will have an immediate impact on a resident's health.

What Happens at an Inspection

During the property inspection, we will identify the cause of the hazard and consider the most effective solution to address it and prevent it from returning.

We will undertake a survey to assess the risk, the location of the hazard and how the room(s) it is present in are used, and how long the hazard has been present.

At the property inspection we will assess whether there are any Housing Health and Safety Rating System (HHSRS) category 1 hazards.

We will take reasonable steps to understand the circumstances of the residents, including any vulnerabilities of the household which could worsen the potential impact of the hazard such as age, health conditions or disability.

We will focus on finding the cause of the problem and putting it right. We will not make assumptions or blame you for the issue.

We will then categorise the hazard and assess whether the hazard is a significant or emergency hazard or it is outside the scope of Awaab's Law. We will arrange any repairs needed to make the property safe and ensure they are prioritised according to the type and severity of the hazard.

If the standard, emergency, or renewed investigation is unable to determine the extent of, or underlying cause of, a significant or emergency hazard, we will undertake a further investigation as soon as reasonably practicable to determine what work is required to make the property safe and prevent the hazard from reoccurring.

We will check whether we are able to make your home safe within the timescales required for a significant hazard or emergency hazard and it is safe for you to stay in your home while the work is carried out. If it is not safe, we will offer suitable temporary accommodation for you and your household until the necessary work has been completed.

Written Summary

After we complete our investigation, we will provide a written summary of our findings within 3 working days unless the repairs carried out will have already resolved the hazard.

The summary will explain:

- whether a significant or emergency hazard has been identified;
- any work we need to carry out;
- the timescales for any repairs; and
- how to contact us if you have any questions.

We will provide this information in line with any communication preferences you have told us about, including by letter where requested.

Information and Advice

We will also provide general advice and guidance on hazards as appropriate, including how to report the hazards to us, including providing you with information on how to stay safe while the property is being repaired.

Information about Awaab's Law and housing hazards will be available through our housing offices, at tenancy sign-up, on our website, on social media, within House Talk magazine and through other communications we use to keep residents informed.

We will take reasonable steps to keep you informed about the timing and progress of required work until the work is completed. If for any reason the work is no longer required we will explain this clearly, outlining the reasons so you are fully informed, and providing information about how you may contact us in the future.

We understand that hazards in your home can affect your health and wellbeing. We will

support you throughout the process and do all we can to minimise disruption while the problem is put right.

Resident support

Sometimes there may be factors within a household that make it harder to resolve a hazard, such as overcrowding or a large number of belongings making access difficult.

Where appropriate, our housing management team will work with you to identify support and discuss available options.

Repairs and Safety Work

If we identify a significant hazard or an emergency hazard, we will arrange any work needed to make your home safe.

In some cases, we may take temporary safety measures first while longer-term repairs are arranged.

We will complete repairs within the timescales required by Awaab's Law.

If the issue is not covered by Awaab's Law, we may still arrange a routine or planned repair where appropriate.

We may also carry out improvement works where these are needed to help prevent hazards occurring again.

We need access to your home to carry out inspections and repairs. If we cannot gain access after taking reasonable steps to arrange an appointment, we may not be able to complete the work.

If our investigation finds that no repair work is needed, we will explain the reasons for our decision.

Awaab's Law follow up

We will follow up with each completed emergency or significant hazard repair within six months of any investigation, by contacting you to check if any work undertaken and/or advice provided has been completed and/or has been effective.

If the completed repairs have not resolved the hazard a new investigation will be arranged.

Alternative Accommodation

If we are unable to make your home safe within the timescales required for a significant hazard or emergency hazard or the work is so extensive and you cannot stay in your home, we will offer suitable temporary accommodation for you and your household until the necessary work has been completed.

We will discuss the available options with you and take your household's needs into account when arranging temporary accommodation.

If you choose not to accept the temporary accommodation offered, you may decide to stay with family or friends or remain in your home while the work is completed.

If you choose to remain in your home, we will provide clear written information about any precautions you can take to help keep yourself and your household safe while the work is being

carried out.

Once the work has been completed and your home is safe to live in, the temporary accommodation will end, and you will be expected to return home.

Training

We will ensure that staff involved in responding to repairs, inspecting homes and supporting residents receive appropriate training and guidance on Awaab's Law and housing hazards.

Staff who receive reports of repairs and hazards will be trained to identify potential significant and emergency hazards and arrange further investigation where required.

Our surveyors are trained and competent in assessing housing hazards. They have the skills and experience needed to determine whether a home is affected by a significant hazard or an emergency hazard.

Staff who visit residents in their homes, including housing officers, operatives and contractors, will be trained to recognise potential hazards and report any concerns so that they can be investigated.

Where appropriate, staff will also provide residents with information, advice and signposting to available support services, including support relating to energy costs.

Safe and Healthy Homes Panel

The panel will be chaired by the Head of Building Repairs and include appropriate Heads of Service from Buildings and Housing, together with appropriate representation from Housing Need and Supply, Public Health and other service areas as appropriate. The panel will meet quarterly.

The panel will coordinate and communicate our response to Awaab's Law across all Housing, Neighbourhood and Building teams to ensure risks are managed consistently and are appropriately resourced, complying with all legislation and providing appropriate information to residents, staff and contractors.

The panel will have oversight of the process, changes to the legislation and effectiveness of the Awaab's Law policy.

The panel will review the following key areas and implement changes required to processes, policies or communication to residents as appropriate:

- Our response to Awaab's Law, surveys undertaken and data about our stock to proactively manage hazards.
- Training provided to staff and information provided to residents
- Record all Awaab's Law complaints and disrepair claims to review any learning

Your Responsibilities

You can help us deal with hazards quickly by:

- reporting hazards or faulty equipment as soon as possible;
- telling us about any circumstances that may make someone in your household more vulnerable to a hazard;

- providing photographs or videos if we ask for them;
- letting us know if the issue gets worse or your circumstances change;
- giving us access to inspect your home and carry out repairs; and
- keeping your contact details and communication preferences up to date.

Your voice

We provide residents a wide range of meaningful opportunities to engage, influence and scrutinise the Landlord Strategies, policies and services, including the Resident Consortium together with repairs and maintenance focus groups.

If you would like to be included in future resident engagement focus groups and would like to know how to get involved, please contact us for more information:

You can contact our team by:

- Email: **housing.engagement@portsmouthcc.gov.uk**
- Phone: 02392 834835
- Website**:** visit the **Resident engagement and community resources on our website**

What have we done to make sure this Policy is fair?

We completed an Integrated Impact Assessment (IIA) to consider the positive and negative impacts this Policy may have on people with protected characteristics under the **Equality Act 2010**. This Policy should have direct and positive equality and diversity impacts.

Regulation and legislation

We recognise the variety of legislation, and we will continue to monitor relevant legal guidance. The list below reflects some of the existing legal framework and relevant publications:

- **Housing Act 2004**
- **Landlord and Tenant Act 1985**
- **Environmental Protection Act 1990**
- **Social Housing (Regulation) Act 2023**
- **Homes (Fitness for Human habitation) 2018**
- **Social Housing (Prescribed Requirements) (England) Regulations 2025 (also known as Awaab's Law)**
- **Decent Homes Standard**

Related documents

This policy should be read in conjunction with:

- **Portsmouth Homes policies, strategies and reports**
- Tenancy Agreement / Leasehold Agreement
- Asset Management Strategy

How to feedback

If you have any questions around the policy or would like to know more about its application, please contact the relevant service in the first instance.

You can get this policy in large print, braille, audio or in another language by contacting your Housing Office. More information is available **translation, interpreting and audio information**.

Compliments

To help us provide the best service we can. We would like to hear customer views on the services that they use. If the customer is pleased with a member of staff or service, please let us know.

- Telephone: 02392 606383
- Email address: **HNBLandlordComplaints@portsmouthcc.gov.uk**

Complaints

If a customer is unhappy, they can refer to our Landlord Complaints Policy.

- Online complaint form at **Make a housing complaint**
- Telephone: 02392 606383
- Email address: **HNBLandlordComplaints@portsmouthcc.gov.uk**

Housing Ombudsman Service

If a customer is unhappy, they can contact the Housing Ombudsman Service for advice and guidance at any time.

- Online complaint form on **the Housing Ombudsman Service website**
- Telephone: 0300 111 3000
- For more information, visit **Housing Ombudsman's Complaint Handling Code**

Portsmouth Homes

Portsmouth CITY COUNCIL

Repairs and Maintenance Policy

Summary

This policy explains how Portsmouth Homes manages repairs and maintenance to ensure homes are safe, secure and maintained to a good standard. It sets out our repair responsibilities, residents' responsibilities, repair priorities and the service residents can expect, helping to ensure the right repair is carried out at the right time.

Effective date

1 June 2025

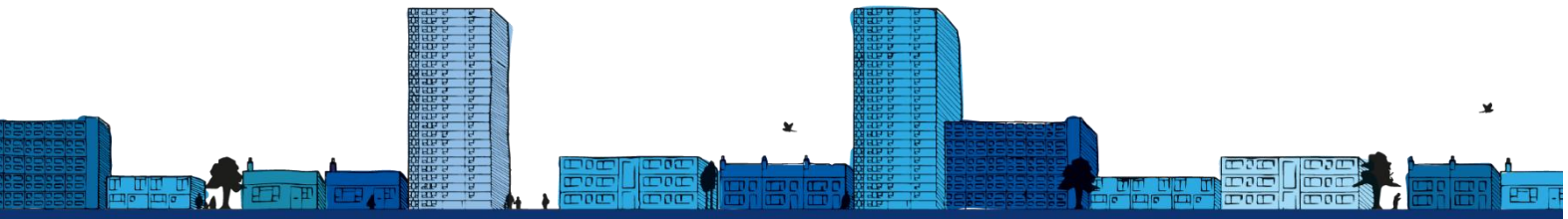
Review

Latest Review Date: 1 October 2026

We will review this Policy every 3 years or when there has been an update to legislative, regulatory, best practice or operational changes.

Version

Version 1.1



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Who this policy applies to

This policy applies to Portsmouth Homes rented homes and communal areas where Portsmouth Homes is responsible for repairs and maintenance. It also applies to landlord responsibilities for leasehold and shared ownership properties where these responsibilities are defined within the lease.

Any reference in this policy to ‘we’, ‘our’ or ‘us’ refers to Portsmouth Homes and our contractors.

Any reference in this policy to 'tenant', 'customer' or 'resident' refers to a Portsmouth Homes tenant, leaseholder or shared owner.

Reference should also be made to the relevant tenancy agreement or lease as appropriate.

Why we have this policy

The purpose of the policy is to:

- Outline our approach to managing repairs and provide a service that ensures all our properties are maintained and that the right repair is undertaken at the right time.
- Ensuring we meet our statutory and legislative obligations.

Our Repair Service

We operate a demand led service which is designed to undertake repairs as required by our repair categories. Appointments will be agreed on convenient dates and times within our working hours, as requested by the tenant when they contact us to report a repair in accordance with our repairs and maintenance policy.

When repair request is received by us, we will check that the work requested is our responsibility within the scope of service and review the repair history. We will book an appointment for an appropriate person to attend the repair as detailed in our repair category priorities.

When you report a repair, we will:

- Assess the information provided
- Determine the appropriate repair priority
- Consider any vulnerabilities, support needs or reasonable adjustments
- Explain what will happen next
- Arrange any inspections or appointments required
- Keep you informed of any significant delays or follow-on works

Our repair appointments for all repairs undertaken will be in our working hours, which are between 8:30am and 5:00pm Monday to Friday, excluding bank holidays. Only emergency repairs will be undertaken outside of office hours.

Appointments will be mutually agreed with specific timed appointments or 2-hour 'window' appointments during our normal working hours.

We will seek resident permission to undertake customer satisfaction surveys and contact the residents when repairs are completed to gain feedback on the repairs undertaken.

We will also continually undertake demand analysis to understand the type and frequency of all customer demands received to inform improvements to the repairs service.

Our Repair Responsibilities

We are responsible for maintaining the structure of your home and carrying out repairs including external walls, windows and doors, the roof, drains, gutters and external decorations.

We are also responsible for maintaining the installations in your home and carrying out repairs ensuring the proper working order of installations such as kitchens and bathrooms, heating and hot water, the supply of gas and power, lifts and shared lighting, and adaptations that have been installed by us

We will not be responsible for repairs that are required because of misuse, damage or neglect by you or any member of your household, visitor or pet or to installations fitted without our prior written consent.

There is no obligation for us to carry out certain repairs and maintenance work once a property is subject to a right to buy application. We will only undertake repairs relating to gas and electrical supplies being kept safe, heating breakdowns and leaks and keeping the property weather and watertight.

Reports of damp, mould or other hazards that may present a significant or immediate risk to health or safety will also be considered under our Safe and Healthy Homes Policy (Awaab's Law), which explains how these hazards are assessed, investigated and managed.

Keeping you informed

We or our contractors will keep you informed about:

- Repair priorities and timescales
- Appointments and inspections
- Any delays or changes
- Follow-on works
- Completion of repairs where appropriate

We will communicate with you using any communication preferences or reasonable adjustments we have recorded.

Repair Priorities

We will prioritise responsive repairs that involve health or safety risks and address these issues promptly to maintain a safe living environment.

We recognise that the same repair may affect residents differently depending on their circumstances.

When assessing repairs, we will take account of any information we hold or that you provide about age, disability, physical or mental health conditions, communication needs, household circumstances or any other factor that may increase the impact of the repair.

We will consider reasonable adjustments and adapt our communication or service where reasonably possible. Please tell us if you have any support needs or preferred way of communicating with us.

In all instances the residents' welfare, health and safety will be our primary concern, please let us know if you have any additional needs when you contact us so we can prioritise your repair.

Repair Category	Timeframe
Emergency Repairs	Completed or made safe within 24 hours of being reported
Urgent Repairs	Completed within 3 working days after the working day when the repair is reported
Routine Repairs	Completed within 20 working days after the working day when the repair is reported
Planned Repairs	Inspected within 20 working days and completion date to be confirmed subject to resources

Out of Hours Service

Our normal working hours for undertaking repairs will be to offer appointments between 8:30am until 5:00pm Monday to Friday, only emergency repairs will be undertaken outside of these hours including weekends and bank holidays.

For all other repair categories, you will be able to report repairs at any time, either by phone or via our website, by providing details of the repair required and your availability to be contacted to make an appointment.

Emergency Repairs

An emergency repair is an emergency that puts either a resident, their family or the property at risk or immediate danger.

Emergency repairs will be attended within 24 hours, an assessment will be made when the repair is reported as to the priority of the emergency reported, and in some instances, emergencies will be attended quicker.

We may not always be able to complete the work required, but we will 'make safe' and mitigate any risks with urgent or routine or planned repairs organised to follow on.

Example: weather conditions may prevent us gaining access to a roof to prevent a leak but we will ensure that a temporary repair can contain the leak or where there is no heating may supply temporary heaters.

Appointments will be agreed at the first contact with us; we will seek to arrange access within the emergency repair timescale. If access cannot be arranged, we will discuss the circumstances with you and consider whether any reasonable adjustments are required. We will reassess the risks and determine any further action required.

Only emergency repairs will be attended out of hours. If we attend an emergency and the repair isn't an emergency or we are unable to gain access, residents may be charged an emergency call-out fee.

Repair Type	Emergency Repair Examples
Heating or Hot Water	Total or partial loss of heating or hot water between 1 November and 30 April or a gas blocked flue causing excess cold.
Security of Property	Where a home is insecure due to a damaged entrance door or ground floor window Communal doors that are insecure are not an emergency.
Water Pipe Leak	A severe leak or burst water pipe or heating pipe that cannot be contained or any leak impacting on the electrics or other properties.
Roof Leak	Leaking roof that cannot be contained.
Electrics	An unsafe electrical fitting that is sparking or smoking, or bare wiring, or alarms sounding or a total loss of electric power.
Structural Collapse	Unsafe structure, such as risk of falling masonry or structural collapse.
Loss of Utilities	Losing your entire supply of electricity, water or gas, where we have checked there are no issues with the local supplier.
Sewage	Leak of sewerage or blocked toilet where there is no other toilet in the property.
Lifts	Passenger lift where the only lift to a block of flats or stairlift breakdowns. Where someone is stuck in the lift, we aim as soon as possible.
Communal Lighting	Complete failure of communal lighting or assessment of risk where areas impacted by no communal lighting.
Fire Protection	Where a repair is required to a fire alarm or sprinkler system, we will aim to attend as soon as possible, typically within 2 hours.
Damp and Mould	Where there is widespread damp and mould within the property.
Excess Heat	Lack of ventilation - elevated heat within the property during a period of hot weather consistent with external conditions and not caused by a defect is not an emergency repair.

Falls	Railings on the edge of an external communal walkway have come loose.
Domestic Hygiene	Foul water leaking from the soil stack at the rear of the property or a manhole blocked and overflowing.

Urgent Repairs

Urgent repairs will be completed within 3 working days after the working day when the repair is reported.

Appointments will be agreed at the first contact with us when you will be transferred directly to our contractor, if access cannot be arranged within the urgent repair timescale, we will discuss alternative arrangements and review the priority where appropriate.

Typically, urgent repairs are those that can reasonably be undertaken within one visit.

Repair Type	Urgent Repair Examples
Electric	Partial loss of electric power to some rooms but there is power in other parts of the property.
Water	Partial loss of water supply to an appliance, but there is a water supply from other appliances in the property that can be utilised.
Heating or Hot Water	Total or partial loss of space or water heating between 1 May and 31 October causing excess cold.
Plumber	Blocked sink, bath or basin that the resident has been unable to clear and is the landlord responsibility or a tap that cannot be operated.
Door Entry	Door entry phone or system that is not working.
Damp and Mould	Mechanical extractor fan in the kitchen or bathroom that is not working causing damp and mould.
Falls	Window restrictor is broken and not operational in a window above the first floor.
Structural Collapse	Multiple slipped tiles on the roof or gutter is loose and appears unstable.

Routine Repairs

Routine repairs will be completed within 20 working days after the working day when the repair is reported.

When reporting the repairs residents will either be asked for their availability to be contacted for the repair or transferred directly to the contractor. Appointments will be agreed between the resident and contractor that is mutually convenient to both within our normal working hours.

Routine repairs we aim to complete within 20 working days after the working day when the repair is reported, but usually no appointments will be undertaken for the first 48 hours for routine repairs, and none will be attended out of hours.

Typically, routine repairs are those that can reasonably be undertaken within one visit or duration of work is within one working day.

Repair Type	Routine Repair Examples
Plumber	Undertake repairs that are the landlord responsibility to a toilet, sink or bath.
Electrician	Undertake any repairs or replace individual electrical fittings or replace sealed lights or extractor fans or detectors.
Carpenter	Ease and adjust doors, fit draught excluders, replace locks and door furniture, repairs to kitchen units and skirtings or door frames.
Fencer	Repairs to fences or gates.
Glazier	Replace window ironmongery, service or ease and adjust windows, fit locks and restrictors, replace mastic.
Decorator	Replace tiles.
Repair Inspection	Surveyor or contractor supervisor appointments will be undertaken to diagnose repairs that may become planned repairs. Damp and mould surveys will be attended within 14 days.

Planned Repairs

Planned repairs completion dates will be agreed subject to resources available.

When reporting the repairs residents will either be asked about their availability for a surveyor appointment or transferred directly to the contractor. The first appointments will be agreed to inspect the repair initially between the resident and our surveyor or the contractor that is mutually convenient to both and within our normal working hours.

Typically, planned repairs are those that can reasonably require more than one visit or the

extent of work involves new or replacement or improvement of an installation or an appliance or a building element.

We or our contractors will keep residents informed about planned repair timescales and any changes or delays.

Repair Type	Planned Repair Examples
Kitchen and Bathroom	Replacement and installation of a completely new kitchen or replacement of any elements within a bathroom such as a bath, toilet, basin or shower. Appointments to assess that a kitchen or bathroom requires replacement will be undertaken within 20 working days.
Fencing	Replacement of fencing, repairs to assess the fence and make safe will be undertaken within 20 working days.
Roof	Roof repairs or any works at height such as gutter clearance that require a scaffold access, the initial survey and assessment of works required will be undertaken within 20 working days.
Doors & Windows	Replacement of double-glazed windows or defective glazed units or any property entrance doors or communal door including a door entry system or more than one internal door.
Heating	Replacement of a gas boiler or radiators, repairs to ensure sufficient heating will either be emergency or urgent repairs as appropriate.
Adaptations	Requests for all aids and adaptations to properties following a request by an occupational therapist.
External & Communal	Works to the external and communal areas including groundworks, door entry systems or decorations or repairs that require a leaseholder notification, the initial survey and assessment of works required will be undertaken within 20 working days.
Improvements	Examples include works that require removal of asbestos or replacement of windows and doors, groundworks or electrical rewires.

Your Repair Responsibilities

To help us maintain your home you must report repairs to us as soon as possible.

You must keep your home clean, tidy and in reasonable condition. This includes good

decorative order. If you have been given a repair allowance it must be used for the purpose of carrying out repairs or decorations.

Your responsibility includes the inside of your home, any attached structures and any private garden or outside space.

If you require additional support to report a repair, understand information we provide, arrange appointments or provide access to your home, please let us know. We will consider reasonable adjustments and work with representatives, advocates or support workers where appropriate.

You must allow us access to maintain your home and allow us (or our contractors) access into your home to inspect or carry out repairs upon being given 48 hours written notice, this includes annual inspection and service of gas appliances installed, electrical inspections, fire safety inspections, asset management surveys and tenancy update visits.

If a repair must be carried out immediately because of the risk of personal injury or damage to the property, we reserve the right to enter without giving you notice.

You are responsible for repairing any damage caused by yourself, other members of the household, pets or visitors. Where this damage causes a health and safety risk to you or other residents, we may carry out the repair and recharge you.

You must have the prior written agreement from us before you undertake alterations to your home. We will not withhold agreement without good reason. Alterations that require prior written agreement may include for example, structural alterations to walls or doorways,

erecting sheds, garages or forming hard standings, decorating the outside of your home, removing trees or hedges, erecting TV, satellite or aerials and installing kitchens or bathroom

suites. You are responsible for the reinstatement of any unauthorised or unsafe alterations that you have made, and we may recharge you if reinstatement is not undertaken.

Please refer to the improvements & alterations policy.

We strongly recommend that all tenants and leaseholders take out home contents insurance so if your possessions are damaged you may receive compensation from the insurance.

If you can smell gas, carbon monoxide alarm has activated, or have concerns about fumes from a gas appliance then call the National Gas and Emergency Service immediately.

Who is Responsible?

Kitchen, Bathrooms & Heating / Hot Water	You	Landlord
Sinks, baths, showers, toilets and taps		✓
Worktops and kitchen units		✓
Wall tiles (three tiles above kitchen tops) and behind the cooker space		✓
Waste outlets for washing machines		✓
Creating space for a washing machine		✓
Extractor fans		✓
Toilet seats, sink and bath plugs and chains	✓	
Showerheads, shower hoses and shower curtains	✓	
Bathroom cabinets and mirrors	✓	
Toilet roll holders	✓	
Fitting and taps installed by you	✓	
Appliances you purchased e.g. cookers, fridge, freezer, washing machines & dishwashers	✓	
Taps fitted by us		✓
Water mains, pipe and waste pipes within dwelling		✓
Immersion heaters, if the property is electric heated		✓
Waste outlets for washing machines and dishwashers		✓
Cold water storage tanks within dwelling		✓
External drains and septic tanks		✓
Washing machine hoses	✓	
Minor blockages to sinks, baths and toilets - resident to make every effort to clear blockage	✓	
Limescale and cleaning taps/ shower heads/ baths/ toilets to prevent build-up of limescale	✓	
Bleeding radiators and decorating rusting radiators	✓	

Kitchen, Bathrooms & Heating / Hot Water	You	Landlord
Reporting boiler fault codes and following any instructions by us to rectify faults that don't require an engineer visit such as switch boiler on/off or adjust Thermostat	✓	

Interiors and Decoration	You	Landlord
Walls, ceilings and plaster if defective structure that cannot be decorated		✓
Internal doors, frames, thresholds, architraves, stops		✓
Flooring, floorboards, floor joints and skirting boards		✓
Stairs and handrails		✓
External door locks and bolts		✓
Built-in cupboards		✓
Fixing damage caused by our repairs		✓
Decorating and your own decorative finishes or furnishings (including filling in any small cracks / holes in walls and ceilings)	✓	
Minor defects or imperfections in plaster	✓	
Locks, letterboxes and door furniture fitted by you	✓	
Floor covering and finishes fitted by you, including laminate flooring and carpets (unless your tenancy states otherwise)	✓	
Furnishings including curtains, lampshades, toilet roll holders, shower curtains / screens and curtain poles	✓	
Floor covering in kitchen and bathroom only		✓
Stairlifts, aids & adaptions installed by us		✓

Electric Installation	You	Landlord
Storage heaters, convector heaters and electric fires		✓
Hard-wired smoke and carbon monoxide detectors		✓
Individual door-entry systems		✓
Electrical installations, testing and repairs		✓
Light fittings and sealed light units provided by us		✓
Your own electric appliances, lights, fires and heaters not provided by your landlord	✓	
Installing new intruder alarms	✓	
Light bulbs	✓	

Pest control and specialist surveys	You	Landlord
Removing pigeons or pigeon guano from private balconies.	✓	
Removing pests such as mice, rats and bedbugs from your home.	✓	
Sealing openings that allow pests into your home.		✓
Structural surveys if you've reported cracking or structural problems.		✓
Damp and disrepair surveys.		✓
Woodworm, dry rot and wet rot treatment.		✓
Removing or containing asbestos identified by an asbestos survey		✓

Windows & Doors	You	Landlord
Keeping windows, doors and walls watertight		✓
Misted or blown double glazing units, unless severely obscuring views will not be undertaken as repairs but logged as demand for planned window replacement projects		✓

Windows & Doors	You	Landlord
Installing window locks for health and safety reasons.		✓
Patio and balcony doors.		✓
Conservatories and lean-tos installed by us.		✓
Ironmongery, catches, hinges and stays.		✓
Glazing if you have damaged it.	✓	
Conservatories and lean-tos installed by you.	✓	

External and Communal Areas	You	Landlord
Keeping the roof watertight		✓
Chimney breasts, stacks and flues.		✓
Gutters, downpipes and gulleys		✓
Loft hatches.		✓
Roof and cavity wall insulation.		✓
TV aerials and satellite dishes installed by you	✓	
Communal TV aerials and satellite dishes installed by us		✓
Internal communal areas decorations and flooring		✓
Door and door-entry systems		✓
Letterboxes, cupboards, rubbish chutes and bin stores		✓
Sheds, plant rooms and access routes to communal areas		✓
Drying areas and equipment		✓
Parking areas, paved areas and pedestrian bollards		✓
Communal boundary walls and fencing		✓
Washing lines communal		✓
Gaining entry or replacement keys of door entry fobs	✓	
Communal and external lighting, including emergency lighting		✓

External and Communal Areas	You	Landlord
Fire protection including communal doors, dry riser, smoke alarms etc		✓
Photovoltaic (PV) or solar panels		✓
Passenger lifts		✓
Boundary fencing - we will only undertake repairs to timber fencing, if fencing requires replacement 3ft chain link will be standard		✓
Gates - we will repair and replace gates that provide security to private rear gardens only		✓
Paths installed by us from the boundary access to the front and rear doors (we will make safe any health and safety issues or trip hazards only)		✓
Retaining Walls		✓
Garages and permanent brick outbuildings - we don't guarantee they are dry inside and they should not be used as habitable rooms		✓
Boundary fencing - if new timber panels or close boarded fencing requested it will be resident responsibility	✓	
Garden maintenance	✓	
Timber sheds and structures	✓	
Paths, drives, patios and decking not installed by us	✓	

Leaseholder Repair Responsibilities

We are responsible for repairing and maintaining the communal and external parts of the structure of buildings, but not the internal parts of the property demised under the terms of the Lease.

Repair responsibilities for leaseholders vary depending on the terms of the individual lease.

Therefore, any repair that is required to a leasehold property (including windows or glazing) must first be agreed by the Leasehold Services Team and only after any leaseholder consultation as appropriate, before any work is undertaken.

Recharging

Where we believe a repair is your responsibility, we will explain this and tell you if a recharge may apply before any rechargeable works are undertaken wherever possible.

Please refer to the charging for repairs policy.

Your voice

We provide residents a wide range of meaningful opportunities to engage, influence and scrutinise the Landlord Strategies, policies and services, to include participation in regular resident meetings and give feedback on services and policies.

If you would like to be included in future resident engagement focus groups and would like to know how to get involved, please contact us for more information:

You can contact our team by:

- Email: **housing.engagement@portsmouthcc.gov.uk**
- Phone: 02392 834835
- Website**:** visit the **Resident engagement and community resources on our website**

What have we done to make sure this Policy is fair?

We completed an Integrated Impact Assessment (IIA) to consider the positive and negative impacts this Policy may have on people with protected characteristics under the **Equality Act 2010**. This Policy should have direct and positive equality and diversity impacts.

Regulation and legislation

We recognise the variety of legislation, and we will continue to monitor relevant legal guidance. The list below reflects some of the existing legal framework and relevant publications:

- **Housing Act 2004**
- **Social Housing (Regulation) Act 2023**
- **Regulatory standards for landlords**
- **Fire Safety Act 2021**
- **Building Safety Act 2022**
- **Landlord and Tenant Act 1985**
- **Environmental Protection Act 1990**
- **The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994**
- **Equality Act 2010**.
- **Disability Discrimination Act 1995**
- **The Regulatory Reform (Fire Safety) Order 2005**

- Legionnaires' disease. The control of legionella bacteria in water systems
- The Control of Asbestos Regulations 2012
- The Lifting Operations and Lifting Equipment Regulations 1998
- The Electricity at Work Regulations 1989
- The Gas Safety (Installation and Use) Regulations 1998
- The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022
- The Construction (Design and Management) Regulations 2015
- Health and Safety at Work etc. Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Workplace (Health, Safety and Welfare) Regulations 1992
- The Health and Safety (First-Aid) Regulations 1981
- The Provision and Use of Work Equipment Regulations 1998
- The Control of Substances Hazardous to Health Regulations 2002
- The Control of Substances Hazardous to Health (Amendment) Regulations 2004
- The Personal Protective Equipment at Work (Amendment) Regulations 2022
- The Confined Spaces Regulations 1997
- Homes (Fitness for Human Habitation) Act 2018
- Social Housing (Prescribed Requirements) (England) Regulations 2025 (Awaab's Law)
- Decent Homes Standard 2006

Related documents

This policy should be read in conjunction with:

- Portsmouth Homes policies, strategies and reports
- Tenancy Agreement / Leasehold Agreement

How to feedback

If you have any questions around the policy or would like to know more about its application, please contact the relevant service in the first instance.

You can get this policy in large print, braille, audio or in another language by contacting your Housing Office. More information is available translation, interpreting and audio information.

Compliments

To help us provide the best service we can. We would like to hear customer views on the services that they use. If the customer is pleased with a member of staff or service, please let us know.

- Telephone: 02392 606383
- Email address: **HNBLandlordComplaints@portsmouthcc.gov.uk**

Complaints

If a customer is unhappy, they can refer to our Landlord Complaints Policy.

- Online complaint form at **Make a housing complaint**
- Telephone: 02392 606383
- Email address: **HNBLandlordComplaints@portsmouthcc.gov.uk**

Housing Ombudsman Service

If a customer is unhappy, they can contact the Housing Ombudsman Service for advice and guidance at any time.

- Online complaint form on **the Housing Ombudsman Service website**
- Telephone: 0300 111 3000
- For more information, visit **Housing Ombudsman's Complaint Handling Code**

Portsmouth Homes

Portsmouth CITY COUNCIL

Repairs & Maintenance Policy Update

August 2026

The revisions to the repairs and maintenance policy principally strengthen it by introducing clearer repair categories and timescales, embedding consideration of vulnerability and reasonable adjustments, improving resident communication commitments, aligning the policy with Awaab's Law and current consumer regulation requirements, and providing significantly greater clarity regarding landlord and resident repair responsibilities.

Policy Section	Change Introduced	Reason
Scope	Clarified that the policy applies to Portsmouth Homes rented properties, communal areas, leasehold and shared ownership properties where landlord responsibilities apply.	Provides greater clarity on who and what is covered by the policy.
Our Repair Service	Introduced a clear demand-led service model, appointment booking arrangements, repair assessment process and commitment to keep residents informed.	Improves transparency and customer understanding of the repairs process.
Our Repair Service	Expanded landlord repair responsibilities and included reference to the Safe and Healthy Homes Policy (Awaab's Law) for significant hazards such as damp and mould.	Aligns the policy with regulatory requirements and hazard management arrangements.
Keeping You Informed	New section outlining communication commitments, including updates on appointments, delays, follow-on works and communication preferences.	Improves resident communication and service expectations.
Repair Priorities	Added commitment to consider age, disability, health conditions, communication needs and household circumstances when determining repair priorities.	Supports a more risk-based and person-centred approach to repairs delivery.

Emergency Repairs	Expanded emergency repair definitions and examples, including damp and mould, fire protection, lifts, excess heat and communal lighting failures.	Provides greater clarity for residents and staff about emergency responses.
Urgent Repairs	Defined urgent repair timescales and provided examples of repairs falling within this category.	Improves consistency in repair categorisation and customer expectations.
Routine Repairs	Clarified routine repair timescales and expanded repair examples, including survey appointments and damp and mould investigations.	Improves operational consistency and customer understanding.
Planned Repairs	Introduced detailed descriptions and examples of planned repairs, including kitchens, bathrooms, roofs, adaptations, communal works and improvements.	Better explains when repairs will be managed as planned works rather than responsive repairs.
Your Repair Responsibilities	Expanded tenant responsibilities regarding reporting repairs, access, alterations, damage, insurance and reasonable adjustments.	Clarifies resident obligations and reduces ambiguity.
Who is Responsible?	Introduced comprehensive responsibility matrices covering kitchens, bathrooms, heating, interiors, electrical installations, pest control, windows, doors, external areas and communal facilities.	Provides clear allocation of landlord and resident responsibilities.
Leaseholder Repair Responsibilities	Added clarification that leaseholder repair obligations vary by lease and may require consultation before works are undertaken.	Strengthens leasehold governance and compliance.
Recharging	Clarified circumstances where rechargeable repairs may apply and signposted the Charging for Repairs Policy.	Improves transparency regarding repair costs.
Your Voice	New section outlining resident engagement opportunities and how residents can influence services and policies.	Supports the Consumer Standards and tenant engagement requirements.
Regulation and Legislation	Updated and expanded legislative references, including Awaab's Law, the Social Housing (Regulation) Act	Ensures the policy reflects the current regulatory framework.

	2023, Building Safety Act 2022 and related guidance.	
Complaints and Housing Ombudsman	Added clearer guidance on complaint routes and access to the Housing Ombudsman Service.	Strengthens complaint handling transparency and resident access to redress.

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Portsmouth Homes

Portsmouth CITY COUNCIL

Safe and Healthy Homes Implementation Policy

No.	Action	Lead
1	Rename the HHSRS Panel as the Safe and Healthy Homes Panel and confirm its terms of reference, membership, reporting route and meeting frequency.	Head of Building Repairs
2	Finalise hazard-specific triage guidance, process maps and decision-making tools for Customer Repairs Officers.	Customer Repairs Manager
3	Work with Public Health to develop hazard-specific triage algorithms, including vulnerability prompts for higher-risk households.	Customer Repairs Manager
4	Train Customer Repairs Officers on Awaab's Law, phase two hazards, vulnerability prompts, triage scripts, repair categorisation and escalation routes.	Customer Repairs Manager
5	Create two additional Customer Repairs Officer posts to provide capacity and resilience for more detailed first-contact triage.	Head of Building Repairs
6	Create two Assistant Building Repairs Surveyor posts to support increased inspection and investigation demand.	Head of Building Repairs
7	Create one Apprentice Business Administrator post to support written summary administration, quality assurance and compliance monitoring.	Head of Building Repairs
8	Develop and launch an online e-learning module for staff who visit residents' homes, covering hazard awareness, resident advice, reporting routes and escalation.	Safe & Healthy Homes Panel
9	Issue staff communications explaining the new policy, key responsibilities, reporting routes and training requirements.	Head of Building Repairs
10	Train Building Repairs Surveyors on the new survey approach, vulnerability considerations, written summaries, timescales and repair instruction requirements.	Building Repairs Manager
11	Arrange accredited external training for surveyors to maintain competence in Awaab's Law and HHSRS hazard assessments.	Head of Building Repairs
12	Complete additional safeguarding training for surveyors, including professional curiosity and identifying wider risks or vulnerabilities during visits.	Building Repairs Manager
13	Ensure Housing Officers undertaking tenancy update visits can identify and report potential hazards and record vulnerabilities, contact preferences and reasonable adjustments.	Head of Portsmouth Homes

14	Reinforce contractor expectations for emergency and urgent repair performance, including escalation of significant or emergency hazards.	Contract Repairs Service Manager
15	Finalise the online Awaab's Law survey form covering all phase two hazards.	Asset Manager
16	Finalise the written summary template for residents and ensure it can be generated from the online survey form.	Asset Manager
17	Establish quality assurance arrangements for written summaries before they are issued to residents**.**	Building Repairs Manager
18	Update the repairs and maintenance database to capture vulnerability, no-access information, survey outcomes, written summaries, repair actions and audit trails.	Asset Manager
19	Update Power BI dashboards to monitor Awaab's Law performance, including survey timescales, written summaries, repair category performance, new demand and unresolved cases.	Asset Manager
20	Develop a Safe and Healthy Homes data governance guide, replacing or expanding the existing damp and mould governance arrangements.	Building Repairs Manager
21	Publish the Safe and Healthy Homes Policy on the website with resident-facing information about each hazard and what residents should expect when reporting concerns.	Marketing & Communication Officer
22	Develop resident communication material, including hazard advice pages, videos, posters and social media content using the Make Things Right campaign where appropriate.	Marketing & Communication Officer
23	Develop advice leaflets for relevant hazards, including domestic hygiene, pests, refuse, personal hygiene and food safety where resident advice can help reduce risk.	Marketing & Communication Officer
24	Produce and display hazard posters in area housing offices, communal notice boards and community rooms.	Marketing & Communication Officer
25	Ensure resident communication preferences are considered when issuing written summaries, including reasonable adjustments, alternative formats and language needs.	Customer Repairs Manager
26	Continue resident engagement through the resident consortium policy group and repairs focus groups to review policy effectiveness.	Head of Building Repairs
27	Monitor and report performance to residents through the website and House Talk.	Head of Building Repairs
28	Prepare an annual information report for the Cabinet Member reviewing performance across all Awaab's Law hazards, including damp and mould.	Head of Building Repairs

Portsmouth CITY COUNCIL

You can request this information in large print, Braille, audio or in another language by calling 023 9284 1193

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Portsmouth Homes

Portsmouth CITY COUNCIL

DO YOU HAVE SIGNS OF DAMP AND MOULD?

Damp and mould

Advice for Portsmouth Homes tenants

Portsmouth City Council's council housing service

Homes in the UK can suffer from condensation and mould, especially in the winter.

Daily tasks such as cooking, showering and drying clothes result in moisture being released into the air, which can lead to condensation and black mould growth. Mould toxicity can negatively impact both your physical and mental wellbeing.

As your landlord, Portsmouth Homes is responsible for tackling damp and mould in your home. If black mould appears, we'll investigate the cause such as leaks, poor insulation, or ventilation, and carry out repairs to fix it.

If condensation is part of the problem, we'll work with you to find a solution and make sure your home meets the standards set out in the housing legislation.

Damp

There are two types of damp that can lead to the growth of black mould within a home. **Rising damp** is caused by ground water moving up through the wall or floor. This can be caused by a lack of effective damp proof course. **Penetrating damp** is caused by leaking water. This is usually caused by a structural problem in the building such as faulty guttering, or it can be caused by internal leaks, like pipes under the sink. This type of damp may expand across walls or a ceiling horizontally.

Black mould

Black mould is caused by a build-up of moisture. Left untreated this can spread from walls onto furniture, curtains and clothing. Black mould produces allergens, irritants, and sometimes toxic substances. Inhaling or touching mould spores may cause an allergic reaction such as sneezing, a runny nose, red eyes and a skin rash.

Condensation

Condensation is caused by moist air coming into contact with cold surfaces such as walls, windows and mirrors. It can also build up in places where there is little air movement, in or behind wardrobes and cupboards. Condensation can cause dampness and mould within your home which can create a distinctive musty smell.

Keep kitchens and bathrooms clean

Kitchens and bathrooms are hotspots for condensation and therefore, mould as well. Keep on top of your cleaning routine to prevent the build-up of black mould in these rooms.

How to reduce condensation and prevent black mould growth

Use extractor fans and trickle vents in your windows. These don't lose much heat so keep them uncovered.

Open windows for short periods in the morning to release moisture from your home.

If you're drying clothes indoors, make sure there are open windows to allow moisture to escape.

Allow soft furnishings, such as sofas, room to breathe by pulling them away from the wall and not overfilling your wardrobe.

Heat your home

Condensation is less likely to form if the temperature of your home is above 15°C.

However, it's recommended that rooms are kept at between 18–21°C to keep you warm and healthy.

Don't turn thermostatic radiator valves off, always keep them on a minimum frost setting.

Energy saving advice

If you're struggling to afford your heating, help is available.

Call our freephone number **0800 260 5907**, or visit **switchedonportsmouth.co.uk** to receive free energy and financial advice, as well as onward referrals into larger schemes.

Try to keep your moisture levels down

Most daily tasks will release moisture into the air.

Activity	Litres of water vapour
Breathing – active adult	0.85 litres per day per person
Breathing – sleeping adult	0.3 litres per day per person
Cooking	Up to 3 litres per day
Washing clothes	0.5 litres per load
Drying clothes	5 litres per load
Showers and baths	1.5 litres per person
Washing dishes	Up to 1 litre per day
Un-flued gas heater	Up to 1 litre per hour of use

Tips to reduce moisture levels in your home

Try the below tips to reduce moisture levels and prevent condensation:

- Dry clothes outside or in a vented tumble dryer where possible
- Take shorter showers
- Add cold water first when running a bath – this reduces steam by up to 90%
- Keep a lid on pots and pans when cooking
- Wipe windows daily with a squeegee

Contacting us about damp and mould in your home

Reporting damp and mould to the council is the right thing to do, and the earlier this can be done, the easier it will be to resolve. Any signs of damp should be reported to the Housing repairs support team as soon as possible.

This can be done by calling or emailing using the below details, or online on the Portsmouth City Council website via the 'maintaining and repairing your council property' web page.

If you see black mould starting to appear in your home, do not ignore it. While small patches may be cleaned using a domestic mould and mildew remover, following the manufacturer's instructions carefully, this should only be a temporary measure.

If you have extreme black mould or the initial treatment is not effective, please contact the customer repairs team as this may be an indication of an underlying repair issue with your home such as damp or poor ventilation, which must be addressed by your landlord.

Do not try to remove with a brush or hoover as this can lead to the mould spreading further round your home.

Customer repairs team contact details

customerrepairsteam@portsmouthcc.gov.uk

023 9284 1311

Portsmouth Homes

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DO YOU HAVE SIGNS OF DAMP AND MOULD?

Report now!

Email: CustomerRepairsTeam@portsmouthcc.gov.uk
Call: 023 9284 1311

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Awaab's Law: Guidance on the triage of Damp and Mould hazards

July 2026

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Portsmouth Homes

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3. Vulnerabilities 5

3.1. The following circumstances should be considered when assessing the severity of a damp and mould hazard 5

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1. Example Prompt Questions

1.1 Prompt Questions May Include:

1.1.1. Where is the damp or mould located?
1.1.2. How long has it been there, and how extensive is it?
1.1.3. Is the damp or mould affecting your ability to use any rooms or facilities?
1.1.4. Has the damp or mould affected anyone's health, and if it has, what has been the impact?
1.1.5. Is there anything we should know about the people living in your home that might put them more at risk from damp and mould?

2. Scenarios

2.1. Emergency- Scenario 1

2.1.1. There is widespread damp and mould throughout the property. The most severe damp and mould is within the only bedroom.
2.1.2. The mould is concentrated around the window and has spread behind the bed.
2.1.3. The property is occupied by a pregnant tenant who has reported respiratory symptoms.

2.2. Emergency- Scenario 2

2.2.1. A family with a young daughter report ongoing issues with damp in their home.
2.2.2. The mould has spread throughout the home but is most severe in the child's bedroom.
2.2.3. There is persistent condensation on the walls.
2.2.4. Their child's asthma has been affected.

2.3. Urgent- Scenario 3

2.3.1. There is a significant amount of damp and mould throughout the home.
2.3.2. The tenant has reported concerns about the impact on their house, but no pre-existing conditions have been identified.
2.3.3. The property is occupied by two adults who have not reported any specific concerns that might make them more vulnerable to damp and mould.

2.4. Urgent- Scenario 4

2.4.1. A tenant has reported damp and mould which is particularly prominent in the kitchen where it has spread across the ceiling and walls.
2.4.2. The tenant has reported concerns about the extent of the mould and the impact on their health.
2.4.3. They spend extended amounts of time in the home due to mobility issues.

2.5. Outside of Awaab's Law- Scenario 5

2.5.1. There is an isolated patch of damp and mould on the ceiling above the shower in the bathroom of a family home.
2.5.2. The home is shared by two parents and their child who is over 18 years old.
2.5.3. The tenant has reported the issue but confirmed that no members of the household have underlying health conditions or vulnerabilities.

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3. Vulnerabilities

3.1. The following circumstances should be considered when assessing the severity of a damp and mould hazard

3.1.1. Presence of children aged 14 or under

3.1.2. Pre-existing health conditions (e.g. allergies, asthma, Chronic Obstructive

3.1.3. Pulmonary Disease (COPD), cystic fibrosis, other lung diseases and cardiovascular disease)

3.1.4. Weakened immune systems

3.1.5. Mental health conditions

3.1.6. Pregnancy

3.1.7. Mobility issues leading to high proportion of time spent indoors

4. Source- Gov.uk Guidance on Awaab's Law Phase 2

4.1.1. Guidance to support triaging of hazards

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Portsmouth Homes

Portsmouth CITY COUNCIL

Awaab's Law Triage - Damp and Mould
Quick Guide

Example Prompt Questions

- Where is the damp or mould located?
- How long has it been there, and how extensive is it?
- Is the damp or mould affecting your ability to use any rooms or facilities?
- Has the damp or mould affected anyone's health, and if it has, what has been the impact?
- Is there anything we should know about the people living in your home that might put them more at risk from damp and mould?

Vulnerabilities

- Presence of children aged 14 or under
- Pre-existing health conditions (e.g. allergies, asthma, Chronic Obstructive Pulmonary Disease (COPD), cystic fibrosis, other lung diseases and cardiovascular disease)
- Weakened immune systems
- Mental health conditions
- Pregnancy
- Mobility issues leading to high proportion of time spent indoors

Scenarios

Emergency- Scenario 1

- There is widespread damp and mould throughout the property. The most severe damp and mould is within the only bedroom.
- The mould is concentrated around the window and has spread behind the bed.
- The property is occupied by a pregnant tenant who has reported respiratory symptoms.

Emergency- Scenario 2

- A family with a young daughter report ongoing issues with damp in their home.
- The mould has spread throughout the home but is most severe in the child's bedroom.
- There is persistent condensation on the walls.
- Their child's asthma has been affected.

Urgent- Scenario 3

- There is a significant amount of damp and mould throughout the home.
- The tenant has reported concerns about the impact on their house, but no pre-existing conditions have been identified.
- The property is occupied by two adults who have not reported any specific concerns that might make them more vulnerable to damp and mould.

Urgent- Scenario 4

- A tenant has reported damp and mould which is particularly prominent in the kitchen where it has spread across the ceiling and walls.
- The tenant has reported concerns about the extent of the mould and the impact on their health.
- They spend extended amounts of time in the home due to mobility issues.

Outside of Awaab's Law- Scenario 5

- There is an isolated patch of damp and mould on the ceiling above the shower in the bathroom of a family home.
- The home is shared by two parents and their child who is over 18 years old.
- The tenant has reported the issue but confirmed that no members of the household have underlying health conditions or vulnerabilities.

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Awaab's Law: Guidance on the triage of Domestic Hygiene hazards

July 2026

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3. Vulnerabilities 5

3.1. The following circumstances should be considered when assessing the severity of a domestic hygiene hazard 5

4. Source- Gov.uk Guidance on Awaab's Law Phase 2 5

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1. Example Prompt Questions

1.1 Prompt Questions May Include:

1.1.1 Are you able to use basic facilities in your home, such as the toilet, washing, and food preparation areas?

1.1.2 What, if any, signs of contamination have you noticed (for example sewage, droppings, or gnawing)?

1.1.3 How are you currently managing things like rubbish and waste while repairs are being arranged?

1.1.4 Are there any health conditions, ages, or support needs in your household that could be affected by this?

1.1.5 Is there any impact beyond your home, such as in shared or communal areas?

2. Scenarios

2.1 Emergency- Scenario 1

2.1.1 A tenant contacted the landlord to report that foul water was leaking from the soil stack at the rear of the property.

2.1.2 The foul water had begun entering the ground-floor bathroom.

2.2 Emergency- Scenario 2

2.2.1 A tenant reported that the only toilet in their house was blocked.

2.2.2 The tenant tried plunging the toilet, but this did not solve the problem

2.3 Urgent- Scenario 3

2.3.1 An older tenant with mobility issues reported that their boiler had broken down during the summer months, leaving the property without any hot water.

2.3.2 While there was no immediate impact on space heating, the loss of hot water affected washing, cleaning, and basic hygiene within the home given their shower is not electric.

2.4 Urgent- Scenario 4

2.4.1 A tenant reported that the kitchen worktops in their flat had become badly water damaged.

2.4.2 They were delaminating and swollen, making them impossible to keep clean and there is nowhere else available for food preparation.

2.4.3 The sink seal had failed, causing dirty water to seep behind and into several of the units.

2.5 Outside of Awaab's Law- Scenario 5

2.5.1 A tenant reported a missing cupboard handle and minor chipping to the corner of a worktop with no other damage.

2.5.2 The kitchen remained fully functional, cleanable, and appropriately equipped for safe food storage and preparation.

3 Vulnerabilities

3.1 The following circumstances should be considered when assessing the severity of a domestic hygiene hazard

3.1.1 Adults aged 65+

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3.1.2 Babies and children under 5

3.1.3 People with reduced mobility

3.1.4 People with long term health conditions: respiratory, gastrointestinal, skin, chronic illness, compromised immune system or cognitive impairment

3.1.5 People with mental health conditions, which may include depression, anxiety, or phobias.

4 Source- Gov.uk Guidance on Awaab's Law Phase 2

4.1.1 Guidance to support triaging of hazards

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Awaab's Law Triage - Domestic Hygiene Quick Guide

Example Prompt Questions

- Are you able to use basic facilities in your home, such as the toilet, washing, and food preparation areas?
- What, if any, signs of contamination have you noticed (for example sewage, droppings, or gnawing)?
- How are you currently managing things like waste while repairs are being arranged?
- Are there any health conditions, ages, or support needs in your household that could be affected by this?
- Is there any impact beyond your home, such as in shared or communal areas?

Vulnerabilities

- Adults aged 65+
- Babies and children under 5
- People with reduced mobility
- People with long term health conditions: respiratory, gastrointestinal, skin, chronic illness, compromised immune system or cognitive impairment
- People with mental health conditions, which may include depression, anxiety, or phobias.

Scenarios

Emergency- Scenario 1

- A tenant contacted the landlord to report that foul water was leaking from the soil stack at the rear of the property.
- The foul water had begun entering the ground-floor bathroom.

Emergency- Scenario 2

- A tenant reported that the only toilet in their house was blocked.
- The tenant tried plunging the toilet, but this did not solve the problem

Urgent- Scenario 3

- An older tenant with mobility issues reported that their boiler had broken down during the summer months, leaving the property without any hot water.
- While there was no immediate impact on space heating, the loss of hot water affected washing, cleaning, and basic hygiene within the home given their shower is not electric.

Urgent- Scenario 4

- A tenant reported that the kitchen worktops in their flat had become badly water damaged.
- They were delaminating and swollen, making them impossible to keep clean and there is nowhere else available for food preparation.
- The sink seal had failed, causing dirty water to seep behind and into several of the units.

Outside of Awaab's Law- Scenario 5

- A tenant reported a missing cupboard handle and minor chipping to the corner of a worktop with no other damage.
- The kitchen remained fully functional, cleanable, and appropriately equipped for safe food storage and preparation.

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Awaab's Law: Guidance on the triage of Electrical Safety hazards

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3. Vulnerabilities 4

3.1. The following circumstances should be considered when assessing the severity of a damp and mould hazard 4

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1. Example Prompt Questions

1.1 Prompt Questions May Include:

1.1.1 Is there an immediate risk of a person coming into contact with an exposed live part?
1.1.2 Have any of the switches in the consumer unit ('fuse board') tripped?
1.1.3 Has electricity stopped working in all or part of the home?
1.1.4 Are there young children, anyone relying on medical equipment or anyone who is pregnant in the home, or anyone you are particularly worried about?

2 Scenarios

2.1 Emergency- Scenario 1

2.1.1 The tenant reports a damaged socket outlet, with accessible live conductors visible.
2.1.2 They have two children, one of whom is under five years of age.

2.2 Emergency- Scenario 2

2.2.1 A tenant reports a leak into their living room ceiling from the flat above.
2.2.2 The leak is coming through the electric light fitting.

2.3 Urgent- Scenario 3

2.3.1 Following an inspection, carried out in line with the requirements under the Electrical Safety Standards in the Private Rented Sector and Social Rented Sector (England) Regulations 2020, the tenant has been provided with the Electrical Installation Condition Report and has raised concerns. It sets out several C3 classification codes, where remedial work is not required.
2.3.2 The tenant is pregnant and has a 2-year-old child.
2.3.3 In particular, they are worried that there is no surge protection device, which is not immediately dangerous but which the electrician strongly recommended is remedied.
2.3.4 In addition, the consumer unit is of the older type, lacking modern safety features.

2.4 Outside of Awaab's Law- Scenario 4

2.4.1 An EICR identifies that a consumer unit does not meet the latest edition of BS 7671 and records a Code C3 observation recommending improvement.
2.4.2 The consumer unit shows no signs of damage, overheating or deterioration, and the electrical installation is otherwise assessed as satisfactory.

3 Vulnerabilities

3.1 The following circumstances should be considered when assessing the severity of an electrical safety hazard

3.1.1 Children, particularly those under five years of age, may be more likely to touch electrical equipment without understanding the risks. This would also apply to individuals of any age with learning disabilities, some neurodivergent conditions or dementia.
3.1.2 During pregnancy electric shock may present additional risks to both the individual and the unborn child.
3.1.3 Tenants who rely on medical equipment that needs charging, such as a CPAP machine or an electric wheelchair.

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4 Source- Gov.uk Guidance on Awaab's Law Phase 2

4.1.1 Guidance to support triaging of hazards

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Portsmouth Homes

Portsmouth CITY COUNCIL

Awaab's Law Triage - Electrical Safety Quick Guide

Example Prompt Questions

- Is there an immediate risk of a person coming into contact with an exposed live part?
- Have any of the switches in the consumer unit ('fuse board') tripped?
- Has electricity stopped working in all or part of the home?
- Are there young children, anyone relying on medical equipment or anyone who is pregnant in the home, or anyone you are particularly worried about?

Vulnerabilities

- Children, particularly those under five years of age, may be more likely to touch electrical equipment without understanding the risks. This would also apply to individuals of any age with learning disabilities, some neurodivergent conditions or dementia.
- During pregnancy electric shock may present additional risks to both the individual and the unborn child.
- Tenants who rely on medical equipment that needs charging, such as a CPAP machine or an electric wheelchair.

Scenarios

Emergency- Scenario 1

- The tenant reports a damaged socket outlet, with accessible live conductors visible.
- They have two children, one of whom is under five years of age.

Emergency- Scenario 2

- A tenant reports a leak into their living room ceiling from the flat above.
- The leak is coming through the electric light fitting.

Urgent- Scenario 3

- Following an inspection, carried out in line with the requirements under the Electrical Safety Standards in the Private Rented Sector and Social Rented Sector (England) Regulations 2020, the tenant has been provided with the Electrical Installation Condition Report and has raised concerns. It sets out several C3 classification codes, where remedial work is not required.
- The tenant is pregnant and has a 2-year-old child.
- In particular, they are worried that there is no surge protection device, which is not immediately dangerous but which the electrician strongly recommended is remedied.
- In addition, the consumer unit is of the older type, lacking modern safety features.

Outside of Awaab's Law- Scenario 4

- An EICR identifies that a consumer unit does not meet the latest edition of BS 7671 and records a Code C3 observation recommending improvement.
- The consumer unit shows no signs of damage, overheating or deterioration, and the electrical installation is otherwise assessed as satisfactory.

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Awaab's Law: Guidance on the triage of Excess Cold hazards

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3. Vulnerabilities 4

3.1. The following circumstances should be considered when assessing the severity of a damp and mould hazard 4

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1. Example Prompt Questions

1.1 Prompt Questions May Include:

1.1.1 Are there any broken, insecure or faulty windows, doors or openings?
1.1.2 Are your radiators/heaters/heating system working?
1.1.3 How often are you using your heating system?
1.1.4 What times and for how long do you use your heating system?
1.1.5 What temperature do you set your thermostat?
1.1.6 Are you able to keep your bedroom/living room warm?
1.1.7 Are you using temporary heating methods such as a portable heater?
1.1.8 Are there any draughts which make it difficult to heart your home?
1.1.9 Is there anything we should know about the people living in your home that might put them more at risk from excess cold?

2 Scenarios

2.1 Emergency- Scenario 1

2.1.1 An elderly tenant reported that their boiler had stopped working.
2.1.2 This resulted in them being unable to heat their home.
2.1.3 The repair was reported in January, when outside temperatures were low.

2.2 Emergency- Scenario 2

2.2.1 In February, a tenant reported that their radiators were not heating up.
2.2.2 As a result, their home was uncomfortably cold.
2.2.3 The tenant also explained that they have coronary heart disease and had been experiencing chest discomfort.

2.3 Urgent- Scenario 3

2.3.1 A tenant reported that the handle of their living room window was broken.
2.3.2 This was making it impossible to close the window and allowed heat to escape from the property.
2.3.3 The tenant, who suffers from asthma, expressed concerns that exposure to cold, damp air could worsen their respiratory condition.

2.4 Outside of Awaab's Law- Scenario 4

2.4.1 A tenant reported that their heating, provided through a district heating system was not working.
2.4.2 The landlord was not responsible for the heating system which was maintained by the freeholder of the building.

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3 Vulnerabilities

3.1 The following circumstances should be considered when assessing the severity of an excess cold hazard

3.1.1 Age – older residents (65 or older) or children under 5 are more likely to be affected by excess cold.

3.1.2 Pregnancy

3.1.3 People who are undergoing chemotherapy or radiotherapy, and whose immune systems are weakened and therefore more at risk

3.1.4 Living with a long-term health condition which makes someone more likely to spend most of their time at home, such as mobility conditions (which would also further reduce their ability to stay warm).

3.1.5 Living with a long-term health condition which puts someone at higher risk of experiencing cold-related illness – for example a health condition which affects their cardiovascular, respiratory or immune system (including cancer), or mental health.

4 Source- Gov.uk Guidance on Awaab's Law Phase 2

4.1.1 Guidance to support triaging of hazards

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Awaab's Law Triage - Excess Cold
Quick Guide

Example Prompt Questions

- Are there any broken, insecure or faulty windows, doors or openings?
- Are your radiators/heaters/heating system working?
- How often are you using your heating system?
- What times and for how long do you use your heating system?
- What temperature do you set your thermostat?
- Are you able to keep your bedroom/living room warm?
- Are you using temporary heating methods such as a portable heater?
- Are there any draughts which make it difficult to heart your home?
- Is there anything we should know about the people living in your home that might put them more at risk from excess cold?

Vulnerabilities

- Age – older residents (65 or older) or children under 5 are more likely to be affected by excess cold.
- Pregnancy
- People who are undergoing chemotherapy or radiotherapy, and whose immune systems are weakened and therefore more at risk
- Living with a long-term health condition which makes someone more likely to spend most of their time at home, such as mobility conditions (which would also further reduce their ability to stay warm).
- Living with a long-term health condition which puts someone at higher risk of experiencing cold-related illness – for example a health condition which affects their cardiovascular, respiratory or immune system (including cancer), or mental health.

Scenarios

Emergency- Scenario 1

- An elderly tenant reported that their boiler had stopped working.
- This resulted in them being unable to heat their home.
- The repair was reported in January, when outside temperatures were low.

Emergency- Scenario 2

- In February, a tenant reported that their radiators were not heating up.
- As a result, their home was uncomfortably cold.
- The tenant also explained that they have coronary heart disease and had been experiencing chest discomfort.

Urgent- Scenario 3

- A tenant reported that the handle of their living room window was broken.
- This was making it impossible to close the window and allowed heat to escape from the property.
- The tenant, who suffers from asthma, expressed concerns that exposure to cold, damp air could worsen their respiratory condition.

Outside of Awaab's Law- Scenario 4

- A tenant reported that their heating, provided through a district heating system was not working.
- The landlord was not responsible for the heating system which was maintained by the freeholder of the building.

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Awaab's Law: Guidance on the triage of Excess Heat hazards

July 2026

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3. Vulnerabilities 4

3.1. The following circumstances should be considered when assessing the severity of a damp and mould hazard 4

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1. Example Prompt Questions

1.1 Prompt Questions May Include:

1.1.1 Have you recently been unwell (for example with vomiting, diarrhoea, or dehydration)?

1.1.2 Do you or does anyone in your household fall into a group that may be more affected by heat—for example over 65s, young children, pregnancy, long-term health conditions or anything else that might make you more worried?

1.1.3 Has the heat made any existing health conditions worse, (such as breathing difficulties, heart problems, or other medical issues)?

1.1.4 Are you able to manage the heat in your home and take measures to seek relief?

1.1.5 Are there any issues with the property—such as windows that do not open or lack of shading—that make this harder?

1.1.6 Is there anything else we should be aware of that might make it harder for you to manage the impact of heat?

2 Scenarios

2.1 Emergency- Scenario 1

2.1.1 The resident lives on the second floor of a low-rise building.

2.1.2 In the main living area, a broken window lock has prevented the window from opening

2.1.3 This has restricted ventilation and led to a build-up of heat inside the flat.

2.1.4 The property is occupied by an elderly tenant with reduced mobility and a long-term health condition, who spends extended periods inside the home and has reported feeling faint.

2.2 Urgent- Scenario 2

2.2.1 There is excessive heat within the property, caused by a fault in the communal district heating system owned by the landlord which cannot be switched off.

2.2.2 This has led to persistently high indoor temperatures.

2.2.3 The property is occupied by a tenant with asthma.

2.3 Outside of Awaab's Law- Scenario 3

2.3.1 There is excessive heat within the property during a period of hot weather, leading to high indoor temperatures.

2.3.2 The property is occupied by a healthy young couple with no known vulnerabilities.

2.3.3 The tenants are able to manage the heat to some extent by using blinds and curtains to reduce direct sunlight, keeping windows closed during the hottest parts of the day and open in the mornings and evenings, using a fan to improve air circulation throughout the day.

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3 Vulnerabilities

3.1 The following circumstances should be considered when assessing the severity of an excess heat hazard

3.1.1 Older people aged 65 years and over (note change from previous guidance of 75 years of age and above)

3.1.2 Babies and children aged 5 years and under

3.1.3 People who are already ill and dehydrated (for example from diarrhoea and vomiting)

3.1.4 People taking certain medications

3.1.5 People who experience drug and alcohol dependence

3.1.6 People with underlying health conditions particularly heart problems, breathing problems, dementia, diabetes, kidney disease, multiple sclerosis, epilepsy, neurological disorders (i.e. Parkinson's disease and Alzheimer's disease), or mobility problems

3.1.7 Pregnancy

4 Source- Gov.uk Guidance on Awaab's Law Phase 2

4.1.1 Guidance to support triaging of hazards

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Awaab's Law Triage - Excess Heat
Quick Guide

Example Prompt Questions

- Have you recently been unwell (for example with vomiting, diarrhoea, or dehydration)?
- Do you or does anyone in your household fall into a group that may be more affected by heat—for example over 65s, young children, pregnancy, long-term health conditions or anything else that might make you more worried?
- Has the heat made any existing health conditions worse, (such as breathing difficulties, heart problems, or other medical issues)?
- Are you able to manage the heat in your home and take measures to seek relief?
- Are there any issues with the property—such as windows that do not open or lack of shading—that make this harder?
- Is there anything else we should be aware of that might make it harder for you to manage the impact of heat?

Vulnerabilities

- Older people aged 65 years and over (note change from previous guidance of 75 years of age and above)
- Babies and children aged 5 years and under
- People who are already ill and dehydrated (for example from diarrhoea and vomiting)
- People taking certain medications
- People who experience drug and alcohol dependence
- People with underlying health conditions particularly heart problems, breathing problems, dementia, diabetes, kidney disease, multiple sclerosis, epilepsy, neurological disorders (i.e. Parkinson's disease and Alzheimer's disease), or mobility problems
- Pregnancy

Scenarios

Emergency- Scenario 1

- The resident lives on the second floor of a low-rise building.
- In the main living area, a broken window lock has prevented the window from opening
- This has restricted ventilation and led to a build-up of heat inside the flat.
- The property is occupied by an elderly tenant with reduced mobility and a long-term health condition, who spends extended periods inside the home and has reported feeling faint.

Urgent- Scenario 2

- There is excessive heat within the property, caused by a fault in the communal district heating system owned by the landlord which cannot be switched off.
- This has led to persistently high indoor temperatures.
- The property is occupied by a tenant with asthma.

Outside of Awaab's Law- Scenario 3

- There is excessive heat within the property during a period of hot weather, leading to high indoor temperatures.
- The property is occupied by a healthy young couple with no known vulnerabilities.
- The tenants are able to manage the heat to some extent by using blinds and curtains to reduce direct sunlight, keeping windows closed during the hottest parts of the day and open in the mornings and evenings, using a fan to improve air circulation throughout the day.

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Awaab's Law: Guidance on the triage of Fall hazards

July 2026

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2.8. Outside of Awaab's Law- Falls on the Level 4

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3. Vulnerabilities 4

3.1. The following circumstances should be considered when assessing the severity of a damp and mould hazard 4

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1. Example Prompt Questions

1.1 Prompt Questions May Include:

1.1.1 Is there an immediate risk of someone falling?
1.1.2 What would be the consequences of falling?
1.1.3 Is it a very high drop?
1.1.4 Is there anything that makes it more dangerous such as a very hard surface, spiked railings etc. at the bottom?
1.1.5 Are there any young children or people over 60 in the home?
1.1.6 Are there people with mobility issues or relevant medical conditions in the property?

2 Scenarios

2.1 Emergency- Falls on the Level

2.1.1 A tenant has raised concerns about the main entrance to their flat.
2.1.2 There is a very poorly lit approach to the main entrance across uneven, mossy, stone slabs, surrounded by spiked metal railings and a spiked metal front gate.
2.1.3 Water pools in and around the stone slabs making them slippery.
2.1.4 The tenant of the property is 75.

2.2 Emergency- Falling on Stairs

2.2.1 An 80-year-old tenant reports that the handrail on the internal staircase in their home is broken and they are concerned about falling.
2.2.2 The stairs are steep and there is no natural lighting at the top.
2.2.3 The only bathroom in the home is upstairs.

2.3 Emergency- Falling Between Levels

2.3.1 The tenant reported that a window in their high-rise flat is broken, and they were not able to securely close and lock it.
2.3.2 The tenant has a baby and one young child living in the property and they were worried about the risk of a fall.

2.4 Emergency- Falling Between Levels

2.4.1 A tenant reported that the railings on the edge of an external communal walkway have come loose.
2.4.2 The walkway is on the third floor and in an area with high footfall.

2.5 Urgent- Falls on the Level

2.5.1 The property has a raised concrete patio across the rear of the house with flagstones below.
2.5.2 There is an 860mm drop from the patio to the flagstones below, with no guard rail or barrier.
2.5.3 When viewed from the house the change in level between the patio and flagstones below is not apparent.
2.5.4 The tenant has three young children below the age of five.

2.6 Urgent- Falling on Stairs

2.6.1 The two-storey property has one flight of stairs.
2.6.2 The stairs are not steep and have a handrail but one stair tread in the middle of the flight is cracked and uneven.

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2.6.3 There is no direct natural lighting and no stair covering.
2.6.4 The house is occupied by a family of five, three of whom are young children.

2.7 Urgent- Falling Between Levels

2.7.1 The landing at the top of the stairs has a 'ranch-style' banister and rail, consisting of three horizontal planks spanning between the top newel post and end post, with gaps of over 200mm in between.
2.7.2 It is not held in place properly, moving when shaken.
2.7.3 The property is occupied by a couple in their 20s.

2.8 Outside of Awaab's Law- Falls on the Level

2.8.1 A downpipe discharges water to the path running from the back door to the garden shed.
2.8.2 Tenants must use this path in order to access the bins and recycling boxes.
2.8.3 The tenant is concerned that if the water freezes, they risk slipping on the ice.

2.9 Outside of Awaab's Law- Falls on the Level

2.9.1 A tenant reports a loose paving stone in the patio area of their garden.
2.9.2 They are in their 30s and do not report any health concerns.

3 Vulnerabilities

3.1 The following circumstances should be considered when assessing the severity of a fall hazard

3.1.1 For falls on the level and on stairs, those over 60 are most likely to suffer severe harm, due to higher risk of osteoporosis.
3.1.2 For falls between levels, children under the age of 5 are the most vulnerable group.
3.1.3 In all cases, some factors might make someone more likely to fall, such as mobility issues, including conditions that impact balance, or other medical conditions or sensory impairments.
3.1.4 In all cases, other relevant conditions, such osteoporosis or brittle-bones would worsen the impact of a fall and should be taken into account.

4 Source- Gov.uk Guidance on Awaab's Law Phase 2

4.1.1 Guidance to support triaging of hazards

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Awaab's Law Triage - Falls
Quick Guide

Example Prompt Questions

- Is there an immediate risk of someone falling?
- What would be the consequences of falling?
- Is it a very high drop?
- Is there anything that makes it more dangerous such as a very hard surface, spiked railings etc. at the bottom?
- Are there any young children or people over 60 in the home?
- Are there people with mobility issues or relevant medical conditions in the property?

Vulnerabilities

- Falls on the level- over 60s
- For falls between levels- under 5s
- In all cases- mobility issues, including conditions that impact balance, or other medical conditions or sensory impairments.
- In all cases, other relevant conditions, such osteoporosis or brittle-bones would worsen the impact and should be taken into account.

Scenarios

Emergency- Falls on the Level

- A 75-year-old tenant has raised concerns about the main entrance to their flat.
- There is a very poorly lit approach to the main entrance across uneven, mossy, stone slabs, surrounded by spiked metal railings and a spiked metal front gate.
- Water pools in and around the stone slabs making them slippery.

Emergency- Falling on Stairs

- An 80-year-old tenant reports that the handrail on the internal staircase in their home is broken and they are concerned about falling.
- The stairs are steep and there is no natural lighting at the top.
- The only bathroom in the home is upstairs.

Emergency- Falling Between Levels

- The tenant reported that a window in their high-rise flat is broken, and they were not able to securely close and lock it.
- The tenant has a baby and one young child living in the property and they were worried about the risk of a fall.

Urgent- Falls on the Level

- The property has a raised concrete patio across the rear of the house with flagstones below.
- There is an 860mm drop from the patio to the flagstones below, with no guard rail or barrier.
- When viewed from the house the change in level between the patio and flagstones below is not apparent.
- The tenant has three young children below the age of five.

Urgent- Falling on Stairs

- The two-storey property has one flight of stairs, which are not steep and have a handrail but one stair tread in the middle of the flight is cracked and uneven.
- There is no direct natural lighting and no stair covering.
- The house is occupied by a family of five, three of whom are young children.

Urgent- Falling Between Levels

- The landing at the top of the stairs has a 'ranch-style' banister and rail, consisting of three horizontal planks spanning between the top newel post and end post, with gaps of over 200mm in between.
- It is not held in place properly, moving when shaken.
- The property is occupied by a couple in their 20s.

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Awaab's Law: Guidance on the triage of Fire and Explosions hazards

July 2026

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3.1. The following circumstances should be considered when assessing the severity of a damp and mould hazard 4

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1. Example Prompt Questions

1.1 Prompt Questions May Include:

1.1.1 How long has the fire risk been present? Did it arise suddenly or over time?
1.1.2 Is the risk getting worse?
1.1.3 Where is the risk located?
1.1.4 Do you have any concerns about yourself or anyone else evacuating if there was a fire?

2 Scenarios

2.1 Emergency- Scenario 1

2.1.1 A routine inspection finds that there is no functioning smoke alarm within the flat, meaning that in the event of a fire there would be no early warning system to alert the occupants of the property and neighbouring properties.
2.1.2 The flat is occupied by a couple with two young children.

2.2 Emergency- Scenario 2

2.2.1 There is a suspected gas leak within the property, which has been identified, but not contained.
2.2.2 This creates a risk of gas build-up and potential explosion, particularly where appliances are in use or the property is enclosed.
2.2.3 This means that in the event of ignition there may be a risk of serious harm to the occupants.

2.3 Emergency- Scenario 3

2.3.1 The property has a hot water cylinder in the loft, immediately above a child's bedroom.
2.3.2 It is not insulated in any way, with no jacket, and has no tank thermostat.

2.4 Outside of Awaab's Law- Scenario 4

2.4.1 There is no working fire suppression system, for example sprinklers, in the building.
2.4.2 The most recent fire risk assessment determined there was no requirement for a fire suppression system.

3 Vulnerabilities

3.1 The following circumstances should be considered when assessing the severity of a fire and explosions hazard

3.1.1 Residents with limited mobility and others who may find it difficult to evacuate
3.1.2 Residents with certain neurodivergent conditions, learning difficulties and/or sensory impairments
3.1.3 Those over 60 may be at greater risk due to reduced ability to identify a fire or evacuate and seek safety.

4 Source- Gov.uk Guidance on Awaab's Law Phase 2

4.1.1 Guidance to support triaging of hazards

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Awaab's Law Triage - Fire and Explosions
Quick Guide

Example Prompt Questions

- How long has the fire risk been present? Did it arise suddenly or over time?
- Is the risk getting worse?
- Where is the risk located?
- Do you have any concerns about yourself or anyone else evacuating if there was a fire?

Vulnerabilities

- Residents with limited mobility and others who may find it difficult to evacuate
- Residents with certain neurodivergent conditions, learning difficulties and/or sensory impairments
- Those over 60 may be at greater risk due to reduced ability to identify a fire or evacuate and seek safety.

Scenarios

Emergency- Scenario 1

- A routine inspection finds that there is no functioning smoke alarm within the flat, meaning that in the event of a fire there would be no early warning system to alert the occupants of the property and neighbouring properties.
- The flat is occupied by a couple with two young children.

Emergency- Scenario 2

- There is a suspected gas leak within the property, which has been identified, but not contained.
- This creates a risk of gas build-up and potential explosion, particularly where appliances are in use or the property is enclosed.
- This means that in the event of ignition there may be a risk of serious harm to the occupants.

Emergency- Scenario 3

- The property has a hot water cylinder in the loft, immediately above a child's bedroom.
- It is not insulated in any way, with no jacket, and has no tank thermostat.

Outside of Awaab's Law- Scenario 4

- There is no working fire suppression system, for example sprinklers, in the building.
- The most recent fire risk assessment determined there was no requirement for a fire suppression system.

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Awaab's Law: Guidance on the triage of Structural Collapse hazards

July 2026

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3. Vulnerabilities 4

3.1. The following circumstances should be considered when assessing the severity of a damp and mould hazard 4

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1. Example Prompt Questions

1.1 Prompt Questions May Include:

1.1.1 When did you first notice the issue?
1.1.2 Is it getting worse?
1.1.3 Where is the problem?
1.1.4 Is it in an area that people use frequently?
1.1.5 Is there anyone you are concerned would be particularly at risk if something collapsed / fell?

2 Scenarios

2.1 Emergency- Scenario 1

2.1.1 There is a leak from the bath and water pipes under the bathroom floorboards in a multi-storey house.
2.1.2 This has resulted in damage to the bathroom floorboards and the kitchen ceiling below.
2.1.3 The ceiling joists are rotten and the bath has sunk into the floor.
2.1.4 The property is occupied by a family of five, three of whom are teenagers.

2.2 Emergency- Scenario 2

2.2.1 The tenant is concerned that their balcony is not safe.
2.2.2 Cracks have appeared where the balcony meets the building and they have reported concerns that it will collapse.

2.3 Urgent- Scenario 3

2.3.1 There are multiple slipped tiles on the roof caused by rust to the nails holding them in place.
2.3.2 The gutter is loose and appears unstable.
2.3.3 Immediately below the roof is a terrace at first floor level and the front door at ground level.

2.4 Outside of Awaab's Law- Scenario 4

2.4.1 At the back of a house, a couple in their 30s have reported a low fence.
2.4.2 The landlord is responsible for the fence as it is in a communal area.
2.4.3 The fence is rotten, is at possible risk of collapse and will need to be replaced.

3 Vulnerabilities

3.1 The following circumstances should be considered when assessing the severity of a structural collapse hazard

3.1.1 Structural collapse risks can pose a serious risk to anyone
3.1.2 Young children may be at greater risk of injury due to their smaller size and increase likelihood of going near dangerous structures
3.1.3 Residents with limited mobility may also be at greater risk

4 Source- Gov.uk Guidance on Awaab's Law Phase 2

4.1.1 Guidance to support triaging of hazards

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Awaab's Law Triage - Structural Collapse Quick Guide

Example Prompt Questions

- When did you first notice the issue?
- Is it getting worse?
- Where is the problem?
- Is it in an area that [lots of] people use frequently?
- Is there anyone you are concerned would be particularly at risk if something collapsed / fell?

Vulnerabilities

- Structural collapse risks can pose a serious risk to anyone
- Young children may be at greater risk of injury due to their smaller size and increase likelihood of going near dangerous structures
- Residents with limited mobility may also be at greater risk

Scenarios

Emergency- Scenario 1

- There is a leak from the bath and water pipes under the bathroom floorboards in a multi-storey house.
- This has resulted in damage to the bathroom floorboards and the kitchen ceiling below.
- The ceiling joists are rotten and the bath has sunk into the floor.
- The property is occupied by a family of five, three of whom are teenagers.

Emergency- Scenario 2

- The tenant is concerned that their balcony is not safe.
- Cracks have appeared where the balcony meets the building and they have reported concerns that it will collapse.

Urgent- Scenario 3

- There are multiple slipped tiles on the roof caused by rust to the nails holding them in place.
- The gutter is loose and appears unstable.
- Immediately below the roof is a terrace at first floor level and the front door at ground level.

Outside of Awaab's Law- Scenario 4

- At the back of a house, a couple in their 30s have reported a low fence.
- The landlord is responsible for the fence as it is in a communal area.
- The fence is rotten, is at possible risk of collapse and will need to be replaced.

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Portsmouth Homes

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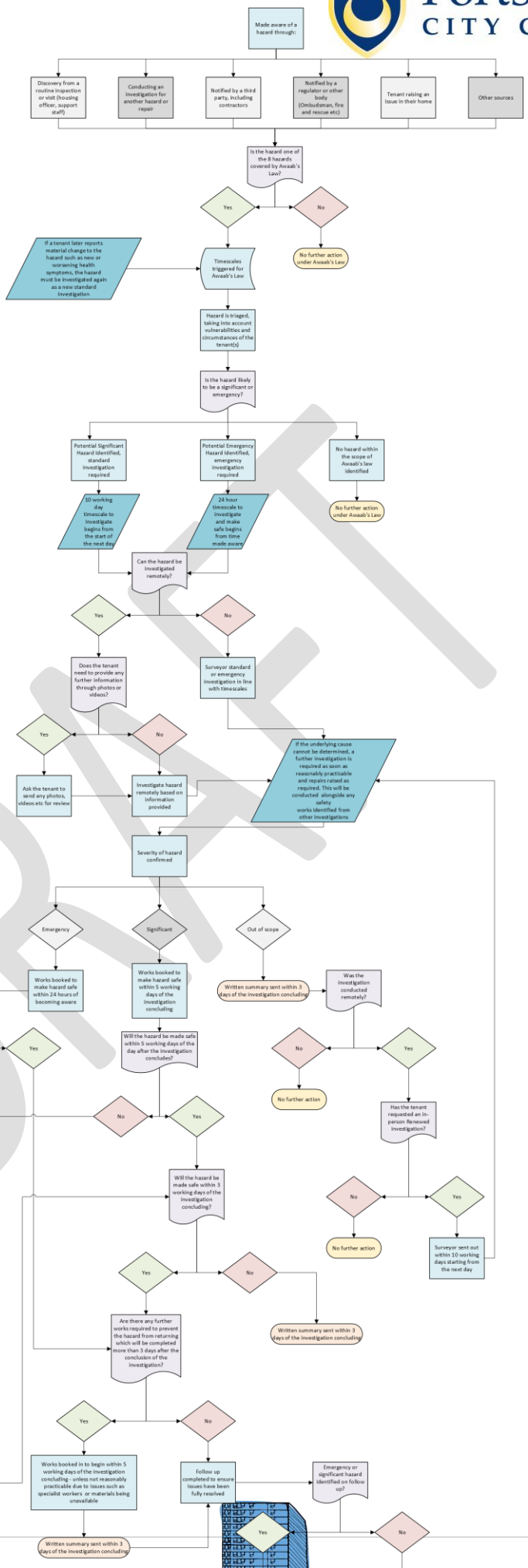

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Form name	Integrated Impact Assessment
Reference	IA866022253
Date	17/08/2026

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Policy details

Directorate	PCC Housing, Neighbourhood and Building Services
Service, function	Building Repairs
Title of policy, service, function, project or strategy	Safe and Healthy Homes Policy (Awaab's Law)
Type of policy, service, function, project or strategy:	New
What is the aim of your policy, service, function, project or strategy?	This policy explains how Portsmouth Homes will make sure homes are safe, healthy and free from hazards that could affect residents' health and wellbeing. It sets out how we will respond to reports of damp, mould and other hazards, the timescales we will work to, and how we will meet the requirements of Awaab's Law and other legal responsibilities.
Has any consultation been undertaken for this proposal?	Yes
What were the outcomes of the consultations?	The resident consortium policy focus group were updated about Awaab's Law (phase two) and consulted regarding the proposed new policy on 20 July 2026. The session was in a workshop format providing resident feedback. Meetings and consultation were held with key repairs service managers to provide input to the new policy.
Has anything changed because of the consultation?	Yes

Please provide details	Feedback included changing the title of draft policy to make the subject matter clearer, simplify and provide clearer wording where possible, define, explain or replace terms used in the policy in plain English, confirm letters written in resident communication preference, consider utilising notice boards as a communication channel and clarify staff training expectations. Meetings with staff developed the implementation plan including changes to processes, preparing a training and communication plans and managing IT development of the repairs and maintenance database, including changes to PowerBI dashboards, new survey forms and written summaries.
Did this inform your proposal?	Yes
Please provide details	Feedback included changing the title of draft policy to make the subject matter clearer, simplify and provide clearer wording where possible, define, explain or replace terms used in the policy in plain English, confirm letters written in resident communication preference, consider utilising notice boards as a communication channel and clarify staff training expectations. Meetings with staff developed the implementation plan including changes to processes, preparing a training and communication plans and managing IT development of the repairs and maintenance database, including changes to PowerBI dashboards, new survey forms and written summaries.

Equality Impact Assessment

Confirm you've watched the webinar	☑
With the above in mind and following data analysis, who is the policy, service, function, project or strategy going to benefit or have a detrimental effect on and how?	The policy will benefit all residents living within Portsmouth Homes as the policy seeks to ensure homes are safe, healthy and free from hazards that could affect residents' health and wellbeing.

Will any of those groups be affected in a different way to others because of your policy, project, service, function, or strategy?	No
If you are directly or indirectly discriminating, how are you going to mitigate the negative impact?	Surveyors will visit every reported incident to investigate and diagnose the hazard delivering effective solutions on an individual case by case basis. We will periodically evaluate repairs and stock data to identify property archetypes that are more prone to hazards to inform our asset management strategy. This approach will identify properties to be targeted that require regular stock condition surveys. This enables us to plan to proactively inspect properties and engage with residents where it has been identified that the properties are more prone to hazards. We will also undertake regular stock condition surveys to all properties every 5 years to ensure that they are safe and healthy.
Who have you consulted with or are planning to consult with and what was/will be your consultation methodology?	Consultation has been undertaken with the residents consortium including the repairs and maintenance subgroup by attending meetings and distributing the draft policy and seeking feedback. The Assistant Director of Public Health and building repairs teams have also been consulted and provided feedback on the draft policy that was distributed. Residents will continue to be kept informed regarding the policy through articles on the website and social media as well as articles in the resident magazine, House Talk. Leaflets and a posters will also be available on the Council website and will also be made available in blocks.

How are you going to review the policy, service, project or strategy, how often and who will be responsible?	The safe and healthy homes panel will have oversight of the process. The panel will review performance measures and feedback from complaints to monitor that we are responding to hazards appropriately in accordance with the policy. It will also periodically evaluate repairs and stock data to identify property types that are more prone to hazards to inform either future planned programmes or targeted stock condition surveys. The safe and healthy homes panel will continue to review new guidance and any changes to legislation that require processes or measures to be updated

Crime

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?	All staff and contractors that visit residents in their home will receive training to identify hazards in the properties alongside safeguarding training to identify vulnerable groups.
How are you going to measure/check the impact of your proposal?	The repairs and maintenance database will record instances where safeguarding concerns have been identified.

Housing

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?	The safe and healthy homes policy will ensure that Portsmouth Homes continue to provide homes that are of good quality and building defects and hazards are addressed where they present a significant risk of harm including excess cold and excess heat, falls on the level (including falls on stairs and between levels), structural collapse, fire and explosions, electrical hazards, domestic hygiene (including personal hygiene and food safety). Portsmouth Homes is committed to ensuring all residents live in safe and healthy homes by responding quickly to reports of significant and emergency hazards, carrying out timely investigations and repairs, considering residents' individual vulnerabilities, keeping residents informed throughout the process, providing advice and support where needed, and offering temporary accommodation when a home cannot be made safe within the timescales required by Awaab's Law.
How are you going to measure/check the impact of your proposal?	The repairs and maintenance database and PowerBI dashboards will be updated so that the performance measures used to manage the services reflect changes to the policy, it will also ensure that we can continue to provide returns to the social housing regulator. The safe and healthy homes panel will coordinate and communicate our response to Awaab's Law across all Housing, Neighbourhood and Building teams to ensure risks are managed consistently and are appropriately resourced, complying with all legislation and providing appropriate information to residents, staff and contractors.

Health

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?	The safe and healthy homes policy will ensure that Portsmouth Homes continue to provide homes that are of good quality and building defects and hazards are addressed where they present a significant risk of harm including excess cold and excess heat, falls on the level (including falls on stairs and between levels), structural collapse, fire and explosions, electrical hazards, domestic hygiene (including personal hygiene and food safety). Portsmouth Homes is committed to ensuring all residents live in safe and healthy homes by responding quickly to reports of significant and emergency hazards, carrying out timely investigations and repairs, considering residents' individual vulnerabilities, keeping residents informed throughout the process, providing advice and support where needed, and offering temporary accommodation when a home cannot be made safe within the timescales required by Awaab's Law.
How are you going to measure/check the impact of your proposal?	The repairs and maintenance database and PowerBI dashboards will be updated so that the performance measures used to manage the services reflect changes to the policy, it will also ensure that we can continue to provide returns to the social housing regulator. Our safe and Decent Homes policy outlines our commitment to undertake stock condition surveys in all our properties every 5 years, the stock condition surveys alongside annual tenancy update visits are an opportunity to identify any hazards and assess that homes are safe and healthy. The safe and healthy homes panel will coordinate and communicate our response to Awaab's Law across all Housing, Neighbourhood and Building teams to ensure risks are managed consistently and are appropriately resourced, complying with all legislation and providing appropriate information to residents, staff and contractors.

Income

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?	Our approach to damp and mould specifically outlines our responsibilities to provide advice including directing residents to sources of information and support on energy savings if they have difficulty in heating their home.
How are you going to measure/check the impact of your proposal?	The safe and healthy homes panel will coordinate and communicate our response to Awaab's Law across all Housing, Neighbourhood and Building teams to ensure risks are managed consistently and are appropriately resourced, complying with all legislation and providing appropriate information to residents, staff and contractors.

Carbon emissions

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts and maximise any positive impacts?	The approach to damp and mould and excess cold is there will be evaluation of energy performance certificates (EPCs) that will further inform actions that can be undertaken by Building services teams to proactively manage damp and mould, by targeting properties to prevent damp and mould occurring. Surveyors will diagnose the cause of damp and mould and could undertake measures that could include improved insulation or more efficient heating systems
How are you going to measure/check the impact of your proposal?	The asset management strategy and asset manager will periodically evaluate repairs and stock data to identify property types that are more prone to damp and mould or excess cold hazards, to inform either future planned programmes that include improved insulation or more efficient heating systems.

Energy

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?	The approach to damp and mould and excess cold is there will be evaluation of energy performance certificates (EPCs) that will further inform actions that can be undertaken by Building services teams to proactively manage damp and mould, by targeting properties to prevent damp and mould occurring. Surveyors will diagnose the cause of damp and mould and could undertake measures that could include improved insulation or more efficient heating systems
How are you going to measure/check the impact of your proposal?	The asset management strategy and asset manager will periodically evaluate repairs and stock data to identify property types that are more prone to damp and mould or excess cold hazards, to inform either future planned programmes that include improved insulation or more efficient heating systems.

Climate change

This section is not applicable to my policy	☑

Natural environment

This section is not applicable to my policy	☑

Air quality

This section is not applicable to my policy	☑

Transport

This section is not applicable to my policy	☑

Waste management

This section is not applicable to my policy	☑

Culture and heritage

This section is not applicable to my policy	☑

Employment and opportunities

This section is not applicable to my policy	☑

Economy

This section is not applicable to my policy	☑

Social value

This section is not applicable to my policy	☑

Summary

Who was involved in the Integrated impact assessment?	Head of Building Repairs and building repairs service managers
Name of person completing this form	Steve Groves
Date of completion	17/08/2026

Official

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Title of meeting:	Cabinet Member for Housing and Tackling Homelessness
Date of meeting:	23rd September 2026
Subject:	Portable Appliance Testing (PAT) Policy
Report by:	Adam Hardwick - Assistant Director Buildings
Report Author:	Amy Holmes - Head of Compliance
Wards affected:	All
Key decision:	No
Full Council decision:	No

1. Purpose of Report

1.1 The purpose of this report is to seek approval from the Cabinet Member for Housing and Tackling Homelessness for a Portsmouth Homes Portable Appliance Testing (PAT) policy that outlines Portsmouth Homes approach to PAT Testing.

1.2 The Portable Appliance Testing (PAT) policy applies to the City Council Housing Service, and its residential buildings, known as Portsmouth Homes.

2. Recommendations

2.1 The Cabinet Member for Housing and Tackling Homelessness approves the Portable Appliance Testing (PAT) Policy and asks Housing, Neighbourhood and Building Services to implement the policy with immediate effect.

2.2 The Cabinet Member for Housing and Tackling Homelessness requests the policy is published on the Portsmouth City Council website as soon as possible.

3. Background

3.1 Portsmouth Homes is the City Council's social housing landlord service, managing and maintaining the city council's council housing stock situated in Portsmouth, Havant, Gosport, Fareham and Winchester.

3.2 Electrical hazards have a potential to cause harm to residents, staff, contractors and visitors and need to be effectively managed.

3.3 The legal framework and guidance that relate to managing PAT Testing include:

- The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020, as amended;
- The Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025.

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- The Electrical Safety Standards in the Private and Social Rented Sectors: Guidance (MHCLG) November 2025.

3.4 The Social Housing (Regulation) Act 2023 which enabled the Regulator of Social Housing to introduce four new Consumer Standards, of which the following have a particular relevance to PAT Testing:

- Safety and Quality Standard
  - Section 1.1 Stock Quality
  - Section 1.3 Health and Safety
- Transparency, Influence and Accountability Standard

3.5 Also relevant are the Health and Safety at Work etc Act 1974 and the Occupiers' Liability Act 1957 and 1984.

4. The Electrical Safety Standards in Private Rented Sector (England) (Amendment) Regulations 2020, as amended by the 2025 Regulations

4.1 The Electrical Safety Standards require social landlords to carry out Portable Appliance Testing (PAT), now known as In-Service Inspection and Testing (ISIT), for electrical equipment provided by the landlord under the tenancy.

4.2 Under the legislation social landlords are required to:

- Ensure any electrical equipment provided under the tenancy is safe for continued use while the property is occupied;
- Have the equipment inspected and tested by a qualified person at least every five years;
- Keep a record of the inspection and testing;
- Provide a copy of the record to the tenant if requested;
- Remove unsafe equipment from use and complete any remedial works, repair or replacement required.

4.3 Portsmouth Homes already carried out PAT Testing to electrical items within communal areas prior to the introduction of the new legislation.

5. Consultation

5.1 The Local Authority have a duty to consult residents in accordance with the Housing Act 1985, The Building Safety Act 2022 and The Social Housing (Regulation) Act 2023. The Transparency, Influence and Accountability Consumer Standard state that registered providers must take tenants' views into account in their decision making about how landlord services are delivered and communicate how tenants' views have been considered.

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5.2 In July 2026 the PAT Testing policy was consulted with residents via the resident policy focus group, and it was shared on the Portsmouth Homes Consultation Webpage.

5.3 Feedback received through resident consultation has been considered and, where appropriate, amendments have been made to the policy. A summary of consultation responses is included in Appendix C. The main changes to the policy because of the feedback received includes:

- Providing clarification on what the policy covers "electrical appliances provided by Portsmouth Homes that we are responsible for maintaining"
- Providing further clarification on what the policy does not apply to " This Policy **does not apply** to electrical appliances owned by residents, such as kettles, televisions, white goods or other personal items"
- Minor wording changes throughout the policy

5.4 The policy was consulted with relevant HNB officers from the Gas and Electrical Safety Panel.

6. PAT Testing Policy

6.1 The PAT Testing Policy outlines Portsmouth Homes' approach to managing Portable Appliance Testing, also known as In-Service Inspection and Testing (ISIT), for electrical appliances that Portsmouth Homes provides and remains responsible for maintaining. The policy sets out how Portsmouth Homes will ensure appliances are safe to use, reduce the risk of electric shock or fire, and meet its legal and regulatory responsibilities. See **Appendix A** - Draft PAT Testing Policy.

6.2 The scope of the policy includes electrical appliances provided by Portsmouth Homes within residents' homes, communal areas, supported housing, sheltered accommodation, offices and other buildings managed by Portsmouth Homes. This may include items such as white goods, portable heaters and electrical equipment in communal areas. The policy does not apply to residents' own electrical appliances, unless a risk assessment identifies a need for controls in shared or communal spaces.

6.3 The policy covers the identification, recording, inspection and testing of appliances provided and maintained by Portsmouth Homes. It also sets out the approach to failures and remedial action, resident communication, access management, records and information management, landlord responsibilities and resident responsibilities.

6.4 Portsmouth Homes will take a risk-based approach to testing frequency. Appliances will be tested when first supplied or installed, and ongoing inspection and testing will be aligned with the electrical safety inspection programme unless the level of risk requires more frequent checks. Testing will take place at intervals no longer than five years.

6.5 When deciding how often appliances should be tested, Portsmouth Homes will consider the type of appliance, how and where it is used, the environment it is located

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in, manufacturer guidance, previous test history, damage, increased use and any concerns raised by residents, staff or contractors.

6.6 Appliances covered by the policy will be checked by a trained and competent person using visual inspection and, where appropriate, electrical testing. Each appliance will be uniquely identified, recorded and labelled with the outcome of the test and the next test date.

6.7 If an appliance is found to be unsafe, it will be taken out of use straight away. Portsmouth Homes will arrange repair or replacement as quickly as possible, and appliances must pass a further test before they are used again. Where this affects a resident, Portsmouth Homes will explain what happens next and arrange a suitable replacement where required.

6.8 Portsmouth Homes will keep accurate and up to date records of appliances, test results, certificates, repairs, replacements, follow-up actions, access attempts and resident communication. Records will be used to demonstrate compliance, support assurance activity, identify trends and improve safety across homes and buildings.

6.9 Residents will be given clear information about testing visits, why access is needed, and the outcome where testing affects appliances in their home. Portsmouth Homes will take reasonable steps to arrange access, keep a record of access attempts and follow its access procedures where access cannot be gained.

6.10 Portsmouth Homes' responsibilities including making sure electrical appliances it provides are safe to use, arranging inspection and testing by a competent person, acting promptly where faults or safety issues are identified and monitoring performance.

6.11 Resident responsibilities include allowing access for safety checks when contacted, undertaking visual checks before using appliances provided by Portsmouth Homes, reporting any appliance that looks damaged or unsafe, using appliances safely and following any guidance given, and not removing or tampering with safety labels or equipment.

7. Implementation Plan

7.1 The Transparency, Influence and Accountability Consumer Standard states that registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.

7.2 Residents will have access to the updated policy on the Council website Portsmouth Homes policies, strategies and reports - Portsmouth City Council and there will also be regular articles in House Talk publicising new / updated policies.

7.3 Information regarding the policies will always be provided on request and residents can request at their area housing office for the policy in large print, Braille, audio or in another language.

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7.4 We will continue to engage with the relevant resident focus groups to review the effectiveness of the policy.

7.5 Implementation of the PAT Testing Policy will be delivered through a phased, risk-based compliance programme. A baseline review will be undertaken to identify existing appliances, confirm current testing records and prioritise any areas where records are incomplete or the level of risk is higher.

7.6 The repairs and maintenance database will be used to record appliance details, test results, next test dates, remedial actions, replacements, access attempts and resident communication. Changes will be made to the database to record the necessary information as detailed in the policy.

7.7 A PowerBI dashboard will be created to support monitoring and reporting to the Gas and Electrical Panel, with escalation to the HNB Safety and Quality Strategic Group where required.

7.8 The Gas and Electrical Panel will continue to have oversight of the process, changes to legislation and effectiveness of the PAT Testing policy. The panel will update the HNB Safety and Quality Strategic Group.

8. Integrated impact assessment (IIA)

8.1 An Integrated Impact Assessment is contained in Appendix B.

9. Legal implications

9.1 The Council, in its capacity as a social housing landlord and employer, has statutory duties relating to the safety of electrical installations and electrical equipment to ensure that electrical appliances are in proper working order and that they are maintained in a safe condition. The principal legislative framework is set out in this report.

9.2 The application of this policy will ensure compliance with the regulatory framework and the consumer standards for social housing in England by establishing arrangements for inspection, testing, record keeping and remedial action in respect of electrical appliances. The policy will also ensure tenants are kept informed in decisions affecting landlord services.

9.3 A failure to discharge the Council's responsibilities in accordance with the regulatory standards and legislation could lead to a range of sanctions. The key legal risks arising from this report relate not to the adoption of the policy but to its implementation. Failure to maintain accurate records, undertake inspections and respond promptly to safety defects could expose the Council to intervention by the Regulator or Social Housing, health and safety regulators as well as lead to financial and/or reputational harm.

9.4 It is within the Cabinet Member's powers as set out in the Council's constitution to approve the recommendations proposed.

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10. Director of Finance comments

10.1 The approval of the Portable Appliance Testing (PAT) Policy is not expected to materially change the overall cost of the service currently being provided. It is intended that any costs associated with implementation, including testing, repairs, replacements, system changes and monitoring, will be managed within existing Housing Revenue Account resources. However, if additional budget is required, this will be considered as part of the annual Maintenance and Improvements revenue budget allocation report.

……
Signed by: **James Hill - Director of Housing, Neighbourhood and Building Services**

Appendices:

Appendix A - PAT Policy

Appendix B - Integrated Impact Assessment

Appendix C - Resident Consultation and Responses

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location
Social Housing (Regulation) Act 2023	Social Housing (Regulation) Act 2023
The Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025	The Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025
The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020, as amended	The Electrical Safety Standards in the Private Rented Sector and Social Rented Sector (England) Regulations 2020

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The recommendation(s) set out above were approved/ approved as amended/ deferred/ rejected by …… on ……..

……
Signed by:

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PAT Policy

Summary

This policy explains how we make sure electrical appliances we provide are safe to use.

We carry out regular checks, known as Portable Appliance Testing (PAT), on electrical appliances that we provide and remain responsible for maintaining. This may include items within residents' homes, communal areas, supported housing, sheltered accommodation and other buildings we manage.

These checks help prevent risks such as electric shock or fire and ensure we meet our legal responsibilities.

We will work with residents to carry out testing safely, with clear communication and reasonable adjustments where needed.

Effective date

23rd September 2026

Review

We will review this Policy every 3 years or when there has been an update to legislative, regulatory, best practice or operational changes.

Version

Version 1.0

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Definitions

Term	Meaning
Portable Appliance	Any electrical item that is connected to the mains supply via a plug and is intended to be moved or can be moved.
PAT / In-Service Inspection and Testing (ISIT)	A process of formal visual inspections and electrical testing to confirm that portable appliances remain safe to use.
Competent Person	An individual with the appropriate training, knowledge, experience and equipment to carry out inspection and testing and accurately assess the results.

Who this policy applies to

This policy also applies to higher risk settings such as supported housing, sheltered accommodation, and temporary accommodation, where more safety checks may be needed.

This policy covers **electrical appliances provided by Portsmouth Homes that we are responsible for maintaining**, including:

- White goods (for example, fridges, washing machines, and plug in cookers)
- Portable heaters
- Electrical equipment in communal areas

This includes appliances in:

- Residents' homes
- Communal areas
- Offices and other buildings we manage

Contractors must make sure any electrical equipment they bring onto our premises is safe and has been properly tested.

This Policy **does not apply** to electrical appliances owned by residents, such as kettles, televisions, white goods or other personal items, unless a risk assessment identifies a need for controls in shared or communal spaces.

Any reference in this policy to 'we', 'our' or 'us' refers to Portsmouth Homes.

Any reference in this policy to 'tenant', 'customer' or 'resident' refers to a Portsmouth Homes resident, leaseholder or shared owner.

Why we have this policy

This Policy explains how we manage Portable Appliance Testing (PAT), also known as In-Service Inspection and Testing (ISIT).

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It helps make sure the electrical appliances we provide are safe to use and do not put residents, staff, contractors, or visitors at risk of injury or fire.

We carry out testing in line with legal requirements, and recognised industry guidance.

We understand that some residents may need extra support. We will make reasonable adjustments and work flexibly to ensure safety checks are carried out in a way that is fair, accessible, and clearly communicated.

These checks also help reduce the risk of electrical fires and support residents to feel safe and confident using the appliances we provide.

This Policy should be read alongside our Electrical Safety Policy, which covers fixed wiring and our wider approach to electrical safety in homes and buildings.

Testing Frequency

We take a risk-based approach to how often appliances are tested. This means items in higher risk areas, such as communal spaces or supported housing, may be checked more frequently than those in residents' homes.

We review testing frequency if risks change, for example where there is damage, increased use, or concerns raised.

When deciding how often to test, we consider:

- The type of appliance
- How and where it is used
- The environment it is in (such as communal or supported housing)
- Manufacturer guidance and previous test history

As a minimum:

- Appliances are tested when first supplied or installed
- Ongoing testing is aligned with the electrical safety inspection programme, unless a higher level of risk requires more frequent checks.

How we inspect and test appliances

Identification and Recording

We keep a record of all appliances we provide and maintain, including where they are located. Each item is uniquely identified, and our records are regularly checked to make sure they are accurate and up to date.

Inspection and Testing

Appliances are checked by a trained and competent person using both visual inspections and electrical testing. Each item is labelled with the result and the next test date. All testing follows recognised industry guidance to ensure safety and consistency.

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Failures and Remedial Action

If an appliance is found to be unsafe, it is taken out of use straight away. We will arrange repair or replacement as quickly as possible. Appliances must pass a further test before they are used again. Where this affects a resident, we will explain what happens next and arrange a suitable replacement where needed.

Resident Communication

We will keep you informed by:

- Giving advance notice of testing visits
- Explaining why access is needed
- Sharing safety advice where helpful
- Letting you know the outcome where testing affects appliances in your home

Access Management

- We will take reasonable steps to arrange access and will keep a record of all attempts. If we cannot gain access, we will follow our access procedures, which may include further contact, repeat appointments, and additional action where needed to meet our safety responsibilities.

Records and Information Management

We keep accurate and up to date records of the appliances we provide and the checks we carry out. This includes:

- Appliance details and locations
- Test results and certificates
- Repairs, replacements, and follow-up actions
- Access attempts and communication with residents

We use this information to check we are meeting our responsibilities, identify any trends, and improve safety across our homes and buildings.

We keep records to demonstrate compliance and support inspections and assurance activities. Where appropriate, we can share relevant information with residents on request.

Our responsibilities

We will:

- Make sure the electrical appliances we provide are safe to use
- Carry out inspection and testing of appliances covered by this policy on a risk-based basis, with inspections taking place at intervals no longer than five years.
- Keep accurate records of appliances and safety checks

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- Act quickly if a fault or safety issue is found
- Give clear information about testing and appliance safety
- Make reasonable adjustments to support access or communication needs
- Monitor our performance to make sure we are meeting our safety responsibilities

Your responsibilities

You are responsible for your own electrical appliances, whilst you do not need to have formal testing of them, we recommend you undertake a regular visual check to make sure there is no visible damage or loose/exposed wires. If you are unsure about their safety, you should seek advice from a qualified professional.

You should:

- Allow access for safety checks when we contact you
- Undertake a visual check prior to use of the items
- Let us know if an appliance Portsmouth Homes have provided looks damaged or unsafe
- Use appliances safely and follow any guidance given
- Not remove or tamper with safety labels or equipment

Your voice

We provide residents a wide range of meaningful opportunities to engage, influence and scrutinise the Landlord Strategies, policies and services, to include participation in regular resident meetings and give feedback on services and policies.

If you would like to be included in future resident engagement focus groups and would like to know how to get involved, please contact us for more information:

You can contact our team by:

- Email: **housing.engagement@portsmouthcc.gov.uk**
- Phone: 02392 834835
- Website**:** visit the **Resident engagement and community resources on our website**

What have we done to make sure this Policy is fair?

We completed an Integrated Impact Assessment (IIA) to consider the positive and negative impacts this Policy may have on people with protected characteristics under the **Equality Act 2010**. This Policy should have direct and positive equality and diversity impacts.

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Regulation and legislation

We recognise the variety of legislation, and we will continue to monitor relevant legal guidance. The list below reflects some of the existing legal framework and relevant publications:

- **Social Housing (Regulation) Act 2023**
- **Equality Act 2010**
- **The Fire Safety (England) Regulations 2022**
- **Building Safety Act 2022**
- **The Regulatory Reform (Fire Safety) Order 2005**
- **Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025**
- Electricity at Work Regulations 1989
- Health and Safety at Work etc. Act 1974
- Provision and Use of Work Equipment Regulations 1998
- IET Code of Practice for In-Service Inspection and Testing of Electrical Equipment

Related documents

This policy should be read in conjunction with:

- **Portsmouth Homes policies, strategies and reports**
- Tenancy Agreement / Leasehold Agreement

How to feedback

If you have any questions around the policy or would like to know more about its application, please contact the relevant service in the first instance.

You can get this policy in large print, braille, audio or in another language by contacting your Housing Office. More information is available **translation, interpreting and audio information**.

Compliments

To help us provide the best service we can. We would like to hear customer views on the services that they use. If the customer is pleased with a member of staff or service, please let us know.

- Telephone: 02392 606383

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- Email address: **HNBLandlordComplaints@portsmouthcc.gov.uk**

Complaints

If a customer is unhappy, they can refer to our Landlord Complaints Policy.

- Online complaint form at **Make a housing complaint**
- Telephone: 02392 606383
- Email address: **HNBLandlordComplaints@portsmouthcc.gov.uk**

Housing Ombudsman Service

If a customer is unhappy, they can contact the Housing Ombudsman Service for advice and guidance at any time.

- Online complaint form on **the Housing Ombudsman Service website**
- Telephone: 0300 111 3000
- For more information, visit **Housing Ombudsman's Complaint Handling Code**

DRAFT

Form name	Integrated Impact Assessment
Reference	IA864000321
Date	14/08/2026

Portsmouth CITY COUNCIL

Policy details

Directorate	PCC Housing, Neighbourhood and Building Services
Service, function	Portsmouth Homes
Title of policy, service, function, project or strategy	PAT Testing Policy
Type of policy, service, function, project or strategy:	New
What is the aim of your policy, service, function, project or strategy?	The aim of the policy is to outline our approach to PAT Testing and managing the electrical risk from appliances provided by the landlord for the use of residents. It sets out how Portsmouth Homes will ensure appliances are safe to use, reduce the risk of electric shock or fire and meet its legal and regulatory responsibilities.
Has any consultation been undertaken for this proposal?	Yes
What were the outcomes of the consultations?	The policy was issued to the residents policy focus group for feedback and shared on the Portsmouth Homes policy consultation webpage. Staff within Portsmouth Homes were also consulted with regarding the policy. With officers on the Gas and Electric Panel were involved in the creation of the PAT policy.
Has anything changed because of the consultation?	Yes
Please provide details	Consultation webpage feedback resulted in minor changes, generally in relation to wording and clarification.
Did this inform your proposal?	No

Equality Impact Assessment

Confirm you've watched the webinar	☑
With the above in mind and following data analysis, who is the policy, service, function, project or strategy going to benefit or have a detrimental effect on and how?	The policy will benefit all Portsmouth Homes residents, employees, contractors and visitors by helping to ensure that electrical appliances provided by and maintained by Portsmouth Homes are maintained in a safe condition. The policy will improve electrical safety for everyone. Any temporary inconvenience caused by testing/inspection is expected to be minor and the safety benefits will outweigh the inconvenience.
Will any of those groups be affected in a different way to others because of your policy, project, service, function, or strategy?	The policy applies to everyone and is related to electrical appliances provided by Portsmouth Homes that we are responsible for maintaining and does not apply to residents own electrical appliances.
If you are directly or indirectly discriminating, how are you going to mitigate the negative impact?	No direct or indirect discrimination has been identified. To mitigate any unintended impacts we will ensure that the policy is available in accessible formats where required including large print etc. Work with residents if access is required to the electrical appliance in order to test / inspect.
Who have you consulted with or are planning to consult with and what was/will be your consultation methodology?	Consultation was undertaken with the following: - Officers that are members of the gas and electric panel - Resident policy focus group - Advertised on the Portsmouth Homes Policy Consultation webpage - Portsmouth Homes staff consultation

How are you going to review the policy, service, project or strategy, how often and who will be responsible?	The policy will be reviewed every 3 years, or sooner where there are significant changes to legislation, regulatory requirements, industry guidance, operational changes of following an electrical safety incident. The gas and electric panel is held at least quarterly and oversees gas and electrical safety including PAT testing across Portsmouth Homes. The members of the panel consists of Heads of Service and managers across HNB. The panel has oversight for gas and electrical safety focussing on process, performance, changes to legislation, effectiveness of the policy and updating and implementing any changes as appropriate.

Crime

This section is not applicable to my policy	☑

Housing

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?	The PAT policy supports maintaining safe homes by ensuring that electrical appliances provided and maintained by Portsmouth Homes are inspected, tested and maintained appropriately. The policy will help ensure compliance with electrical safety legislation and good practice standards.
How are you going to measure/check the impact of your proposal?	The policy will be monitored through the gas and electric panel. The panel has oversight for electrical safety including PAT focusing on process, performance, changes to legislation, effectiveness of the policy and updating and implementing and changes as appropriate. We will develop a PowerBI dashboard to monitor the appliance testing / inspections.

Health

This section is not applicable to my policy	☑

Income

This section is not applicable to my policy	☑

Carbon emissions

This section is not applicable to my policy	☑

Energy

This section is not applicable to my policy	☑

Climate change

This section is not applicable to my policy	☑

Natural environment

This section is not applicable to my policy	☑

Air quality

This section is not applicable to my policy	☑

Transport

This section is not applicable to my policy	☑

Waste management

This section is not applicable to my policy	☑

Culture and heritage

This section is not applicable to my policy	☑

Employment and opportunities

This section is not applicable to my policy	☑

Economy

This section is not applicable to my policy	☑

Social value

This section is not applicable to my policy	☑

Summary

Who was involved in the Integrated impact assessment?	Amy Holmes (Head of Compliance)
Name of person completing this form	Amy Holmes
Date of completion	14/08/2026

Portsmouth Homes

Shaped by Portsmouth Homes residents
Your voice matters

PAT Policy

Consultation Feedback, Consideration and Action Log

Item	Detail
Original Policy Name	Portable Appliance Testing (PAT) Policy
Final Policy Name	PAT Policy
Feedback source	Resident workshops, resident consultation responses, staff consultation responses, written comments and survey feedback received during the consultation period.
Survey feedback	Survey findings from online/paper form
Purpose	To record feedback, themes, response/action and status for this policy.
Consultation period	22 July 2026 - 17 August 2026
Number of responses received	5
Resident responses	5
Staff responses	0
Main themes raised	Policy scope and clarity, Plain English/accessibility, Policy title, Communication of testing information, Positive feedback
Changes made following consultation	3
Feedback noted but no policy change required	2

1. Key themes from survey feedback

Theme	No. of comments

Plain English / accessibility	1
Clarity of process	1
Resident responsibilities	1
Communication and support	1
Fairness / consistency	1
Policy Title	1

2. Resident Focus Group - Feedback Log

Ref	Feedback source	Theme	Feedback	Response	Status
1	Resident feedback	General feedback	The policy was clear and easy to understand, clearly explained its purpose, and that they understood both resident and landlord responsibilities. You also felt the policy treated residents fairly and equally.	No policy change was required. We have recorded this as positive feedback that the policy is clear, understandable and fair.	Noted - no change required
2	Resident feedback	Clarity of policy scope	The policy needs to be clearer earlier on about what will be tested. You felt the policy explains that testing applies to communal areas, but this is mentioned too low down in the policy.	We updated the Summary and "Who this policy applies to" section so it is clearer near the beginning what appliances are covered by the policy. We also clarified that the policy applies to electrical appliances provided and maintained by Portsmouth Homes and does not normally apply to appliances owned by residents.	Policy updated

3	Resident feedback	Plain English / accessibility	Suggested making the wording about communal areas stand out more, for example by using bold text or a clearer heading.	We updated the policy to make it clearer which appliances and locations are covered, and improved the wording so this information is easier to identify and understand.	Policy updated
4	Resident feedback	Policy title	The title should be PAT Policy and nothing else, as this is clear enough.	We agreed that a shorter title would be clearer. The policy title was changed to "PAT Policy" to make it easier for residents and staff to identify and understand.	Policy updated
5	Survey / Excel spreadsheet	Communication and clarity for residents	Where appliances in communal areas and community rooms are tested, stickers need to be more visible, or there should be a clear list showing what has been checked/tested, when it was tested and when the test expires, for example kettles.	We reviewed this suggestion and recognise the importance of making testing information easy to identify. As this relates to how the service is delivered rather than the policy itself, it has been shared with the relevant team for consideration as part of the PAT testing process.	Noted for service review

3. Draft You Said / We Did summary

You said	We did

You said the policy was clear and easy to understand, explained its purpose clearly, and helped you understand resident and landlord responsibilities.	We noted this positive feedback as assurance that the policy is clear and understandable.
You said the policy needs to be clearer earlier on about what will be tested, especially that it applies to communal areas and community rooms.	We have made the scope clearer near the start of the policy, so residents can see earlier that it includes appliances in communal areas and community rooms.
You said the communal areas wording should stand out more, for example by making it bold or using a clearer heading.	We have used bold text to ensure it is clearer.
You said the policy heading should be PAT Policy and nothing else, as this is clear enough.	We will keep the policy title as PAT Policy and avoid adding unnecessary wording to the main heading.
You said that where appliances in communal areas and community rooms are tested, stickers need to be more visible, or there should be a clear list showing what has been tested, when it was tested and when the test expires.	We reviewed this suggestion and noted it for consideration as part of the PAT testing process and service delivery arrangements. No changes to the policy were required.
"You said, We did" - Summary for Communications Team	
You said: You wanted the policy to be clearer about which appliances we test, where testing takes place and whether resident-owned appliances are included. You also wanted testing information for communal appliances to be easier to identify.	**We did:** We updated the policy to make its scope clearer near the start, including what appliances and locations are covered and clarifying that the policy applies to appliances provided and maintained by Portsmouth Homes. We also shared your suggestions about making testing information more visible with the relevant team for consideration as part of the service.

4. Cabinet Report

How consultation was undertaken
Portsmouth Homes has a duty to consult residents and take account of resident views when developing housing policies. The draft PAT Policy was made available for consultation between 22 July 2026 and 14 August 2026. Residents were invited to provide feedback through consultation workshops, written comments and consultation survey responses. The consultation sought views on the clarity of the policy, its scope and whether residents felt the proposed approach was clear and easy to understand.
Who responded

Feedback was received from residents through consultation meetings and survey responses. Residents provided both positive feedback on the policy and constructive suggestions for improvement. The consultation responses focused primarily on policy clarity, accessibility and explaining more clearly which appliances are covered by the policy.

What the key themes were

The main themes raised during consultation were:

- Clarity about which appliances are covered by the policy.
- Explaining earlier in the policy where testing applies.
- Making information about communal areas more prominent.
- Simplifying the policy title.
- Improving visibility of testing information and labels on appliances in communal areas.
- General positive feedback that the policy was clear, understandable and fair.

Residents generally supported the policy and confirmed that they understood both resident and landlord responsibilities.

How feedback influenced the final policy

Resident feedback directly informed the final version of the policy.
Following consultation, the policy was amended to:

- Clarify near the beginning of the policy which appliances are covered.
- Explain more clearly that the policy applies to electrical appliances provided and maintained by Portsmouth Homes.
- Clarify where testing may take place, including residents' homes, communal areas, supported housing, sheltered accommodation and other buildings managed by Portsmouth Homes.
- Clearly state that the policy does not generally apply to electrical appliances owned by residents.
- Simplify the policy title to "PAT Policy".
- Improve the presentation and prominence of information relating to the scope of the policy.

The final policy attached at Appendix A reflects the amendments made following resident consultation.

Where feedback was considered but did not lead to policy changes and why

Residents suggested that tested appliances in communal areas and community rooms should have more visible stickers or that clear lists should be displayed showing what has been tested, when it was tested and when the next test is due.
Portsmouth Homes recognised the value of this suggestion; however, it relates to the operational delivery of the PAT testing service rather than the purpose or content of the policy itself. As a result, no amendments were made to the policy. The suggestion has been shared with the relevant service area for consideration as part of future service improvements and review of operational processes.

Portsmouth Homes is committed to meaningful resident engagement. Consultation feedback has been considered in line with the Transparency, Influence and Accountability Standard, and residents have been informed how their views have influenced the final policy and decision-making process.

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Title of meeting:	Cabinet Member for Housing and Tackling Homelessness
Date of meeting:	23rd September 2026
Subject:	Void Works Procedure
Report by:	Adam Hardwick - Assistant Director Buildings Sally Scattergood - Assistant Director Housing
Report Author:	Stuart Lane - Strategic Procurement and Framework Manager
Wards affected:	All
Key decision:	No
Full Council decision:	No

1. Purpose of Report

1.1 The purpose of this report is to seek approval from the Cabinet Member for Housing and Tackling Homelessness to implement a revised procedure for managing void properties in preparation for the new Repairs and Maintenance contract that commences on the 1st April 2027.

1.2 The report sets out additional measures incorporated into the new Repairs and Maintenance contract to increase contractor accountability for void property within their control.

1.3 By setting this out the aim is to improve performance and reduce void end to end times to increase the availability of lettable properties.

2. Recommendations

2.1 The Cabinet Member for Housing and Tackling Homelessness approves the procedure for voids under the new Repairs and Maintenance contract as set out in Appendix A to be implemented from the 1st April 2027.

2.2 The Cabinet Member for Housing and Tackling Homelessness approves the recruitment of four additional void surveyors to be implemented as part of a phased introduction to ascertain the extent the new procedures are impactful; with the cost to be budgeted from financial year 2027/28.

3. Background

3.1 Portsmouth Homes is the City Council's social housing landlord managing and maintaining the city council's council housing stock situated in Portsmouth, Havant, Gosport, Fareham and Winchester. The customer purpose for the void service is to provide suitable homes when needed.

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3.2 Building Services are responsible for the repairs & maintenance of c.17,500 council dwellings held in the HRA, consisting of c.15,800 dwellings where there is full repair responsibility.

3.3 Included within that responsibility is the requirement to bring end of tenancy void properties back into use so that the incoming tenant can move into a property that is clean, safe, compliant and free of disrepair.

3.4 Void refurbishment forms a significant element of the overall works programme annually with revenue costs of £5.5m budgeted within the Housing Revenue Account for general void works, £3.1m budgeted for void capital works and £0.5m budgeted for project voids within the 2026/27 capital programme.

3.5 Portsmouth Homes re-let a significant number of void properties each year as highlighted in the table below:

Year	General Voids	Project Voids	Temp Accommodation Voids	Total
22/23	848	25	77	**950**
23/24	773	10	106	**888**
24/25	672	5	102	**779**
25/26	771	47	194	**1010**
26/27*	220	20	69	**309**

*as of July 2026

Figure 1 - Void demand

3.6 The overall average number of days a Portsmouth Homes property remains void is 46 days, this is comparable to other large Housing Associations such as Vivid who average 47.6 days and is better than neighbouring authorities such as Fareham (62 days) and Southampton (133 days), however is notably less than other providers such as Abri, who average 25 days per void.

3.7 Significant work has been undertaken over the years to reduce the number of properties that have been void for more than 60 days, however, on average there are still 200 a year that remain at 60 days or more, as noted in the graph below.

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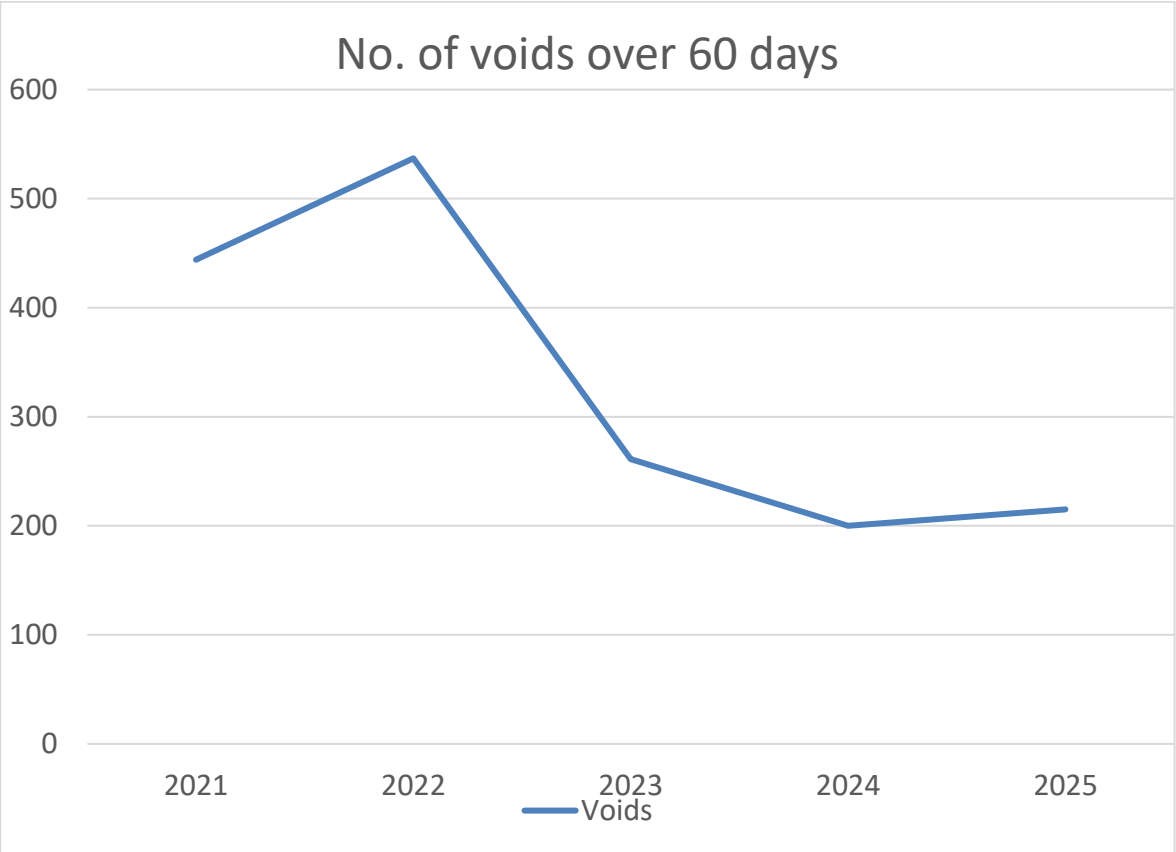

Figure 2 - Long term voids (over 60 days E2E)

3.8 Therefore it is proposed that there is scope for development within the service to have a more aspirational improvement in alignment with higher performing providers, which can be achieved.

3.9 Where property remains void this can have an impact on overall service delivery primarily through lost rent; but it also impacts the Authority holistically through an inability to re-house people on the housing register.

3.10 The table below indicates the impact of rent loss for the financial year 2025/26:

Year	Void Type	Complexity	Number	Lost Rent	Average Contractor E2E Days
25/26	General	1	298	£133k	32
25/26	General	2	259	£147k	47
25/26	General	3	182	£118k	66
25/26	General	4	5	£6k	125
			Total Rent Loss	**£404k**	

Figure 3 - Void rent loss

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3.11 While it is recognised that rent loss cannot be completely eradicated from the void process (as rent loss will always occur while any works are being undertaken) it can be minimised to an optimum loss through timebound and strict procedural measures. Therefore, through reducing the number of days the property is void will limit the extent of any rent loss experienced by the service.

3.12 Currently the Term Service Contractor attends the property together with a Housing Officer during an end of tenancy home visit and determines the complexity of works required to ensure the required standards are met for re-letting. This provides an indicative indication of how long the works will take. Complexity is currently defined in the following way:

- Complexity 1 - Works are estimated to be less than £7k
- Complexity 2 - Works are estimated to be between £7k - £15k
- Complexity 3 - Works are estimated to be between £15k - £30k
- Complexity 4 - Works are estimated to be exceed £30k

3.13 It is noted that these definitions do not necessarily reflect complexity, as a standard installation may have high value materials, such as a kitchen replacement, thus skewing the perception of when the void may be returned to use.

3.14 Without accurate estimates of when a property will be returned for use it is difficult for Housing Officers to accurately plan new tenancy start dates and additional time can be lost between works completing and a new tenancy starting.

3.15 A significant factor for determining the ability to turnaround a void property is being able to undertake a home visit during the notice period. For the financial year 2025/26 the average number of days' notice given before a property became void was 21 (as demonstrated in the chart below), which is 1 week less than the desired 4 weeks. A reduced notice period increases capacity pressures on both Service Providers and Housing Officers to attend the property prior to it becoming void.

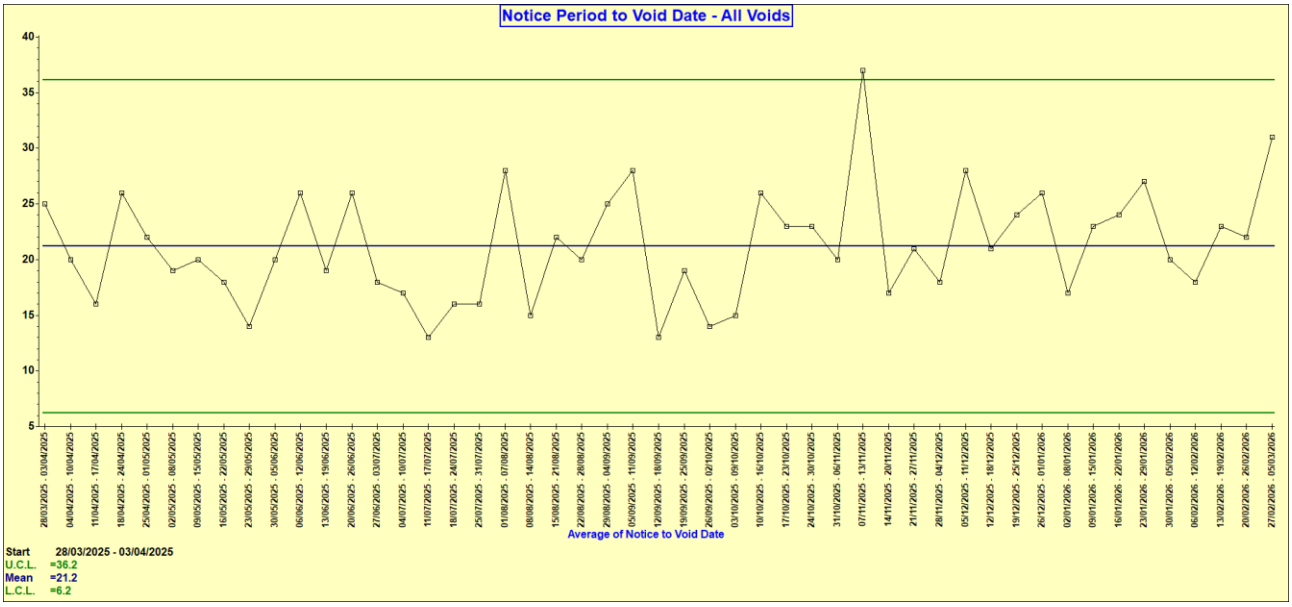

Figure 4 - Void notice periods

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3.16 During the same reporting period of 2025/26 it was noted that only 47% of home visits were undertaken before the end of tenancy, therefore 53% were not visited until the property had become void, as shown in the chart below.

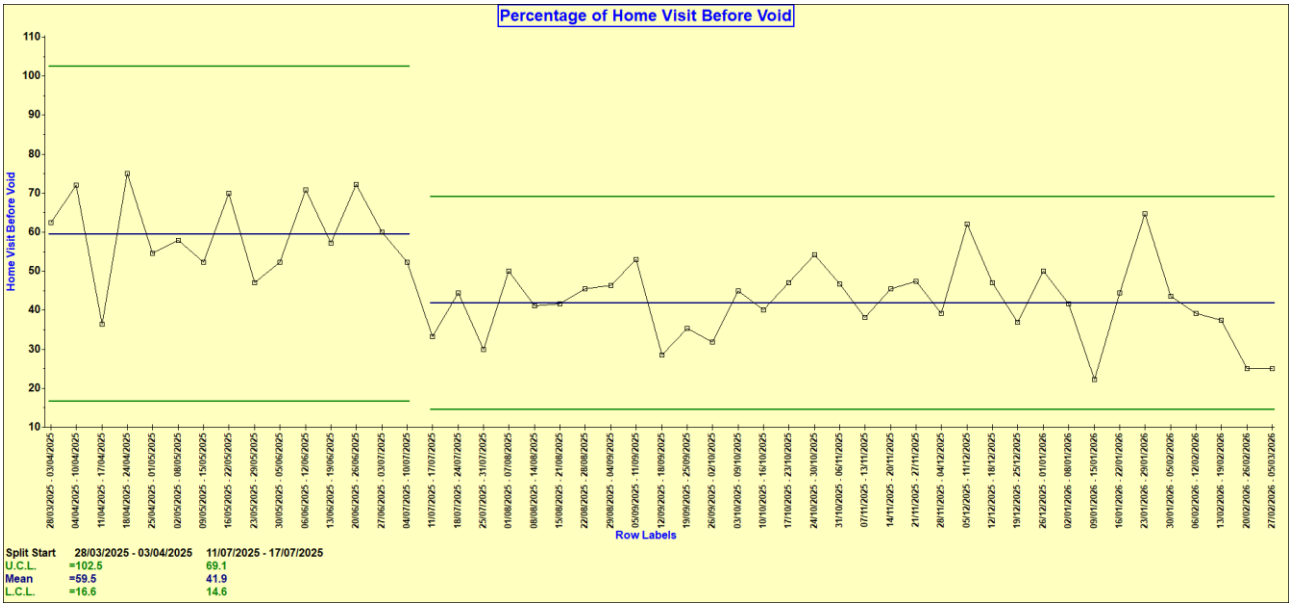

Figure 5 - Pre-void home visit

3.17 The impact of not being able to achieve a home visit during the notice period is evident in the time taken to complete void works. Where a home visit is undertaken during the notice period void works are completed 16.7% quicker than the average number of days; while when the home visit is undertaken after the property becomes void it takes 34.5% longer than the average number of days, as shown below.

Financial Year	Total Average E2E Void to New Tenancy	Home Visit Before Void Average E2E	Home Visit After Void Average E2E
2020/2021	77 Days	56 Days	93 Days
2021/2022	83 Days	66 Days	97 Days
2022/2023	66 Days	57 Days	74Days
2023/2024	47 Days	41 Days	56 Days
2024/2025	44 Days	37 Days	60 Days
2025/2026	46 Days	38 Days	61 Days

Figure 6 - Impact of pre-void home visit on void E2E time

3.18 The combined situation of reduced notice periods and the lack of capacity to attend a home visit before the property is void is currently negatively impacting void time.

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The ability to attend every property within the notice period would have a positive impact on void time reduction by facilitating early engagement, allowing service providers time to adequately plan and resource void works.

3.19 A lack of pre-void inspections and poorly defined complexity levels only serve part of the overall issue and this needs to be understood additionally in the context of managing contractor performance.

3.20 Within the existing arrangement there is no contractual mechanism for benchmarking contractor performance therefore it cannot be forecast when a void property will be returned to use, which exacerbates the limited control over rent loss.

3.21 While the existing contract has been delivered in the spirit of mutual trust and cooperation as defined within the NEC Term Service Contracts, there has been a lack of contractual accountability and Portsmouth Homes surveyor oversight. There are limited mechanisms to claim compensation due to unnecessary prolongation of a void or established indicators of how the contractor is performing, with the contract relying on Portsmouth Homes to evidence disallowable costs.

3.22 Where there is a desire to improve void end-to-end times it is recognised that changes to the existing arrangement will be required and the areas identified are considered to be addressable causes, which include:

- Ensuring a sufficient notice period is given
- Attending the property before the end of tenancy
- Early, accurate scoping of void complexity
- Setting accurate dates for the works to complete
- Reviewing progress and quality of works before the new tenancy
- Contractual ramifications for poor performance

4. Consultation

4.1 The Local Authority have a duty to consult residents in accordance with the Housing Act 1985, The Building Act 2022 and The Social Housing (Regulation) Act 2023. The Transparency, Influence and Accountability Consumer Standard state that registered providers must take tenants' views into account in their decision making about how landlord services are delivered and communicate how tenants' views have been considered.

4.2 The proposed change in process and procedure will not impact residents directly, but focuses on the contractual relationship and requirements between the landlord and contractor.

4.3 The proposal will not change the standards and expectations as set out in the Voids Policy but will work in conjunction with and enhance that policy.

4.4 There is no change to the Voids Policy therefore no consultation with the Resident Focus Groups is required at this time, however, feedback received as part of resident consultation in relation to the Portsmouth Homes Housing Strategy has seen a desire

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from residents for stronger contract management and financial recourse for poor contractor performance, that if approved the proposed changes would bring.

4.5 If approved residents will be updated through the focus groups as to the intention of this change to service structure.

5. Void Property Procedure Guide

5.1 This guide outlines the approach to management of void property for the purpose of efficiently returning them back to use. See **Appendix A** - Void Property Guide.

5.2 The scope of the guide is for all council Housing Revenue Account (HRA) assets, including residential dwellings and sheltered schemes and General Revenue Account (GRA) assets specifically focusing on those properties used for temporary accommodation within the HRA.

5.3 The procedure supports the Regulator of Social Housing Consumer Standards in relation to the following.

- Safety and Quality Standard
  - Section 1.1 Stock Quality
  - Section 1.2 Decency
  - Section 1.3 Health and Safety
  - Section 1.4 Repairs, maintenance and planned improvements
  - Section 1.5 Adaptations
- Transparency, Influence and Accountability Standard (all sections)

5.4 The procedure introduces the following concepts:

- Contractual timeframes
- Damages
- Key Performance Indicators (KPI's)
- Voids surveying team

5.5 Contractual timeframes will be implemented by removing the complexity concept and introducing four categories of void.

- Category 1 Void - minor works - 10 working days to complete
- Category 2 Void - major works - 20 working days to complete
- Category 3 Void - project work - timeframe to be agreed
- Non-lettable - for matters outside of the contractor's control where works cannot progress

5.6 Category 1 and 2 voids will be undertaken by the on or off-island term service provider. Category 3 voids will be undertaken by either the term service provider or a contractor from the Primary Contractor Framework, depending on capacity.

5.7 The category of void will be agreed by a Portsmouth Homes voids surveyor and the contractor and will be determined by the extent of the work a minimum of five days before the end of tenancy.

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5.8 Where the void works are not completed within the category timeframe Low Service Damages may be applied at a rate of £30 per day until the works complete. The rate is inclusive of loss of rent and administration time.

5.9 Similarly the performance of the contractor when delivering voids will be managed through contract KPI's. Consistently failing to meet the target timescales for 10% or more of voids across the year could result in improvement action.

5.10 In recognition that delays will not always be contractor led it is proposed that a further concept of 'non-lettable' voids is introduced so that the contractor is not unduly penalised for matters outside of their control. Typically voids in this category may be delayed where there is ongoing treatment for infestation, utility meters require replacement or where an assessment by an Occupational Therapist is required ahead of potential adaptation of a property.

5.11 'Non-lettable' will effectively stop the clock on any potential Damages or KPI impact until the matter is resolved, at which point the applicable timeframes will then apply.

5.12 For the effective management of the above proposals dedicated, technical input will be required from Portsmouth Homes surveyors so that each void can be categorised with necessary works verified before the end of tenancy in conjunction with the volume of voids received each year. It is anticipated that the surveyor will be responsible for:

- Home visit with the contractor before the tenancy ends
- Scope the works required for the property to be re-let
- Set the category of void
- Take meter readings and inform utility companies
- Monitor work progress and works quality
- Complete EPC, HHSRS and stock condition surveys
- Sign works off
- Apply any Low Service Damages

6. Desired Outcomes

6.1 By changing the approach to void management it is anticipated that the following benefits will be achieved:

6.2 The duration of time the property remains void due to outstanding works will reduce and as a consequence there will be a reduction in lost revenue. When viewed against the data from 2025/26 in figure 3 above, the introduction of 10 and 20 day targets could have potentially reduced the rent lost during that financial year from £404k to circa £146k. A reduced rent loss of up to £258k is based on the average contractor days for each category void as it would be if the new measures were implemented.

6.3 Alternatively if completion dates were not achieved as described in the timeframes listed in 5.5 above the contractor would potentially have been liable within the region of £200k - £350k of damages when using 2025/26 data in the same way as above.

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6.4 While the aspiration is to reduce the number of days a property remains void it is unlikely that every void will be completed in the requisite timeframe and the damages clause will be applied alongside any reduced rent loss, accumulating in a net overall positive impact.

6.5 Performance of the contractor can be more tangibly monitored through the KPI's and underperformance can be corrected through contractual measures with the aim of re-establishing the contractor completing works within the prescribed timeframe.

6.6 Using the 'non-lettable' mechanism will ensure that reporting on voids within the contractor's control can be more easily demonstrated and aligns performance management as described in 6.4 above.

6.7 The 'non-lettable' mechanism will also highlight where organisational matters are impacting void completion and provide a focus point for potential streamlining.

6.8 The use of categories rather than complexity ensures that contractor resources are focused in the right areas and in conjunction with the 'non-lettable' category introduces an efficiency that improves the turnover of 'standard' voids.

6.9 Currently Housing Officers undertake the pre-void visit together with Service Provider representatives, there is currently no Portsmouth Homes technical surveying input in the void process.

6.10 The implementation of a new, technical surveyor, voids team will assist Housing Officers by creating a more efficient voids process, providing more technical scrutiny and oversight of the voids process whilst improving communication between the repairs service, housing management team, housing needs and advice and service providers.

6.11 The proposed changes predominantly impact the HRA but will also have a consequently impact on the GRA. Approximately 40% of void allocations are given to those in temporary accommodation. A reduction in void periods will increase the ability to move people from temporary accommodation to permanent accommodation quicker and therefore reduce the time people spend within temporary accommodation and thus reduce the associated cost with prolonged occupation of this residency type.

6.12 In addition to service improvement and financial benefits around the voids service, there is potential that there could be an increase in Category 3 - Project Voids due to legislation change such as with the upcoming introduction of the Minimum Energy Efficiency Standards.

6.13 From 2030 the Minimum Energy Efficiency Standards will require that all rented properties reach a minimum energy performance rating of C, it is increasingly likely that energy improvement works will be necessary at the void stage prior to the re-letting of the property, which due to the extent of the works would be a project task rather than standard void works.

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6.14 In order to facilitate project improvement works, it will be essential that Portsmouth Homes technical staff are involved in the scoping, management and oversight of void works.

6.15 Overall the proposals intend to:

- Reduce end to end times for void property
- Reduce rent loss
- Reduce the time and costs associated with the use of temporary accommodation
- Suitably identify appropriate void works before the end of tenancy
- Improve void standards and reduce post void repairs
- Create direct accountability for complex tasks such a meter changes or infestations
- Ability to audit the contractor more effectively
- Increase capacity to undertake more pre-void inspections
- Improve communication, oversight and efficiency of the void process

7. Implementation Plan

7.1 The effectiveness of the proposed procedure is dependent upon the creation of a high skilled void surveying team.

7.2 There is no capacity to utilise surveyors from other parts of the Repairs and Maintenance service due to obligations placed on the team in recent years through increased Regulation, managing defined repairs categories, damp and mould and with the upcoming expansion of Awaab's Law, therefore the additional positions will need to be recruited by January 2027 in preparation for the contract commencing on the 1st April 2027.

7.3 While it is noted that the new surveyors would be required before the new contract commences it is envisaged that any costs incurred in 2026/27 can be offset by general vacancy savings within Building Services within the current financial year.

7.4 Forming a dedicated voids surveying team is estimated to cost in the region of £345k annually from 2027/28, based on the mid-point of the pay band range to fully implement the required structure.

7.5 The benefits of a dedicated technical voids team would bring;

- reduced void end to end times with consequently increased supply of properties available to let
- reduced rent loss
- damages income
- improved quality of void works and the void process
- potential for reduced post occupation repairs
- potential to reduce temporary accommodation costs through the reduced time property is void providing support to residents in gaining a permanent property.

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7.6 It is difficult to quantify the exact financial implications of the additional measures due to variation in future demand and contractor performance. The proposed establishment will be balanced against potential increased rental income or contractor damages income, so that the net cost of the proposals would be budget neutral at worse.

7.7 It is proposed to implement a dedicated voids team in a phased manner, only moving to a position of full staff establishment when this can be justified by the reduction in rent loss and/or receipt of contractor damages. This method of implementation would allow the new contract and void procedures to embed, whilst improving contract management and performance measures to ascertain more certainty regarding impact on void end to end times and associated increased rental income or contractor damages.

7.8 It is considered that the minimum structure needed to do this would comprise;

- 1 x Building Repairs Manager - Band 12
- 1 x Voids Surveyor - Band 9
- 2 x Assistant Voids Surveyor - Band 7

7.9 The cost of this initial structure would be in the region of £225k per annum. This would ensure that the cost of the structure is largely budget neutral. It is proposed to recruit to this structure during 2026/27 and running with it throughout 2027/28. During this financial year the void service can be reviewed with a further Cabinet Report being brought towards the end of 2027/28 to detail performance and then decide as to the merits of moving to a full establishment.

7.10 While it is recognised that seven surveyors will be required to provide the service effectively, but that only four additional are proposed at this time, there is potential for EPCs and stock condition surveys to be undertaken by the Asset Management service, providing cover for the reduced period of staff resourcing during this time.

7.11 The repairs and maintenance database and PowerBI dashboards will be used to enable the monitoring of performance measures. There will need to be some development of these systems to facilitate the proposed changes.

7.12 Regular meetings will be held with contractors to feedback performance and discuss alterations or corrections as needed to ensure contractual compliance.

8. Integrated impact assessment (IIA)

8.1 An Integrated Impact Assessment is contained in **Appendix B**.

9. Legal implications

9.1 The Council, as a local housing authority and registered provider, must manage and maintain its housing stock in accordance with its statutory repairing, safety and regulatory obligations, including the Housing Act 1985, Landlord and Tenant Act 1985, Housing Act 2004, Housing and Regeneration Act 2008, the Social Housing

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(Regulation) Act 2023, the applicable consumer standards and Awaab's Law requirements.

9.2 The proposed procedure is capable of supporting compliance by providing clearer inspection, categorisation, monitoring and contractor-accountability arrangements, provided that statutory safety and repair timescales take precedence over contractual void categories. Any damages, performance measures and "non-lettable" exclusions must be clearly incorporated into and applied consistently with the new Repairs and Maintenance contract, with appropriate records maintained.

9.3 The consultation position under section 105 of the Housing Act 1985 should remain under review and be reconsidered if implementation results in a material change in housing-management practice likely substantially to affect secure tenants. Subject to confirmation of the relevant contractual provisions, financial approval, procurement compliance, delegated authority and completion of the Integrated Impact Assessment, there is no identified legal impediment to the recommendations.

10. Director of Finance comments

10.1 It is proposed that the Cabinet Member approves the recruitment of four additional void surveyors, to be implemented as part of a phased introduction, to ascertain the extent to which the recommended procedures for voids under the new Repairs and Maintenance contract are successful in reducing rent loss.

10.2 Although the cost of forming a full dedicated voids surveying team of seven posts is estimated to cost in the region of £345k annually, approval is only currently sought for the cost of the initial structure of four posts, which would be in the region of £225k per annum. As set out in the report, the anticipated reduction in rent loss, based on 2025/26 data, would be up to £258k. Alternatively, if completion dates are not achieved in the required timeframes, the contractor would potentially be liable for up to £350k of damages when using 2025/26 data. It should also be noted that there are unquantified benefits from savings on utility and council tax costs, as well as positive impacts on both General Fund Temporary Accommodation occupation and the Housing Register.

10.3 It is proposed that the cost of the initial structure is budgeted from financial year 2027/28. Any additional recruitment costs in 2026/27 will be met from vacancy savings in the overall Building Services establishment.

……

Signed by: **James Hill - Director of Housing, Neighbourhood and Building Services**

Appendices:

Appendix A - Void Procedure Guide

Appendix B - Integrated Impact Assessment

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Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location
Social Housing (Regulation) Act 2023	Social Housing (Regulation) Act 2023
Housing Act 1985	Housing Act 1985
Landlord and Tenant Act 1985	Landlord and Tenant Act 1985
Housing Act 2004	Housing Act 2004
Decent Homes Standards	The New Decent Homes Standard: policy statement - GOV.UK
Gas Safety Regulations 1998	The Gas Safety (Installation and Use) Regulations 1998
Housing and Regeneration Act 2008	Housing and Regeneration Act 2008
Portsmouth Homes Voids Policy	Void management policy

The recommendation(s) set out above were approved/ approved as amended/ deferred/ rejected by …… on 23rd September 2026.

……
Signed by: **Cllr Darren Sanders**

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VOID PROPERTY

Procedure Guide

Abstract

Guide to managing the contractor through the Repairs and Maintenance NEC Term Service Contract for void properties

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[Email address]

Portsmouth Homes

Portsmouth CITY COUNCIL

Business Owner: Steve Groves

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Introduction

Portsmouth Homes Voids Policy sets out the requirements expected of the both the landlord and tenant when property becomes vacant and that policy should be read in conjunction with this guide.

The procedure guide sets out the contractual framework within which the contractor is expected to operate once a property becomes void and how the process is managed by the Void Surveyors.

Relevant Documents

When managing the void procedure both the Surveyor and the contractor should be aware of the following contractual documents:

- Vol 6 (Part 1) Scope
- Vol 6 (Part 3) Service Requirements
- Vol 6 (Part 18) Void Process
- Vol 13 KPI Framework
- Voids Policy

General Responsibilities

Housing Officer	• Receives the end of tenancy notice • Raises the void on the database • Establishes resident's preferred days/times for a home visit • Organises new tenant viewings • Receives keys and paperwork from the contractor • Signs up new tenant and hands over keys and paperwork

Void Surveyor	• Attends home visit with contractor
	• Agrees scope of works on site with contractor
	• Collects utility information and transfers to agreed supplier
	• Collects utility locations such as:
	  ○ Fuse boards
	  ○ Gas meters
	  ○ Stop cocks

	• Updates the Housing Officer with re-charge items
	• Undertakes the following surveys at the appropriate time:
	  ○ Building Survey
	  ○ Stock Condition Assessment
	  ○ HHSRS Assessment
	  ○ EPC Survey
	  ○ Asbestos Survey
	• Reviews the work on site and agrees sign off
	• Continues to inspect the property between contractor sign off and tenancy sign up

Contractor	• Attends the home visit with the surveyor • Agrees the scope with the surveyor • Plans the work to commence at tenancy end • Fits the pass barrel • Completes the work • Hands over all keys and certificates to the housing office

Pending Voids

The Housing Officer enforces the required months' notice with the tenant.

The Portsmouth Homes Void Surveyor and the Contractor review the client's database to search for pending voids through dashboards.

Void Categories

Pre-Void

Prior to the property becoming void the Contractor and Portsmouth Homes Void Surveyor will attend a minimum of five working days before the resident is due to move out but can attend earlier than this if appropriate.

During the pre-void visit the Contractor and the Surveyor will agree the extent of the work and will subsequently agree the categorisation of the void for the purpose of setting the timeframe for completion within the contractual provisions.

The categorisation options will include:

- Category 1
- Category 2
- Category 3

Where agreement cannot be achieved between the Contractor and Surveyor the Contractor proceeds with the Surveyors assessment until otherwise directed by the Service Manager.

The works and category are confirmed through a Vol 6 (Part 10) Authorisation.

The Allocations team will identify potential property for a specific need and the Surveyor; the Surveyor assess for the potential to adapt the property and where this is practicable will inform the Allocations team and the relevant OT.

During the pre-void period the Contractor organises the works in preparation for the start date (the first date the property is void) and updates the database.

Void Category 1 (Minor Void)

Where is it agreed that the property is a category 1 void the contractor must complete the works in 10 workings days.

The Contractor and Surveyor use their skill, knowledge and experience when determining the category and acknowledge that each void is unique and that specific parameters cannot be applied when classifying.

However, for the purposes of a guide the following are deemed to be likely within a minor void:

Activity	**Example Only (non-exhaustive)**
Compliance activity	EICR and remedials includes detector replacements, gas safety and remedials, windows safety, legionella, asbestos.
General cleaning	Rubbish removals, deep clean, general clean including internal window frames, descaling, bio clean.
Minor repairs	Partial kitchen renewal or repairs, partial bathroom renewal or repairs, flooring replacement including asbestos removal, minor fencing repairs i.e. panel replacement
Heating replacement	Full system replacement

Limited decoration	Localised decoration and making good, including painting, stain blocking and wallpaper removal, textured coating repairs, repainting radiators, minor external making good and painting.

Void Category 2 (Major Void)

Where is it agreed that the property is a category 2 void the contractor must complete the works in 20 working days.

The Contractor and Surveyor use their skill, knowledge and experience when determining the category and acknowledge that each void is unique and that specific parameters cannot be applied when classifying.

For example, replacing a WC and basin within a bathroom may not constitute bathroom replacement and would be categorised as a minor void, similarly replacing a worktop and a few cupboard doors to an existing kitchen may not constitute a kitchen replacement.

However, for the purposes of a guide the following are deemed to be likely within a major void:

Activity	**Example (non-exhaustive)**
Compliance activities	EICR including Rewire, Asbestos Removal Complex (AIB), Gas Safety, Windows safety, Legionella
Cleaning	Deep Clean (all rooms),
Repairs	Internal joinery i.e. door replacement, timber floor replacement including joists, floor strengthening, external lintel replacement, repointing, structural crack stitching, roof repairs, chimney repairs or removal, removal of outbuildings, external render repairs
Decoration	Full internal Decoration
Heating replacement	Full System Replacement
Kitchen replacement	Full Replacement or substantial replacement elements
Bathroom replacement	Full Replacement or substantial replacement elements
Clearance	Substantial full property and garden

Void Category 3 - Project Void

Where it is agreed that the property is a category 3 void the appropriate Surveyor will make a suitable determination of time within which to complete the works.

Where it is agreed that the property is a category 3 void it will be determined if the works will be completed as a Task Order under the Term Service Contract or tendered separately outside of the contract via the Primary Contractor Framework.

The Contractor and Surveyor use their skill, knowledge and experience when determining the category and acknowledge that each void is unique and that specific parameters cannot be applied when classifying.

However, for the purposes of a guide the following are deemed to be likely within a project void:

Activity	**Example (non-exhaustive)**
Large scale refurbishment	Substantial Internal and external installation replacements i.e. following extensive fire, water or structural damage
Whole property works	All internal installations require replacements, i.e. kitchen, bathroom, door sets, joinery, plumbing, plastering, floor replacements, rainwater, full decoration internally and externally, extensive landscaping and roofing works.
Structural issues	Subsidence requiring underpinning, Major Replacement or Rebuilding of Structures, Roof Spread or sagging requiring intervention i.e. further supporting timbers or roof replacement, wall tie failure requiring replacement
Complex H&S requirements	Asbestos (AIB), Hazardous Waste, Water Hygiene, Fire Safety
Major DFG adaptions	DPU, Garage Conversion

The Works

The Contractor undertakes the agreed scope of work within the timeframe identified including changes to the lock and recording utility information before works commence and upon completion.

The Contractor makes the property available during the works so that perspective viewings can take place.

The Voids Surveyor inspects the work to confirm suitability with the scope and the appropriate standards and agrees any changes on site with the Contractor. Changes that are identified during tenancy sign up or on handover can be completed in occupation.

Handover

Upon completion of the works the Contractor deposits the keys for the property along with all other paperwork, such as compliance certificates with the local Housing Office and informs the appropriate Housing Officer.

The work is only considered complete once all certification (this includes the contractor organisation or management of third parties such as sub-contractors or other PCC contractors such as Gas Engineers) has been provided and all the agreed works are completed to the agreed standard and signed off by the surveyor.

Handover ends the involvement of Building Services within the process; however, the surveyor will continue to monitor the void from completion of the works until tenancy sign up to carry out any compliance activity and check on security.

Measures will continue to assess the time from handover to tenancy sign up.

Database

Through the duration of the void process the Contractor updates the client data and includes the minimum information by completing the following fields:

- Void home visit
- Void category decision
- Pass barrel installation
- Keywords

- Voids works planned completion
- Keys to tenant
- Description of works required
- Description of works carried out
- Agreed off-charging
- Last repair completed (time and date)
- Costs
- Stock information

In order to run accurate measures, it is essential that the database is updated correctly in a timely manner with all parties taking responsibility for input:

Database Element	**Updated By**	**Purpose**
Add a new void	Housing Officer	Opens a new order with a unique reference number
Tenant Change Properties		
Change of occupant type	Housing Officer	Allows types of tenancy change to be tracked
Cancelled	Housing Officer	Makes exclusion form measures easier
Keywords		
Cancelled	Housing Officer	If a void is raised in error or for any reason the void does not progress, the cancelled box must be checked, and a corresponding completion date added to finally close the order.
Add keyword	Service Provider / Housing officer	Budget allocation and measures are used to flag/track project team voids

Works Required		
Council contact	Housing Team / Project Team	Should be the name of a current PCC project that will charge or manage the tenancy change works. This contact may change throughout the process
Customer gave notice date	Housing Officer	
Void date	Housing Officer	
New tenancy start date	Housing Officer	The day when the new tenancy starts
Service provider	Housing Officer	Enables measures to be run by service provider rather than area office
New customers name	Housing Officer	Once allocated and accepted
New customers contact number	Housing Officer	Once allocated and accepted
Description of works required	Service Provider / Surveyor	Must not be used for any personal information as will not be redacted. Information included must add value
File Attachments		
Add new file	Service Provider / Surveyor	Used for adding the scope of works, updated scopes and asbestos compliance information
Appointments		
Add new appointment	All	Used to monitor performance and measures
Void category	Surveyor (and includes the surveyor's name)	Used to monitor performance and measures
Void home visit	Housing Officer	HO to invite SP and Surveyor
Pass barrel	Service Provider	
EPC Survey	Surveyor	

Request/approve work authorisation	Surveyor	
Viewing	Housing Officer	
Sign up	Housing Officer	
Void works planned completion	Service Provider	
Keys to tenant	Housing Officer	
Works Completed		
Last repair completed; Date/time	Service Provider	Marks when works are complete. Should be removed for works recall or additional works then re-set with new completion
Description of works carried out	Service Provider	Used to capture activities not included in the SoW
Customer Sats (1-10)	TBC	In review
How to improve the service	TBC	In review
Service Provider Costs		
Add a new service provider cost	Service Provider	Used to measure and track costs. Allows for cost incurred by the different service providers to be included.
Other housing cost (£)	PCC	To include R&M allowance, removal fees and other budgetary cost not included by the SP. This gives a true total void cost.

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Monitoring Performance

Dashboard/Database

Dashboard are set up to display the necessary void information

The Void Surveyor ensures that the Contractor has updated the database and that accurate information is being pulled through to the Power BI dashboard.

Voids that have not been completed within their designated time can then be monitored via the dashboard.

Overall voids performance will be monitored through the dashboard to provide clarity on:

- Resident preferred date and time for home inspection
- New voids
- The number of voids (on and off island)
- Duration of time property is void
- Average time to complete void works
- Cost of void works
- Revenue loss
- Category types
- Off-charge voids

Not Completed on Time (Damages)

Where the Contractor fails to complete a void within the timescales specified by the appropriate category the Void Surveyor notifies the Service Manager.

The Void Surveyor ensures the correct completion date is entered into the database and the Service Manager then deducts £30 per day for each day past the category completion date through the next Contractor payment.

Not Completed on Time (KPIs)

Where the Contractor fails to complete a category 1 or category 2 void within the timescales specified by the appropriate category the Void Surveyor notifies the Service Manager.

The Service Manager monitors the number of non-completions against the contractual KPIs. If non-completions for category 1 and category 2 voids drop below 90% the

Service Manager may take action through the contract if this occurs three or more times throughout the year.

Compensation Event

After commencement of the works the Contractor may not be able to complete them within the designated category time through no fault of their own, in which case the Contractor will be eligible for a compensation event giving them additional time to complete the works but no additional overhead or profit. The award of a compensation event may prevent the Contractor receiving damages.

For the purposes of a guide the following are deemed to be likely compensation events within a void:

- Instruction of significant scope change
- Late instruction of scope change

Where possible the works should be completed as agreed at commencement and anything additional completed in occupation.

Where required the Void Surveyor will make the initial assessment and provide recommendations to the Service Manager to instruct through a Vol 6 (Part 7) Instruction.

Off-Charge

In instances where it is not possible for the Contractor to commence works on the tenancy end date, or significant works are determined while on site, or the property cannot be handover due to delays caused by others the void will be categorised as off-charge.

The off-charge category will prevent the Contractor from incurring damages or detrimental KPIs in instances outside of their control. Voids that are designated off-charge will not be counted within the Contractors performance monitoring.

Once the off-charge issue has been resolved the void will continue to be monitored within the timeframe specified by its categorisation and will again be counted in performance monitoring.

For the purposes of a guide the following are deemed to be likely off-charge events within a void:

- Lack of pre-void inspection
- Infestations

- Clearances
- Delay to tenancy end date
- Identification of structural issues or major damage
- Meter change
- Delayed OT assessment
- Service Manager / Client withholdings

Where required the Void Surveyor will make the initial assessment and provide recommendations to the Service Manager to confirm through a Vol 6 (Part 8) Notification.

Void Standards Work

Statutory Compliance Tasks

Electrical

Full electrical inspection condition report (EICR) or only one domestic visual inspection (DVI) if an EICR has been undertaken within the last two years. Ensure electrics conform to current NICEIC regulations. Carry out all Cat 1 and Cat 2 recommendations producing a satisfactory certificate. (Requirements for Electrical installations BS7671 IET 18th Edition Wiring Regulations)

Gas

Landlords gas safety record. Inspection to include all fixed gas appliances installed in the property. Ensure all gas installations conform to current 'Gas Safe' regulations. (The Gas Safety (Installation and Use) Regulations 1998)

Fire Detection

There should be at least one mains powered smoke alarm present on each storey of the property, where there is a room used for living accommodation or where a dining room is being changed to a bedroom. Multiple alarms will be linked. The smoke detector expiry date must be logged on the stock database to ensure compliance can be monitored. (Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022)

Carbon Monoxide Detection

Carbon monoxide alarms installed in any room of the property used wholly or partly as living accommodation where a fixed combustion appliance is present or where a flue

passes through (excluding gas cookers) (Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022)

Energy Performance Certificate (EPC)

A valid EPC needs to be available for the prospective new tenant to view. The EPC is valid for 10 years but should be updated if there have been changes that affect the energy performance of the property e.g., heating upgrade, additional insulation added or photo voltaic panels. (The Energy Performance of Buildings (England and Wales) Regulations 2012)

Legionella

Flush the hot and cold-water system every 7 days where a system stays live during the void works. If the system is to be shut down during longer term works, it should firstly be flushed, turned off then drained down. When the system is made live again it should be followed by a flush prior to handover. Make sure any redundant pipework identified is removed. During long term voids and in hard to let properties the service provider is responsible for shutting down and draining the system as soon as a category 3 has been established. The service provider or contractor that undertakes the void work will be responsible for reinstatement and flushing before the hand back. (Health and Safety at Work etc Act 1974 (HSWA) & HSE ACoP L8 The Control of Legionella Bacteria in Water Systems)

Asbestos

Where a complete asbestos record is not available an asbestos management survey will be required, and this will cover most maintenance activities. Where a replacement kitchen, bathroom or major refurbishment is planned an asbestos refurbishment and demolition survey will be required. (The Control of Asbestos Regulations 2012).

Health and Safety Checks

Windows

All windows and doors will be inspected, lubricated, and adjusted to the correct closure to ensure ease of operation, security and safety.

• Restrictors, stays, locking handles including keys and any other safety features will be inspected and left in a serviceable condition or replaced if necessary.

• Double glazed units where the seal has failed or blown will be replaced.

• All windows will be in a sound condition and weatherproof.

• Staining and mould located on windows to be cleaned down.

Locks

All locks to external doors including stores will be changed for a new suitable lock.

• The incoming resident will be supplied with 2 new keys for each door.

• Where restricted access is present, working keys or fobs must be provided to suit the resident's needs.

Damp and Mould

Any damp and mould identified must be fully treated and, in some circumstances, additional measures considered to mitigate recurrence.

• The property must be free from rising or penetrating damp.

• PCC Building Surveyor advice must be sought if there is any doubt.

Fire Doors

Existing fire doors including internal and front entrance doors should be inspected for any damage to the door and frame, excessive gaps exceeding 3mm between the door and frame.

• Where present check intumescent strips and smoke seals.

• Check that internal lock is either a night latch or thumb turn lock.

• Check any door closer where present is operating correctly.

• Remedial works to any certified fire door will need to be undertaken by a suitably qualified operative (BM Trada), this does not include changing the pass barrel.

Garden

All external areas must be left safe and usable.

• Prior to occupation all vegetation will be trimmed back to leave a manageable level for the new tenant to undertake maintenance.

• Any existing paths are to be inspected and where tripping hazards are identified they should be repaired accordingly.

Structural Stability

Any moderate cracking or deflection to external brickwork or internal wall/ceiling finishes must be bought to the attention of a Senior PCC Building Surveyor for further investigation.

Handrails

All steps and stairs must be accompanied by the appropriate hand railing and balustrading in accordance with current building regulations.

General High Level Specification

Loft

This needs to be checked by the service providers supervisor during the pass barrel appointment. Any accessible roof spaces should be left clear by the outgoing tenant and any remaining items should be removed and disposed of. Where applicable insulation levels below 100mm (joist height) should be overlayed and upgraded to a minimum of 270mm.

Decorations

Decorated surfaces should be left in a clean, sound condition ready for the incoming tenant to undertake their own decorations without the need for specialist materials and equipment. Any bare plaster will be left with a mist coat of white emulsion paint ready for a finishing coat by the new tenant.

Any flaking, cracked or damaged painted surfaces will be taken back to a sound condition, made good by filling, if necessary, then bought forward with a coat of appropriate paint ready for decoration by the new tenant.

Any damage to textured coatings will be made good as appropriate depending on the product type. Any residual staining such as water, nicotine, cooking or mould stains will be cleaned and painted with the appropriate sealing primer paint to leave ready for decoration by the new tenant.

Wallpaper in fair condition can be left however any material that is de-bonding, ripped, stained, or worn should be removed, the surface below prepared, mist coated and left to be decorated by the new tenant. If the wall surface is not in a condition that can be simply painted, then lining paper should be applied together with a mist coat of emulsion.

The existing decorations may not match the incoming tenants' aspirations, but their expectations must be carefully managed to match the scope of service.

Polystyrene Ceiling Tiles

These should be removed from all ceilings and the exposed surface made good ready for decoration.

Flooring

Where missing or beyond repair, sheet vinyl flooring will be provided to bathrooms, WC's, and kitchens where appropriate.

Solid concrete floors will receive vinyl tiles to all rooms.

Timber floors will be left clean for the incoming tenant to install their own floor covering. Any loose boards should be secured and damaged boards replaced. Any remaining nails, staples, gripper rods, wood splinters or other protrusions will be removed.

All broken floor tiles to be replaced.

Any existing floor covering in good condition such as carpet or laminate flooring will only be left fitted in the property at the request of the new tenant and will be gifted to protect PCC from any maintenance requests or claims for replacement.

Extractor Fans

If none present, humidistat-controlled extractor fans are to be fitted to both the kitchen and the bathroom.

Any existing fans should be inspected, checked that in working condition and cleaned in accordance with the manufacturer's recommendations.

New installations should in include an unswitched fused spur at high level.

Pest Control

If the property shows signs of vermin or insect infestation, then fumigation or other appropriate treatment will take place.

Bathrooms

All sinks, basins, WC pan/cistern and baths are to be checked and if damaged or cracked, are to be replaced. Cosmetically they may show normal wear and tear.

Carry out enamel repairs to bath rather than replacement, where appropriate.

Descale existing shower head and hose and remove existing shower curtains where present. All scale and stains should be removed.

All fittings will be of a clean and serviceable condition.

Do not remove shower trays/baths etc unless there is a medical need, or the instillation is beyond economic repair.

New over bath showers will only be installed where a medical need can be demonstrated and assessed by an OT. A separate repair will be raised with a 'DFG' keyword and work can be undertaken post occupation.

Dual flush cisterns will only be installed if the existing cistern requires replacement as it is beyond economic repair.

Cleaning

All floors and stairs should be swept and wet mopped where possible.

Bathroom and WC floors should be disinfected.

All doors (internal and external), doorframes, windows, window frames, windowsills, skirting boards, radiators and pipe works should be washed down and wiped cleaned.

Cobwebs will be removed from all areas.

Kitchen Units, including all work surfaces, cupboards and drawers should be cleaned and sanitised internally and externally.

All sinks, basins, taps, tiled areas, and showers should be cleaned and sanitised.

Any graffiti will be removed or decorated so that it is not legible.

Kitchens

Where available space allows, the kitchen should contain 3 double units, in any combination of floor and/or wall units and a minimum of 3 linear meters of worktop. This will not be possible in some smaller kitchens and studio flats.

Provision should be given for a standard 600mm spaces for a cooker, washing machine and tall fridge freezer along with any service connections as appropriate. Under counter appliances must have a switched fused spurs to be located above the work surface in line with the appliance spaces.

The existing installation must be left in a serviceable condition but may show signs of normal wear and tear or minor cosmetic damage.

Unit carcasses must be in a sound structural condition complete with shelving. They must be left clean but may show signs of previous use. Any exposed sub-board, split laminate or missing edging strips will need to be replace if a repair is not achievable.

Unit doors must be securely fixed to the carcass and a hinge repair plate should be considered where doors have been forcibly removed. Some minor cosmetic damage like small scratches, dents and knocks are acceptable. Doors damaged beyond repair will be replaced with the nearest match available and this should be undertaken sensitivity to try and retain the aesthetic appearance of the kitchen.

Worktops should be free from major damage, deflection, or delamination. Fair wear and tear is acceptable but where replacement is deemed necessary only those sections should be replaced up to the next joint using the closest match available even if this steps outside of the current approved range.

A 450mm high ceramic tiled splashback will be present where the worktop touches a wall. This will include a waterproof sealant at the joint. Damaged tiles will be replaced with the closest match available.

The stainless-steel sink should be free from damage or deflection. The draining board should drain correctly without leaving standing water. The sink may show signs of use with minor scratches but must be left clean complete with a plug and chain.

Kitchens will not be replaced to accommodate oversized or multiple additional appliances. The existing kitchen units must be adapted where possible with careful consideration given to futureproofing or returning to standard.

For further information reference the PCC kitchen guidance

Electrical/Gas Appliances

Non-standard built in electrical/gas appliances including oven, hob, dishwasher, fridge, washing machine, microwave, or secondary fires. Where these have been left in the property, they may be gifted to the incoming tenant subject to statutory checks to establish safety. PCC will not be responsible for replacement or repair. Fitting or checking of the incoming tenant's appliances will not be undertaken by the service provider.

Glazing

To comply with the Building Regulations glazing requirements or also known as ‘Critical Locations’ there must be safety glass or safety guards in place to protect people from injury. The most likely locations for accidents caused by glass breakage, which could

result in cutting and piercing injuries are in doors, door side panels, low windows and low level glass in walls and glass partitions.

Safety glass should be fitted in all doors and other windows or glazed areas that are lower than 800mm from the floor level. Glass panels less than 250mm wide can be fitted with 6mm glass or laminated glass instead of toughened glass.

Critical Locations are considered to be:

a) Glazing in doors – Glass which is wholly or partially within 1500mm from floor level. As the drawing below shows, any glass in doors that does not start over 1500mm from the floor must be safety glass.

b) Glazing adjacent to doors – Windows/side panels wholly or partially within 300mm of the edge of a door and which is also wholly or partially within 1500mm from floor level must be safety glass.

c) Low Level Glazing – Not covered in (1) OR (2) ABOVE – Other glazing that is wholly or partially within 800mm from floor level. This means that windows that are not located within 300mm of a door must use safety glass if the bottom of the glazing is within 800mm of the floor level.

Glazing in 'Critical Locations' should either:

Break safely if it breaks, i.e., laminated or toughened Class C safety glass complying with BS6206. Or if it is installed in a door or in door side panels and has a width or height exceeding 900mm it should be Class B of BS 6206.

Non-Standard and Unauthorised Alterations

Unauthorised alterations by their very nature are not normally undertaken to any recognisable standard and add little value to the property. The BM Tenant & Leaseholder Improvement and alteration policy should be referred to for additional guidance. When making the decision the following needs to be considered.

• Had the outgoing tenant applied for permission to make the alteration at the time of construction, would permission have been granted?

• What are the long-term maintenance implications for leaving the unauthorised alterations or installation?

• Will the incoming tenant be left with facilities that exceed those normally provided and will their expectation be raised to expect the maintenance and eventually replacement of those facilities?

Off Road Parking

Where there is no dropped kerb present, this does not represent a legal highway crossing and should not be considered for off road parking. Any hard standings and parking areas should be fully compliant with current building regulations with particular attention paid to drainage and size. The use of any non-compliant parking should be restricted using a suitable barrier such as chain link fencing.

Secondary External Doors

Should be removed in most cases especially where they prevent access to utilities by the emergency services. In most cases these doors will not comply with FENSA or FRA regulations.

External Structures

These can include outbuildings, sheds, lean-to, gazebos, bars, summer houses, conservatories, and porches. Unless there is a compelling reason and in good condition requiring minimal future maintenance they should be removed. External structures should never be considered habitable and should not have power, a water supply, heating or be insulated.

Additional paving, patios, and hard landscaping

Can only remain providing they are safe, free from trip hazards, maintainable and not compromising surface water drainage or the property damp proof course. Where they are deemed to be unsafe, they will be removed accordingly, and garden re-instated with topsoil and grass seed.

Garden Ponds

All ponds will be fully drained, debris removed, liner/surround removed, and the excavation back filled with finishes to match existing surrounding landscaping.

Subdivided Rooms

Where the property layout has been altered it should be returned to its original condition unless

• It is fully compliant with the current Building Regulations and

- It meets the needs of the incoming resident and
- It does not encroach on the general living space available and
- The works have been undertaken to a good standard and can be maintained.

Glazed Internal Doors

Any nonstandard glazed internal doors should display a printed kitemark code in the corners of the glass: BS EN 14449 – laminated glass. BS EN 12150 – toughened glass. If the glass cannot be positively identified as safety glazing it should be replaced with a standard internal door.

Rooms in the roof

It is unlikely that any adaptions to the roof space or attempts to make them habitable will comply with the building regulations. In these cases, the Senior Building Surveyor should be notified immediately, and a remediation specification produced. In all cases loft ladders and fixed staircases should be removed to discourage the new tenants from entering the roof space.

Fencing

Where a non-standard fencing installation follows the boundary line and is in a serviceable condition it can remain on the understanding that in future it will be replaced with a PCC standard specification. PCC's general specification will consist of 2 in no. privacy panels from the rear property line followed by chain link fencing to the remaining garden.

External Power Supplies or Extensions

Any DIY or non-compliant power supply installations identified by an electrician to external buildings such as sheds or garages should be removed back to the distribution board.

EPC / Stock Survey / HHSRS

Undertake EPC survey gathering sufficient data and photographs suitable to be produced in the event of an audit. Ensure that a legible floor plan is drawn showing room sizes and that each room is clearly labelled.

A stock data survey should also be undertaken. To do this the Surveyor should gather all stock data for the property and for blocks of flats they should also verify block asset information such as no. of property above, construction type etc.

A HHSRS assessment of the property needs to be undertaken. The surveyor must complete an assessment and ensure that the property is free of Category 1 or high Category 2 hazards. If hazards persist these must be rectified before the start of the new tenancy and then reassessed. Results are to be updated to the database.

When undertaking surveys the Void Surveyor determines the appropriate time to undertake them with the knowledge of the works in hand. For example:

- An EPC may be delayed until a boiler has been replaced.
- A stock condition assessment may need be completed before the works and after the works to capture a kitchen replacement

To assist the Housing Officer photographs should be taken of property as would be typical of an estate agent in order that they can gauge the layout and condition of the property. This can also assist Occupational Therapists when deciding on when a property is suitable for a disabled person or has potential to be adapted.

Photos that must be taking include:

• A photo of every room that shows as much of it as possible (including kitchens and bathrooms).

• Front elevation

• The approach to the front door of the property

• The threshold to the property entrance door

• A view from the property looking out down the garden (where applicable)

• A view from the end of the garden looking back towards the property (where applicable)

• A picture of any private balconies.

Asbestos Survey

The level of asbestos information required to undertake tasks in each property will depend on the complexity of works and what information is currently available on the

asbestos database. Void surveyors can be trained to undertake simple assessments to increase capacity.

Management Survey

This should be considered the minimum level of information required for working in a vacant property. While the property is vacant it is the best opportunity to understand the whereabouts and condition of any ACM's contained within to ensure there is an up to date, complete record available for the service provider and to fully answer any questions the customer may have.

Refurbishment and Demolition

A more intrusive survey will be required for refurbishment works such as kitchen or bathroom replacement.

The service provider will check whether the asbestos information currently held for each property is sufficient for their needs prior to starting work and will request a survey at the earliest possible opportunity. Where additional information is required, requests should correspond with legitimate 'off-charging' decisions must be agreed with the surveyor and can then be arranged by calling the Repairs Support Team on 02392 841 311.

The priority of the survey can be discussed to ensure the required information is available before any works start to the impacted area. Surveys should be booked to take place at the earliest opportunity or at least at the pass barrel.

Information Provided to the New Tenant

The following information must be provided by the Housing Officer to the incoming tenant at the sign up. Supplies of the leaflets can be obtained from Marketing and Corporate Communications PCC Corporate Services.

Gas Certificate

The tenant should be provided with a copy of the Landlords gas safety certificate that should have been undertaken prior to the commencement of a new tenancy.

Electrical Certificate

The tenant should be provided at sign up a copy of the latest Electrical Inspection Condition Report (EICR) undertaken prior to the commencement of a new tenancy.

Fire Safety leaflet

To ensure the tenant is made aware of the fire safety policy for the block and is informed of the evacuation procedure. Needs to be given to tenants in blocks of flats or maisonettes where the front door is accessed from a communal area.

Home Contents Insurance

To ensure that the resident has information available about the Council home contents insurance scheme.

DIY leaflet

To ensure the tenant is aware of the process for making alterations, asking for repairs, asbestos information, and decorations.

Condensation & Mould Leaflet

The tenant is provided with some basic advice for managing moisture levels within their home and how to escalate any more serious issues.

Energy Performance Certificate

Assists the tenant to make some informed decisions about energy usage in their new home. To be provided on request.

RTB Summary Sheet & Privacy Notices

Housing and core forms

Forms currently not available but being developed.

• Window Leaflet - Instructions on how to operate the windows in the property safely.

• Evacuation Alarm Leaflet - Instructions of action to undertake in blocks that have fire evacuation alarms.

• Mobility Scooter Leaflet - Advice about the safe storage of mobility scooters.

• Fire Door Leaflet - Advice regarding fire doors and reporting repairs.

• Assisted Evacuation Leaflet - Advice if a resident requires assisted evacuation from a property.

• Large Panel System (LPS) Safety Leaflet - Additional safety advice to residents who live in Large Panel System (LPS) buildings.

Portsmouth Homes

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Form name	Integrated Impact Assessment
Reference	IA874012925
Date	15/09/2026

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Policy details

Directorate	PCC Housing, Neighbourhood and Building Services
Service, function	Building Services
Title of policy, service, function, project or strategy	New Voids Policy
Type of policy, service, function, project or strategy:	New
What is the aim of your policy, service, function, project or strategy?	To implement new clauses within the new R&M contract that will go live in April 2027 and introduce a voids team to manage the outcomes.
Has any consultation been undertaken for this proposal?	Yes
What were the outcomes of the consultations?	Reviewed the initial number of new positions that would be published and agreed a pilot introduction of staff would better understand the implementation in the first instance.
Has anything changed because of the consultation?	No
Did this inform your proposal?	Yes
Please provide details	Reduced the number of new staffing provision from 7 to 4

Equality Impact Assessment

This section is not applicable to my policy	☑

Crime

This section is not applicable to my policy	☑

Housing

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?	Reducing void turnover times will increase the supply of affordable homes and reduce waiting times on the housing register
How are you going to measure/check the impact of your proposal?	KPI's have been built into the contract

Health

This section is not applicable to my policy	☑

Income

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?	By reducing the time applicants spend on the housing register it will reduce uncertainty and insecurity for impacted families
How are you going to measure/check the impact of your proposal?	Through contract KPI's

Carbon emissions

This section is not applicable to my policy	☑

Energy

This section is not applicable to my policy	☑

Climate change

This section is not applicable to my policy	☑

Natural environment

This section is not applicable to my policy	☑

Air quality

This section is not applicable to my policy	☑

Transport

This section is not applicable to my policy	☑

Waste management

This section is not applicable to my policy	☑

Culture and heritage

This section is not applicable to my policy	☑

Employment and opportunities

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?	4 additional skilled roles will be created to manage the contract clauses
How are you going to measure/check the impact of your proposal?	Through contract KPI's

Economy

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?	it will reduce the time that properties remain empty
How are you going to measure/check the impact of your proposal?	Through contract KPI's

Social value

Please explain how your policy, service, function, project or strategy delivers Social Value	As part of the tender process the contractor is required to demonstrate their commitment to social value and explain the value they will bring through the contract

Summary

Who was involved in the Integrated impact assessment?	Adam Hardwick, Steve Groves, Stuart Lane
Name of person completing this form	Stuart Lane
Date of completion	15/09/2026

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Title of meeting:	Cabinet Member for Housing and Tackling Homelessness
Date of meeting:	23 September 2026
Subject:	Keeping Homes Safe and Decent Policy
Report by:	Adam Hardwick - Assistant Director Buildings
Report Author:	Dean Pickett - Asset Manager Steve Groves - Head of Building Repairs
Wards affected:	All
Key decision:	No
Full Council decision:	No

1. Purpose of Report

1.1 The purpose of this report is to seek approval from the Cabinet Member for Housing and Tackling Homelessness for a Keeping Homes Safe and Decent Policy that outlines how Portsmouth Homes makes sure homes are safe, decent, well maintained, and free from hazards.

2. Recommendations

2.1 The Cabinet Member for Housing and Tackling Homelessness approves the Keeping Homes Safe and Decent Policy and asks Portsmouth Homes to implement the policy immediately.

3. Background

3.1 The Social Housing (Regulation) Act 2023, set the requirements social landlords must meet to ensure tenants receive safe homes, quality services, effective engagement, and fair tenancy management. The Regulator of Social Housing's Consumer Standards, comprising the Safety and Quality Standard, Transparency, Influence and Accountability Standard, Neighbourhood and Community Standard, and Tenancy Standard, came into force on 1 April 2024.

3.2 The Safety and Quality Standard require registered providers to have an accurate, up to date and evidenced understanding of the condition of their homes at an individual property level that reliably informs their provision of good quality, well maintained and safe homes for tenants. The information must be based on a physical assessment of all homes and keep this up to date.

3.3 Registered providers must ensure that tenants' homes meet the standard set

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out in section five of the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard unless exempted by the regulator and must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas.

3.4 Portsmouth Homes must use data from across our records on stock condition to inform their provision of good quality, well maintained and safe homes for tenants including:

a) compliance with health and safety legal requirements
b) compliance with the Decent Homes Standard
c) delivery of repairs, maintenance and planned improvements to homes, and
d) allocating homes that are designed or adapted to meet specific needs appropriately.

4. PCC Judgement and Improvement Plan

4.1 On 29 January 2025, a Regulatory Judgement was issued for Portsmouth Homes, giving a C3 rating. The judgement was based upon several areas of non-compliance within the Safety & Quality Standard. The judgement specifically stated there was a lack of up-to-date stock condition surveys including the provision of Housing, Health and Safety Rating System (HHSRS) condition assessments.

4.2 Following the judgement an Improvement Plan was put into place to address the points of the judgement that Portsmouth Homes has been working towards. Key objectives from this plan included achieving a 100% Housing Health and Safety Rating System (HHRS) compliant stock condition survey by September 2026 (excluding those unable to access).

4.3 Portsmouth Homes established a Buildings – Project 2030 plan to develop a strategic plan that consolidates several ongoing workstreams, to proactively address the impact of current and future legislative changes, ensuring that by 2030, all major legal and regulatory requirements have been met, with robust plans in place to manage any future developments and ensure adequate financing of works necessary to achieve compliance are budgeted.

4.4 The Project 2030 plan includes a milestone date of September 2026 to achieve a 100% HHSRS compliant stock condition survey of the stock, including assessment of HHSRS to identify any category 1 hazards.

4.5 The completion of a 100% stock condition survey, will firstly provide assurance that residents' homes are safe, proactively identifying where category 1 hazards may be present that will allow remediation of them whilst also providing the base data to inform the Portsmouth Homes Asset Management Strategy and future capital maintenance programmes.

4.6 Following completion of the 100% survey, it is planned to revert to a cycle of surveying 20% of the stock per year, to ensure that accurate data about the condition is held that is no older than 5 years old and is at an individual property level.

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5.0 Consultation

5.1 The Local Authority have a duty to consult residents in accordance with the Housing Act 1985, The Building Act 2022 and The Social Housing (Regulation) Act 2023. The Transparency, Influence and Accountability Consumer Standard state that registered providers must take tenants' views into account in their decision making about how landlord services are delivered and communicate how tenants' views have been considered.

5.2 The resident consortium policy focus group were consulted regarding the proposed new policy on 20 July 2026. The residents reviewed an initial draft policy in a workshop format, providing detailed feedback that was captured and documented. See **Appendix A** - Keeping Homes Decent and Safe Policy resident feedback log

5.3 Residents feedback included comments that the description of Decent Homes was unclear, and that the wording of the policy felt too formal. We have reviewed the wording throughout the policy and used clearer, more resident-friendly language where appropriate.

5.4 The policy has been updated to provide greater clarity regarding housing hazards, the Housing Health and Safety Rating System (HHSRS), Awaab's Law requirements, support for vulnerable residents, arrangements for managing serious hazards and resident safety during remedial works. These amendments do not alter the policy's overall purpose but provides additional detail in response to internal review and regulatory expectations.

5.5 In addition at the start of the asset management strategy (AMS) review process, resident engagement workshops with the Resident Consortium Repairs Focus Group were carried out, the purpose of these sessions was to gather general feedback from residents around how their homes were maintained and establish their key priorities for any new strategy. As part of these workshops' residents were provided information about the purpose of an asset management strategy and the plan for stock condition surveys.

6. Keeping Homes Safe and Decent Policy

6.1 The policy outlines our how Portsmouth Homes makes sure homes are safe, decent and well maintained See **Appendix B** - Draft Keeping Homes Safe and Decent Policy

6.2 The policy supports the Regulator of Social Housing Consumer Standards in relation to the following.

- Safety and Quality Standard
  - Section 1.1 Stock Quality

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  - Section 1.2 Decency
  - Section 1.3 Health and Safety
  - Section 1.4 Repairs, maintenance and planned improvements
- Transparency, Influence and Accountability Standard (all sections)

6.3 Having up to date and accurate information about the entirety of the Portsmouth Homes stock is vital to provide baseline information about the properties and inform longer term asset management decisions.

6.4 The Keeping Homes Safe and Decent Policy sets out how Portsmouth Homes will ensure all homes remain safe, compliant, meet the Decent Homes Standard, and identify HHSRS hazards through a proactive approach to stock condition management, repairs, building safety and investment planning.

6.5 The policy commits to maintaining up-to-date stock condition data through a rolling five-year survey programme, managing health and safety risks including damp and mould, meeting statutory obligations, and using asset intelligence to prioritise repairs and future investment while keeping residents informed and involved.

6.6 Residents have an important role by working together with Portsmouth Homes to maintain safe and decent homes. Residents are expected to provide reasonable access for inspections, surveys, repairs and improvement works, report issues such as leaks, damp and mould as soon as possible, inform Portsmouth Homes of any support needs or reasonable adjustments required, and advise of any circumstances that may affect access to their home.

6.7 The policy will work alongside the Portsmouth Homes Asset Management Strategy. Information gathered through stock condition surveys, inspections and repairs will help us plan future investment, prioritise maintenance and improvements, and maintain safe, decent and sustainable homes for residents

7. Stock Condition Survey Outcomes

7.1 Portsmouth Homes stock condition surveyors have been working to complete a full stock condition survey of the Portsmouth Homes stock by the end of September 2026 with Ridge & Partners LLP being appointed to provide additional resource to provide greater certainty of achieving the September target.

7.2 Further to gathering general data about the condition of properties and installation data, all the stock condition surveys include consideration of the Housing Health and Safety Rating System (HHSRS) hazards, to proactively identify where category 1 hazards may be present and ensuring that action is taken to remove or manage the hazard.

7.3 The stock condition surveys also include the undertaking of an Energy Performance Certificate (EPC) assessments; this work will ensure that robust data is held with regards to the energy efficiency of the stock that will be used to help inform plans to ensure compliance with potential Minimum Energy Efficiency Standards.

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7.4 As of 31 August 2026 we have attempted access for stock condition surveys to 100% of our stock, however due to access issues we anticipate achieving c.82% actual completed stock surveys by the end of September 2026 based on our current trajectory. We are continuing to work to resolve access issues and will continue our programme to work towards a 100% completion rate.

7.5 As of 31 August 2026, 12,124 surveys have been undertaken that included a HHSRS assessment representing 78.04% of our stock. Of these, 12,002 have been assessed to meet the Decent Homes standard, giving a current Decent Homes compliance position of 77.25%.

7.6 It is anticipated that the actual number of Decent Homes is significantly higher than the figure currently reported. This is due to Portsmouth Homes only reporting compliant properties where they have had a stock condition survey within 5 years that included a HHSRS assessment and met Decent Homes criteria with no unresolved Category 1 HHSRS hazards.

7.7 Based on a significant survey dataset of over three quarters of the stock being surveyed, applying the current rate of decency across the whole stock would give an estimated overall stock decency in the region of 98.9%. This is higher than Portsmouth Homes historical Decent Homes reporting that was typically around 97%.

7.8 Of the surveys completed, 324 Category 1 hazards were identified to 315 unique properties (2.59% of surveys identified a Category 1 hazard). The most frequent issue was 'excess cold' (135 cases), typically these were where historic issues where residents had refused heating upgrades. Portsmouth Homes have been working with residents to overcome barriers to resolve these issues.

7.9 The 2nd most frequent issue is 'falls between levels' (82 cases), this typically relates to where window restrictors are either broken or have been removed. Portsmouth Homes check window restrictors to all void properties and arrange repairs where any damaged or missing restrictors are identified. We have also included regular communication within our HouseTalk magazine, advising residents on safe living at height, and encouraging them to raise repairs should any issues be identified to their windows.

7.10 Portsmouth Homes have processes in place to rectify Category 1 hazards identified with repairs raised for all hazards or housing officer visits arranged where support is required to resolve an issue. Currently there are 122 outstanding hazards, of which 111 relate to where residents have refused heating, the others relate to where there are access issues or residents require longer term support, such as with hoarding cases. Where access issues persist, Portsmouth Homes Working Together policy is followed to aim to resolve barriers to access.

7.11 1534 Category 2 hazards were identified to 1151 unique properties (9.49% of surveys identified a Category 2 hazard). The most frequent Category 2 hazard was 'damp and mould growth' (514 cases), in each instance repairs are raised to address the issue. Whilst damp and mould were the most frequent Category 2 hazard, significant

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hazards that fall under Awaabs Law were identified in only 9 properties (0.07% of properties surveyed).

7.12 As with category 1 hazards, the 2nd most frequent category 2 hazard was 'fall between levels' (428 cases). Again, this typically relates to window restrictors and would be resolved through a repair being raised.

7.13 Overall there are currently 340 outstanding category 2 hazards. The majority of Category 2 hazards are remediated through repairs or housing management support; however, each one is reviewed to consider risk, practicality and proportionality of remediation. Where an action is not immediately remediated it will continue to be reviewed to consider any change in circumstances, both in terms of building and resident risk.

7.14 Stock surveys have also identified 41 cases where tenancy support was deemed necessary, these cases included general support for tenancy sustainment, addressing cases of hoarding and identification of adaption needs. In each instance Housing Officers will engage with the tenant to understand their needs and ensure suitable support arrangements are put in place.

7.15 As part of work to renew our Asset Management Strategy, we are currently working with Ridge LLP to use the data from our current stock condition programme to model future capital investment needs. As this work matures, the new Asset Management Strategy and capital investment model will be brought to a future Housing Cabinet Decision meeting.

7.16 In early 2027, we will review our stock condition survey programme and plan to move to a five-year surveying cycle, prioritising any remaining properties that have not been surveyed within the previous five years. To support this approach, we will revert to using internal stock condition surveyors within our Asset Management team and will recruit internal resources as the use of external consultants reduces. This will provide greater control over data quality, improve the accuracy of our asset information, and ensure that investment decisions are informed by up-to-date stock condition data

7.17 The Asset Management Team also includes data analysts and administrative support staff to ensure robust data governance, continuous quality assurance, and effective performance monitoring. This capacity will enable us to continue to analyse stock and investment data, identify emerging trends, and use evidence-based insights to inform future planned maintenance programmes, asset investment decisions, and long-term business planning.

7.18 In summary, whilst our stock condition programme has served as a useful mechanism to identify Category 1 and 2 hazards, and some resident support needs, the quantum, of these and level of decency achieved based on our current dataset provides assurance that residents homes are safe and decent.

8. Integrated impact assessment (IIA)

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8.1 An Integrated Impact Assessment is contained in **Appendix C**

9. Legal implications

9.1 The proposed policy supports compliance with statutory and regulatory requirements by setting out the arrangements for maintaining safe, decent and well-maintained homes.

9.2 The adoption of the policy will assist Portsmouth Homes in demonstrating a structured and transparent approach to meeting its duties in relation to housing condition, health and safety hazards, stock condition information and resident engagement

9.3 Whilst the policy itself does not create new legal obligations, failure to implement and operate the policy effectively may increase the risk of non-compliance with applicable statutory and regulatory requirements and could expose the Council to regulatory intervention, enforcement action, challenge or reputational damage.

10. Director of Finance comments

10.1 The approval of the Keeping Homes Safe and Decent Policy is not expected to materially change the overall cost of the service currently being provided. As stated in the report, it is intended that we will revert to using internal stock condition surveyors within our Asset Management team and will recruit internal resources as the use of external consultants reduces. This will ensure that costs are managed within existing Housing Revenue Account resources.

……
Signed by: **James Hill - Director of Housing, Neighbourhood and Building Services**

Appendices:

Appendix A - Keeping Homes Decent and Safe Policy resident feedback log
Appendix B - Draft Keeping Homes Decent and Safe Policy
Appendix C - Integrated Impact Assessment

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location
Social Housing (Regulation) Act 2023	Social Housing (Regulation) Act 2023

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The Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025	The Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025
Housing Act 2004	Housing Act 2004

The recommendation(s) set out above were approved/ approved as amended/ deferred/ rejected by the Cabinet member for Housing and Tackling Homelessness on 23 September 2026.

……
Signed by: **Councillor Darren Sanders - Cabinet Member for Housing and Tackling Homelessness.**

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Portsmouth Homes

Keeping Homes Safe and Decent Policy

Consultation Feedback, Consideration and Action Log

Item	Detail
Original Policy Name	Keeping Homes Decent and Safe Policy
Final Policy Name	Keeping Homes Safe and Decent Policy
Feedback source	Resident workshops, resident consultation responses, staff consultation responses, written comments and survey feedback received during the consultation period.
Survey feedback	Survey findings from online/paper form
Purpose	To record feedback, themes, response/action and status for this policy.
Consultation period	22 July 2026 - 17 August 2026
Number of responses received	7
Resident responses	7
Staff responses	0
Main themes raised	Scope and policy coverage, Plain English, Definitions and explanations, Communication and implementation, Resident support and reasonable adjustments
Changes made following consultation	7
Feedback noted but no policy change required	0

1. Key themes from current feedback

Theme	No. of comments

Definitions	1
Plain English	2
Scope	2
Communication / Implementation	1
Resident support	2

2. Resident Focus Group - Feedback log

Ref	Feedback source	Theme	Resident feedback	Response	Status
	Resident meeting / Word document	Scope / leasehold wording	I don't understand the Landlord section under scope – Landlord-retained elements of leasehold and shared ownership homes etc.	We updated the Scope section to explain more clearly which parts of leasehold and shared ownership buildings Portsmouth Homes is responsible for and when the policy applies.	Policy updated
2	Resident meeting / Word document	Plain English	I don't like the word implementation.	We reviewed the policy throughout and replaced technical or formal wording with clearer, more resident-friendly language where possible.	Policy updated
3	Resident meeting / Word document	Definitions	What is thermal comfort under "what makes a home decent"?	We updated the section explaining what makes a home decent and added a clearer explanation of thermal comfort using resident-friendly language.	Policy updated

3. All Survey feedback

Ref	Feedback source	Theme	Survey feedback	Response	Status

S1	Survey	Communication / Implementation	The way the policy is communicated to residents is important. How effectively the policy can be implemented.	We strengthened information throughout the policy about how residents can report concerns, what information they will receive, and how we will keep them informed about inspections, repairs and next steps.	Policy updated
S2	Survey	Scope	Scope section.	We simplified and expanded the Scope section to explain more clearly who the policy applies to and the responsibilities of Portsmouth Homes and residents.	Policy updated
S3	Survey	Plain English/ Policy Title/ Resident Support	Lots of points do not happen now. Inspections are short, residents are not always told what will happen next when issues are identified, the policy is too wordy, the title could be clearer, and housing staff should be available to attend inspections where residents need additional support. Additional support such as translators and female surveyors/operatives should be considered.	We reviewed the policy throughout to improve readability, strengthen communication expectations and clarify the support available to residents. We also strengthened references to reasonable adjustments, support services and keeping residents informed before, during and after inspections and repairs.	Policy updated
S4	Survey	Resident Support	The policy may be difficult to implement in some older properties, and additional support may be needed for older residents.	We strengthened the policy to explain how we take account of age, disability, health conditions and personal circumstances when assessing risks, communicating with residents and deciding what action is required.	Policy updated

4. Draft You Said / We Did summary

You said	We did
You wanted clearer information about who the policy applies to, particularly for leasehold and shared ownership homes.	We updated the Scope section to explain more clearly which homes, buildings and services are covered by the policy and where Portsmouth Homes is responsible.
You felt some wording was too technical or difficult to understand.	We reviewed the policy throughout, simplified language and replaced technical wording with clearer, more resident-friendly explanations.
You wanted a clearer explanation of what makes a home "decent", including terms such as thermal comfort.	We added clearer explanations of the Decent Homes Standard and used plain English to explain key terms and concepts.
You wanted clearer information about what residents can expect when hazards, repairs or safety issues are identified.	We strengthened information about inspections, reporting concerns, repairs, hazard management and how residents will be kept informed throughout the process.
You wanted reassurance that communication and support would be available where residents may be more affected by housing hazards.	We strengthened the policy to explain how we consider individual circumstances, reasonable adjustments and support needs when assessing risks and deciding what action is required.
You felt the policy title and overall structure could be clearer.	We reviewed the structure of the document, improved headings and layout, and made the purpose of the policy easier to understand.
You wanted clearer information about housing hazards, inspections, repairs and the support available to residents.	We strengthened explanations throughout the policy to provide clearer information about housing hazards, the Housing Health and Safety Rating System (HHSRS), Awaab's Law requirements, support for vulnerable residents, arrangements for managing serious hazards and resident safety during repair works.
"You Said, We Did" - Summary for Communications Team	
You said: Some parts of the policy were difficult to understand, particularly who the policy applies to, what makes a home decent, how hazards are managed and what support is available to residents who may be affected by housing issues. You also wanted clearer information about inspections, repairs and communication throughout the process	**We did:** We simplified the language throughout the policy, clarified who the policy applies to, added clearer explanations of the Decent Homes Standard, housing hazards, HHSRS and Awaab's Law requirements, strengthened information about inspections, repairs and communication, and improved information about support available to residents and safety arrangements during repair works

5. Cabinet Report

How consultation was undertaken

Portsmouth Homes has a duty to consult residents and take account of resident views when developing housing policies. The draft Keeping Homes Safe and Decent Policy was made available for consultation between 22 July 2026 and 14 August 2026. Residents were invited to provide feedback through consultation workshops, written comments and consultation survey responses. The consultation sought views on the clarity of the policy, residents' understanding of the Decent Homes Standard, the management of housing hazards and the support available to residents.

Who responded

Feedback was received from residents through consultation meetings, written comments and survey responses. Residents generally supported the purpose of the policy and its focus on keeping homes safe, well maintained and free from hazards. Feedback focused primarily on improving clarity, simplifying technical language, explaining key housing terms and ensuring residents understand what support is available and what they can expect from Portsmouth Homes.

What the key themes were

The main themes raised during consultation were:

- Clarifying who the policy applies to, particularly in relation to leasehold and shared ownership homes.
- Using clearer, more resident-friendly language and reducing technical terminology.
- Explaining terms such as "thermal comfort" and other housing standards.
- Improving residents' understanding of the Decent Homes Standard and housing hazards.
- Providing clearer information about inspections, repairs and hazard management.
- Ensuring residents are kept informed throughout the process.
- Supporting residents who may be more affected by housing hazards because of age, disability, health conditions or personal circumstances.
- Making the policy easier to understand and implement in practice.

Residents were supportive of the overall purpose of the policy but wanted clearer explanations and reassurance about how housing hazards are managed, how repairs and inspections are prioritised and what support is available when issues are identified.

How feedback influenced the final policy

Resident feedback directly informed the final version of the policy.
Following consultation, the policy was amended to:

- Simplify and expand the Scope section so residents can better understand when the policy applies and Portsmouth Homes' responsibilities in relation to leasehold and shared ownership properties.

- Improve the use of plain English throughout the document and reduce the use of technical terminology.
- Add clearer explanations of key housing concepts, including what makes a home "decent" and what is meant by thermal comfort.
- Strengthen explanations of the Decent Homes Standard and the Housing Health and Safety Rating System (HHSRS).
- Improve information about the inspection process, reporting hazards and how Portsmouth Homes responds when concerns are identified.
- Add stronger commitments to keeping residents informed about inspections, repairs and next steps.
- Strengthen information about reasonable adjustments, support services and how individual circumstances are considered when assessing risks and determining actions.
- Review the overall structure and readability of the policy to make it easier to navigate and understand.
- Following resident consultation and internal review, the policy was further strengthened to provide greater clarity regarding housing hazards, the Housing Health and Safety Rating System (HHSRS), Awaab's Law requirements, support for vulnerable residents, arrangements for managing serious hazards and resident safety during remedial works. These amendments did not alter the policy's overall purpose but provided additional detail in response to internal review and regulatory expectations.

The final policy attached at Appendix A reflects the amendments made following resident consultation.

Where feedback was considered but did not lead to policy changes and why

All feedback received during consultation was reviewed and considered. Most consultation feedback resulted in improvements to policy wording, explanations, resident communication and accessibility. Some comments related to the practical implementation of the policy and service delivery arrangements rather than the policy itself. These comments were considered as part of the review and helped inform the way responsibilities, support arrangements and communication commitments are described within the policy.

Portsmouth Homes is committed to meaningful resident engagement. Consultation feedback has been considered in line with the Transparency, Influence and Accountability Standard, and residents have been informed how their views have influenced the final policy and decision-making process.

Portsmouth Homes

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Keeping Homes Safe and Decent Policy

Summary

This policy explains how Portsmouth Homes makes sure your home is safe and decent, how we identify and address housing hazards and how we meet our legal and regulatory responsibilities as a social landlord.

A “decent home” is the national minimum quality standard for social housing. We make sure the homes we manage meet this standard.

The Housing Health and Safety Rating System (HHSRS) is a method for identifying hazards in your home and lays out how we should manage this.

We maintain an up-to-date understanding of the condition of our homes through stock condition surveys, repairs data and safety checks. This allows us to identify issues early, prioritise work fairly and plan repairs, improvements and investment across our homes and buildings.

We also make it easy for you to report repairs and concerns, and we will keep you updated about what will happen next and when.

Effective date

23rd September 2026

Review

We will review this Policy every 3 years or when there has been an update to legislative, regulatory, best practice or operational changes.

Version

Version 1.0

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Keeping Homes Safe and Decent Policy

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Scope

This policy applies to homes owned or managed by Portsmouth Homes, including:

- Tenant homes
- Temporary accommodation
- The parts of leasehold and shared ownership buildings that Portsmouth Homes is responsible for, such as the structure, exterior and communal areas.

If you are a leaseholder or shared owner, this policy only applies to the parts of the building and services that Portsmouth Homes is responsible for under your lease or shared ownership agreement.

This policy does not apply to items that are the responsibility of leaseholders or shared owners, unless there is a risk to health and safety or to the wider building.

Any reference in this policy to “we”, “our” or “us” refers to Portsmouth Homes.

Any reference to “resident”, “customer” or “you” refers to a Portsmouth Homes tenant, leaseholder or shared owner.

When we refer to “our homes”, we mean homes owned or managed by Portsmouth Homes, including tenant homes, temporary accommodation, and landlord-owned parts of leasehold and shared ownership properties.

Why We Have This Policy

The purpose of this policy is to explain how we manage the condition of our homes and provide safe, well-maintained homes for residents.

This includes our commitment to maintaining up to date information about the condition of every home we manage. We do this through a rolling stock condition survey programme, to physically survey every home at least once every five years. We may inspect a home sooner where information suggests that its condition has changed or that a repair, improvement or safety concern may need attention.

The information we collect helps us identify repairs and improvements, plan future investment and make informed decisions about our homes. This supports the delivery of our Asset Management Strategy, which sets out our long-term approach to maintaining and improving our housing stock.

The policy sets out how we:

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- Understand and monitor the condition of our homes through inspections, surveys and data (stock condition)
- Keep residents safe and reduce health and safety risks
- Meet the Decent Homes Standard and other legal requirements.
- Plan and prioritise repairs, maintenance and improvements.
- Communicate clearly about what you can expect and how to report concerns
- Keep residents informed and make it easy to report repairs, hazards and concerns
- Use learning from complaints, resident feedback, audits and performance information to improve services

What is the Decent Homes Standard?

The Decent Homes Standard is the Government's minimum quality standard for social housing, set out in "A Decent Home: definition and guidance for implementation".

As your landlord, we aim to ensure the homes we own and manage meet or exceed the Decent Homes Standard and meet all relevant legal and regulatory requirements.

What makes a home "decent"?

A home is considered "decent" if it meets the following requirements:

- Is free from the most dangerous hazards that could affect health or safety.
- Is in a reasonable state of repair.
- Provides the facilities and services needed for everyday living.
- Is warm enough to live in comfortably.
- Is free from damp and mould*

We will keep our approach under review to reflect any changes in Government guidance or legal requirements.

*Free from damp and mould is classed as having no damp and mould present that falls within Housing Health and Safety Rating System Assessment A to H.

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Understanding the condition of our homes

We maintain an accurate, up-to-date understanding of the condition of our homes to help ensure they remain safe, meet the Decent Homes Standard and identify repairs or improvements that may be needed.

We assess homes using recognised standards and legal requirements, including the Housing Health and Safety Rating System (HHSRS) and relevant legislation relating to damp and mould, including Awaab's Law, to identify and manage potential hazards. We do this through stock condition surveys, repairs information, safety checks and inspections.

Stock condition surveys

We keep up-to-date information about the condition of all our homes by regularly checking them.

This includes routine inspections, extra checks where there may be a risk, and updates from repairs and safety checks.

A stock condition survey is an inspection of your home carried out by trained staff or contractors.

The survey helps us to:

- Understand the overall condition of your home
- Identify whether homes meet required standards
- Identify any health and safety concerns
- Understand when parts of your home may need repair or replacement

The information collected helps us build an overall understanding of the condition of our homes and identify any repairs, improvements or safety concerns that may need attention.

Any repairs identified will be managed in line with our Repairs and Maintenance Policy.

Stock condition information also helps us make best use of available resources by planning future investment programmes and component replacements before issues become more serious.

What we inspect

During an inspection, we may check a range of features, including:

- Key features inside your home (such as kitchens, bathrooms, doors and windows)
- The condition of the building (such as roofs, walls and drainage)
- Heating and hot water systems (where safe to do so) and signs of damp, mould or leaks
- Communal areas and shared parts of the building

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We will explain what we are checking and why. We will only carry out intrusive checks if they are necessary.

To help us identify and assess housing hazards, we use the Housing Health and Safety Rating System (HHSRS). This system underpins the Decent Homes Standard, Awaab's Law requirements and other housing safety legislation.

What is the Housing Health and Safety Rating System (HHSRS)?

The Housing Health and Safety Rating System considers a range of potential hazards that may affect a person's health or safety. These include damp and mould, excess cold or heat, fire, electrical hazards, falls, structural problems, asbestos, carbon monoxide, hygiene and sanitation concerns, and risks from unsafe facilities.

We will assess hazards in line with the HHSRS requirements and current government guidance.

Category 1 hazards

The most serious hazards are Category 1 hazards. Where a Category 1 hazard is identified, we will take prompt action to remove or reduce the risk as required by law. A home cannot be decent if it has a Category 1 hazard.

Category 2 hazards

Category 2 hazards are less serious but may still need action depending on the level of risk and how the issue affects those living in the home.

Types of hazards

The system considers 21 potential hazards, grouped into four broad categories:

Category	Examples
Conditions that can affect physical health	Damp and mould, excess cold, excess heat, asbestos, carbon monoxide, indoor pollutants
Conditions that can affect wellbeing	Noise, crowding and space, entry by intruders, lighting
Risks linked to hygiene and infection	Domestic hygiene, food safety, personal hygiene, sanitation and water supply
Accident and safety risks	Falls, fire, electrical hazards, explosions, structural collapse and falling elements

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Managing Health and Safety Hazards

We aim to prevent hazards before they become serious problems by maintaining our homes, carrying out inspections and safety checks, planning improvements and responding to repairs.

Hazards may also be identified when residents report concerns, during home visits, inspections or surveys, or when issues are noticed by our staff or contractors. Staff and contractors visiting residents' homes are expected to report concerns that may present a health or safety risk, even if the visit was arranged for another purpose.

How we assess risks

When assessing homes, we use recognised methods and guidance, including the Housing Health and Safety Rating System (HHSRS), to help identify potential hazards and determine whether action is required.

Where hazards are identified, we will assess the level of risk and decide what action is required, taking account of legal and regulatory requirements.

We will take account of the circumstances of the household, including any health conditions, disabilities, support needs or other factors that may increase the impact of the hazard.

How we put things right

Where a hazard is identified, or if your home does not meet the Decent Homes Standard, we will take appropriate action.

Depending on the circumstances, this may include temporary safety measures, repairs, specialist inspections, improvements to the property or other actions to make the home safer.

We will prioritise the most serious cases and keep residents informed throughout the process.

What happens when you report a hazard

When you report a hazard, we will assess the issue and decide what action is needed.

If there is an immediate risk to health or safety, we will treat it as an emergency repair and respond in line with our Repairs and Maintenance Policy

Depending on the circumstances, we may need to visit your home, review photographs or videos, carry out inspections or seek advice from specialists to better understand the issue and identify the most appropriate solution.

We will keep you informed about what we are doing, what happens next and any actions that may be required.

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Awaab's Law

We will comply with Awaab's Law and the legal timescales that apply when we become aware of a potential emergency or significant hazard in your home.

We will keep you informed throughout the process and maintain records of actions taken.

The hazards covered by Awaab's Law are being introduced in phases. We will update our procedures and services when additional legal requirements come into force.

Further information about how we respond is set out in our Damp and Mould Policy, Repairs and Maintenance Policy and relevant operational procedures.

Supporting residents affected by hazards

Some residents may be more affected by housing hazards because of their age, disability, health condition or personal circumstances. Where relevant, we will take these factors into account when assessing risks, communicating with residents and deciding what action is required. We will consider reasonable adjustments and work with support services, carers, social workers, health professionals or other relevant agencies where appropriate.

Keeping residents safe during repairs

If a property cannot be made safe immediately, we will consider temporary measures to reduce risk.

Where necessary, we may provide or arrange suitable alternative accommodation while works are carried out.

Each case will be assessed individually, taking account of the nature of the hazard, the needs of the household and how any repair or improvement works may affect residents living in the property.

Where appropriate, we will work with you to identify suitable arrangements while works are completed.

We will communicate clearly with you about any temporary safety arrangements and expected timescales.

Other repair issues

Some issues may not mean a home fails the Decent Homes Standard, and may not have any HHSRS hazards, but may still require repair or replacement based on condition, safety or lifecycle. These will be addressed through our repairs and planned maintenance programmes.

We plan and manage work using information from inspections, repairs and safety checks.

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When deciding what work to do and when, we consider:

- The risk to residents' health and safety
- The condition of the home
- Whether the issue could get worse
- How we can carry out work efficiently and provide value for money

This helps us make fair and consistent decisions across all homes.

Access to your home

We will need access to your home to inspect its condition, investigate concerns, carry out repairs, or complete maintenance and improvement works. Providing access helps us keep homes safe, well maintained and in good condition.

When access is required, we will:

- Give reasonable notice wherever possible.
- Explain why access is needed.
- Consider any reasonable adjustments required to meet your needs.

As per your tenancy agreement, residents must allow reasonable access for inspections, safety checks, investigations and repairs If access cannot be agreed or is repeatedly refused, we will manage this in line with our Working Together - Portsmouth Homes Access Policy.

In emergencies, or where there is a serious risk to health, safety or property, we may need to enter a home without notice where this is permitted by law and the terms of the tenancy or lease agreement.

Where possible, we will explain what we plan to do, why the work is needed, and what you can expect next.

Our Responsibilities

We will:

- Ensure all homes meet statutory safety requirements, including asbestos, gas, electrical, fire, water hygiene and lift safety, and maintain clear records of compliance.
- Ensure homes meet the Decent Homes Standard
- Provide an effective and timely repairs and maintenance service
- We will complete repairs and safety works within published timescales set out in our Repairs and Maintenance Policy, based on urgency and risk.
- Identify and act on health and safety risks

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- Maintain systems for identifying and managing housing hazards
- Support residents to access adaptations services where needed in line with relevant policies
- Communicate clearly about the service you can expect

This means you can expect:

- A safe home that meets legal standards
- Clear communication about repairs and improvements
- Action on safety issues without delay
- Opportunities to influence how services are delivered

Your Responsibilities

We ask that you:

- Allow reasonable access for inspections, repairs and improvements
- Report issues (such as leaks, damp or mould) as soon as possible
- Tell us if you need any support or reasonable adjustments to help you access our services
- Tell us if there are any changes that may affect access to your home

Monitoring and Continuous Improvement

We regularly monitor the condition of our homes, how repairs and improvements are delivered, and how we manage health and safety risks. We use performance information, inspections, resident feedback and complaints to identify opportunities for improvement and ensure we continue to meet our legal and regulatory responsibilities.

Your voice

We provide residents a wide range of meaningful opportunities to engage, influence and scrutinise the Landlord Strategies, policies and services, to include participation in regular resident meetings and give feedback on services and policies.

If you would like to be included in future resident engagement focus groups and would like to know how to get involved, please contact us for more information:

You can contact our team by:

- Email: **housing.engagement@portsmouthcc.gov.uk**
- Phone: 02392 834835

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- Website: visit the **Resident engagement and community resources on our website**

What have we done to make sure this Policy is fair?

We completed an Integrated Impact Assessment (IIA) to consider the positive and negative impacts this Policy may have on people with protected characteristics under the **Equality Act 2010**. This Policy should have direct and positive equality and diversity impacts.

Regulation and legislation

We recognise the variety of legislation, and we will continue to monitor relevant legal guidance. The list below reflects some of the existing legal framework and relevant publications:

- **Social Housing (Regulation) Act 2023**
- Housing Act 2004 (including the Housing Health and Safety Rating System)
- Landlord and Tenant Act 1985
- Homes (Fitness for Human Habitation) Act 2018
- Building Safety Act 2022
- Environmental Protection Act 1990
- The Regulator of Social Housing's Consumer Standards (including the Safety and Quality Standard)
- Defective Premises Act 1972
- Regulator of Social Housing Transparency, Influence and Accountability Standard
- Housing Ombudsman Complaint Handling Code
- Awaab's Law and associated regulations
- Decent Homes Standard

Related documents

This policy should be read in conjunction with:

- **Portsmouth Homes policies, strategies and reports**
- Tenancy Agreement / Leasehold Agreement

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How to feedback

If you have any questions around the policy or would like to know more about its application, please contact the relevant service in the first instance.

You can get this policy in large print, braille, audio or in another language by contacting your Housing Office. More information is available **translation, interpreting and audio information**.

Compliments

To help us provide the best service we can. We would like to hear customer views on the services that they use. If the customer is pleased with a member of staff or service, please let us know.

- Telephone: 02392 606383
- Email address: **HNBLandlordComplaints@portsmouthcc.gov.uk**

Complaints

If a customer is unhappy, they can refer to our Landlord Complaints Policy.

- Online complaint form at **Make a housing complaint**
- Telephone: 02392 606383
- Email address: **HNBLandlordComplaints@portsmouthcc.gov.uk**

Housing Ombudsman Service

If a customer is unhappy, they can contact the Housing Ombudsman Service for advice and guidance at any time.

- Online complaint form on **the Housing Ombudsman Service website**
- Telephone: 0300 111 3000
- For more information, visit **Housing Ombudsman's Complaint Handling Code**

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Form name	Integrated Impact Assessment
Reference	IA863333112
Date	06/08/2026

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Policy details

Directorate	PCC Housing, Neighbourhood and Building Services
Service, function	Asset Management
Title of policy, service, function, project or strategy	Keeping Homes Safe and Decent Policy
Type of policy, service, function, project or strategy:	New
What is the aim of your policy, service, function, project or strategy?	The policy outlines how Portsmouth Homes makes sure homes are safe, decent and well maintained. The policy supports the Regulator of Social Housing Consumer Standards. The Policy is a part of the overall aim of achiveing a C1 rating from the Regulator of Social Housing.
Has any consultation been undertaken for this proposal?	Yes
What were the outcomes of the consultations?	Staff consulted , and Resident Focus group Feedback was conduced July 26.
Has anything changed because of the consultation?	Yes
Please provide details	Simplified the scope wording and explained terms such as thermal comfort. Reviewed the wording throughout the policy and used clearer, more resident-friendly language where appropriate.
Did this inform your proposal?	Yes
Please provide details	Simplified the scope wording and explained terms such as thermal comfort. Reviewed the wording throughout the policy and used clearer, more resident-friendly language where appropriate.

Equality Impact Assessment

Confirm you've watched the webinar	☑
With the above in mind and following data analysis, who is the policy, service, function, project or strategy going to benefit or have a detrimental effect on and how?	The policy will benefit all residents living in Portsmouth Homes properties as it seeks to ensure ALL homes are safe and decent.
Will any of those groups be affected in a different way to others because of your policy, project, service, function, or strategy?	No
If you are directly or indirectly discriminating, how are you going to mitigate the negative impact?	Surveyors will take reasonable steps to understand the circumstances of the tenant,including any vulnerabilities of the household which could worsen the potential impact of a hazard such as age, health conditions or disability.
Who have you consulted with or are planning to consult with and what was/will be your consultation methodology?	We have consulted with the resident repairs focus group providing a draft version of the policy prior to a consultation meeting in July 2026
How are you going to review the policy, service, project or strategy, how often and who will be responsible?	There is an HHSRS panel, chaired by the Head of Building Repairs which incudes appropriate Heads of Service from Building s and Housing. A new Asset Management Panel, attended by the appropraue Heads of service and manager, will be set up to oversea the Asset Management Strategyu which included the Stock condition surveys vital to the successful implementaion of the this policy. The panels wil meet quarterly and have oversight of the process, any changes to legislation,and the effectiveness of the policy.

Crime

This section is not applicable to my policy	☑

Housing

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?	The policy will ensure that Portsmouth Homes continue to provide properties that are of good quality and building defects are addressed.
How are you going to measure/check the impact of your proposal?	Staff will recieve training in identifying and evaluation HHSRS hazards. All stock will be surveyed by the end of 26/27 FY, and then every property will have a full Stock Condition Survey carried out every 5 years. Staff and contractors who regulalry attend properties have received and will continue to receive training in identifying hazardas and defects, and how to address them.

Health

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?	A 'decent' home can have a significant positive impact on the health and wellbeing of the residents. By ensuring that Portsmouth Homes properties meet the Decent Homes Standards, and are free from Category 1 HHSRS hazards, we can make a positive contribution to the quality of life for all Portsmouth Homes Residents.
How are you going to measure/check the impact of your proposal?	The HHSRS and Asset Management Panels will have oversight of the proces by reviewing performance measures and reviewing comments and complaints from residents

Income

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?	A properly maintained home, with functioning services needed for daily living that is free from damp and mould, is easier to maintain. If any issues are identified during a survey, we can provide advice including directing residents to sources of information and support on energy savings if they have difficulty in heating their home.
How are you going to measure/check the impact of your proposal?	The panels will periodically link in with the Energy Team who measure the referrals they receive and the support provided to residents

Carbon emissions

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts and maximise any positive impacts?	EPCs are carried out as part of the Stock Condition surveys. These will identify measures that could be undertaken to improve energy efficiency and reduce carbon emissions. Having a comprehensive data set on the whole stock wil help inform the enrgy team on strategies and projects to help reduce the carbon footprint of the whole stock
How are you going to measure/check the impact of your proposal?	The stock data collected can be analysed by the various teams within buildings including the energy Team and the Projects team. This could help for example, with planning for schemes to provide more efficient heating systems.

Energy

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?	EPCs are carried out as part of the Stock Condition surveys. These will identify measures that could be undertaken to improve energy efficiency and reduce carbon emissions. Having a comprehensive data set on the whole stock wil help inform the enrgy team on strategies and projects to help improve the energy efficiency of the whole stock. By ensuring all services to the property, eg water supplies are intact and functioning correctly, waste can be reduced.

How are you going to measure/check the impact of your proposal?	The stock data collected can be analysed by the various teams within buildings including the energy Team and the Projects team. This could help for example, with planning for schemes to provide more efficient heating systems

Climate change

This section is not applicable to my policy	☑

Natural environment

This section is not applicable to my policy	☑

Air quality

This section is not applicable to my policy	☑

Transport

This section is not applicable to my policy	☑

Waste management

This section is not applicable to my policy	☑

Culture and heritage

This section is not applicable to my policy	☑

Employment and opportunities

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?	By providing training to Portsmouth Homes Staff and partner contracting staff we ensure they have the skills and knowledge to meet the aims of the policy. By ensuring training is kept up to date with changing legislation, we ensure a workforce competent to carry out thier duties and increase job satisfaction and staff retention.
How are you going to measure/check the impact of your proposal?	The panels will review the following key areas and implement changes required to processes, policies or communication to residents as appropriate including training provided to staff and information provided to residents.

Economy

This section is not applicable to my policy	☑

Social value

This section is not applicable to my policy	☑

Summary

Who was involved in the Integrated impact assessment?	Dean Pickett - Asset Manager
Name of person completing this form	Dean Pickett

Date of completion	06/08/2026

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THIS ITEM IS FOR INFORMATION ONLY
(Please note that "Information Only" reports do not require Integrated Impact Assessments, Legal or Finance Comments as no decision is being taken)

Title of meeting:	Cabinet Member for Housing and Tackling Homelessness
Date of meeting:	23rd September 2026
Subject:	Portsmouth Homes: Buildings Data Quality and Governance
Cabinet Member:	Councillor Darren Sanders - Cabinet Member for Housing and Tackling Homelessness
Report by:	James Hill - Director of Housing, Neighbourhood and Building Services
Report Author:	Adam Hardwick - Assistant Director Buildings
Wards affected:	All

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1. Purpose

1.1. This report provides the Cabinet Member for Housing and Tackling Homelessness with assurance on the arrangements used by Building Services to manage, validate and govern its data.

1.2. It explains the regulatory context and summarises the controls, quality checks and governance arrangements that support accurate, complete and reliable performance reporting.

1.3. The report covers data relating to approximately 15,500 socially rented homes managed by Portsmouth Homes. Its scope includes statutory compliance and other key areas of Building Services performance:

- Electrical
- Gas
- Fire
- Asbestos
- Legionella (Water)
- Lifts (LOLER)
- Damp and mould
- Stock Condition Surveys (including Housing Health & Safety Rating System)
- Building Repair Categories
- Capital Projects

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2. Background

2.1. The Social Housing (Regulation) Act 2023 and the Consumer Standards effective from April 2024 have increased the expectations placed on social landlords. Landlords must maintain robust systems and controls so that information used to protect residents, manage homes and report performance is accurate, current and supported by evidence.

2.2 The Safety and Quality Standard requires registered providers to maintain an accurate, up-to-date and evidenced understanding of the condition of their homes. This information must reliably support the provision of good-quality, well-maintained and safe homes.

2.3 Providers must use property-level stock condition data to inform:

a) compliance with health and safety legal requirements
b) compliance with the Decent Homes Standard
c) delivery of repairs, maintenance and planned improvements to homes

2.4 The Transparency, Influence and Accountability Standard also requires landlords to publish Tenant Satisfaction Measures annually. Several measures are directly relevant to Building Services, including residents' satisfaction with repairs and the safety of their homes, together with reported performance across statutory compliance areas.

2.5 Building Services must therefore apply effective controls throughout the data lifecycle—from collection and validation to storage, analysis and reporting. These controls, supported by clear governance and independent assurance, provide confidence that reported information can be relied upon.

3. Data Quality

3.1 Building Services has reviewed how data is collected, validated, entered into operational systems, monitored, extracted and reported. The review also considered the controls used at each stage to identify errors, resolve exceptions and maintain an auditable record.

3.2 Appendices A to I contain process guides for the areas listed in section 1.3. Although tailored to each function, the guides consistently set out:

- the source, ownership and purpose of the data;
- validation checks completed before information is loaded;
- the method used to record and reconcile data within Portsmouth Homes systems;
- ongoing operational checks, exception management and audit arrangements;
- the controls applied when data is extracted and reported; and
- the use of independent review to test data accuracy and the effectiveness of controls.

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3.3 Each guide is maintained as a live controlled document and reviewed regularly. Updates reflect operational changes, audit findings, system improvements and lessons learned, helping to ensure that documented controls remain aligned with practice.

3.4 Collectively, the guides provide a consistent control framework based on:

- Accurate data entry and verification.
- Multiple layers of auditing.
- Performance monitoring through dashboards.
- Clear governance and escalation routes.
- Continuous improvement through automation and learning.

4. Data Governance

4.1 The controls described in section 3 are supported by a layered governance framework, illustrated in Figure 1. This provides operational oversight, strategic challenge, clear escalation routes and democratic scrutiny.

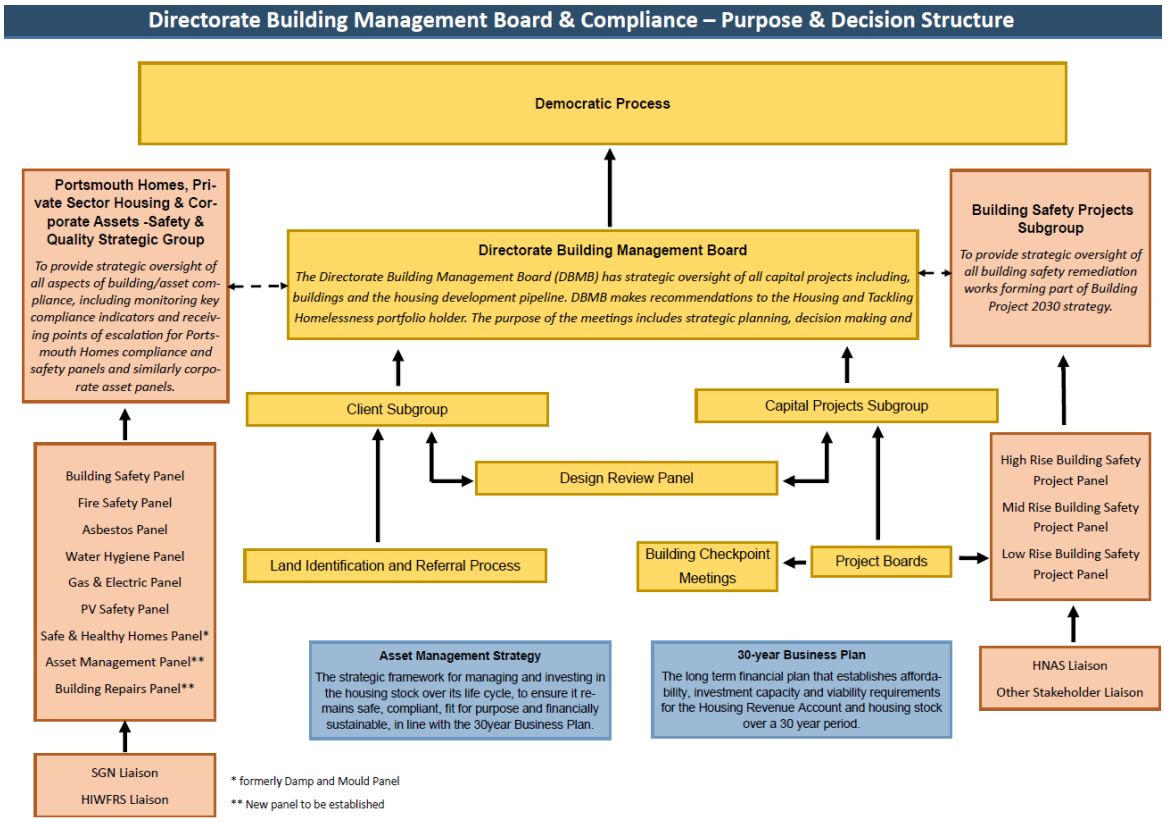

Figure 1. Buildings Governance Structure

4.2 Each functional area listed in section 1.3 reports to a dedicated panel or subgroup meeting monthly or quarterly, according to risk and operational need. These forums review performance measures, exceptions, data quality findings, audit outcomes and corrective actions. They also monitor whether lessons learned have been embedded and whether further escalation is required.

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4.3 The relevant panels and subgroups are:

- Building Safety Panel
- Fire Safety Panel
- Asbestos Panel
- Water Hygiene Panel
- Gas & Electrical Panel
- Safe & Healthy Homes Panel
- Asset Management Panel
- Building Repairs Panel
- Capital Project Subgroup

4.4 The Safety and Quality Strategic Group sits above the functional panels. Chaired by the Director of Housing, Neighbourhood and Building Services, it includes the Assistant Director of Buildings and relevant Heads of Service.

4.5 The group provides strategic oversight of compliance, building safety, asset management and related performance. Significant concerns can be escalated to the Corporate Governance Group, ensuring that material risks receive appropriate corporate scrutiny and action.

4.6 Member oversight is provided through monthly performance briefings to the Cabinet Member for Housing and Tackling Homelessness. The Assistant Director of Buildings and relevant Heads of Service present data across the functional areas, explain changes in performance and respond to challenge.

4.7 Quarterly reporting to the Governance, Audit and Standards Committee provides further scrutiny of performance trends and the underlying data. Briefings with the Cabinet Member support informed consideration of results, emerging risks and any action required.

4.8 Building Services data also supports policy development, budget setting and formal Housing and Tackling Homelessness reports. These reports are subject to review and scrutiny by resident representatives, opposition Members and the Cabinet Member.

4.9 Performance information is shared with residents through the Resident Consortium and the Buildings Resident Focus Group. These forums support transparent reporting and targeted discussion of service performance and improvement priorities.

4.10 Internal audit undertake a range of audits throughout each financial year and will where appropriate look at data quality. Internal audit have also been commissioned to focus on data assurance the plan set out below will create a formal arrangements to create third party assurance on an ongoing basis.

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5. Future Development

5.1 Building Services is implementing TCW, a specialist compliance assurance platform designed to strengthen the management, validation and monitoring of compliance data.

5.2 The platform will analyse uploaded compliance documents and certificates against relevant legal requirements, regulatory standards and configured validation rules. Missing, inconsistent or potentially non-compliant information will be flagged for review.

5.3 This will add a further layer of automated assurance, increase the volume and consistency of validation checks and enable staff to focus on exceptions, corrective action and learning. Issues identified can be directed promptly to the relevant team or contractor and tracked through to resolution.

5.4 Phase 1 of Awaab's Law came into force on 27 October 2025 and covers all emergency hazards and significant damp and mould hazards. Subject to Parliamentary approval, Phase 2 is due to take effect on 30 November 2026 and extend the significant-hazard requirements to excess cold, excess heat, falls, structural collapse, fire and explosions, electrical hazards and domestic hygiene.

5.5 Portsmouth Homes is updating its damp and mould policy and associated procedures to reflect the phased requirements of Awaab's Law. Data quality, case monitoring and governance controls will be reviewed alongside this work. The existing Damp and Mould Panel will become the Safe and Healthy Homes Panel, reflecting its broader remit.

5.6 Governance coverage is also being broadened through dedicated Asset Management and Building Repairs panels. These will provide structured oversight of stock condition data, repairs and voids performance, associated risks and improvement actions.

5.7 Following independent reviews by Campbell Tickell and 3C Consultants, Portsmouth Homes is developing a programme of recurring external assurance across the areas listed in section 1.3 and for Portsmouth Homes Housing Services. This will provide additional challenge, test the effectiveness of controls and support continued improvement.

5.8 Resident-facing reporting will be strengthened through a Buildings Performance Dashboard on the Portsmouth Homes website. This will make key performance information more accessible and improve transparency.

5.9 Wider work on data quality and governance continues across Portsmouth Homes. Six-monthly Cabinet reports are planned to provide overarching assurance on compliance and building repairs performance.

5.10 These developments will be delivered in phases over the next 12 months, with progress monitored through the governance arrangements described in section 4.

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……
Signed by: **James Hill - Director of Housing, Neighbourhood and Building Services**

Appendices:

Appendix A - Electrical
Appendix B - Gas
Appendix C - Fire
Appendix D - Capital Projects
Appendix E - Asbestos
Appendix F - Legionella (Water)
Appendix G - Lifts (LOLER)
Appendix H - Damp and mould
Appendix I - Stock Condition Surveys
Appendix J - Repairs

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location
Regulator of Social Housing - Safety & Quality Consumer Standard	April_2024_-_Safety_and_Quality_Standard_FINAL.pdf
Regulator of Social Housing - Transparency, Influence & Accountability Standard	April_2024_-_Transparency__Influence_and_Accountability_Standard_FINAL__1_.pdf

……
Signed by: **Councillor Darren Sanders - Cabinet Member for Housing and Tackling Homelessness.**

Portsmouth Homes

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Portsmouth Homes

EICR - Data Governance

August 2026

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Portsmouth Homes

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Document Control Information

Document Control Information	
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Authors:	Building Repairs Manager- Portsmouth City Council (Housing Neighbourhood and Building Services)
Approval:	Head of Compliance- Housing, Neighbourhood and Building Services
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Applicability:	This procedure is applicable to all council employees, Local Authority maintained schools and other services within Council owned and/or occupied buildings where the Council is the duty holder for legionella.
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Document Review and Change Log Information

Document Review and Change Log			
Version	Date of Amendment	Amended By	Amendment Detail
1.0	August 2026	Head of Building Repairs	Original document

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1. Purpose of this Document

1.1.1. The purpose of this document is to outline PCC's routine checks, processes and procedures for managing Electrical Inspection Condition Certificates (EICRs) to ensure that all data and records held by PCC are both accurate and correct.

1.1.2. Portsmouth City Council's responsibility is to carry out an EICR to all properties at least every 5 years or sooner if there is a change of tenancy.

1.1.3. The aim of this document is to implement a process to ensure that all EICRs and associated documentation is completed and stored correctly and in compliance with relevant legislation by:

- Checking that the quality of EICRs being completed.
- Ensuring data is uploaded to the database correctly.
- Completing internal audits of EICRs and related works.
- Complying with any internal or external audits

1.1.4. The following legislation, policies and guidance documents are applicable to this procedure:

- Housing Act 2004
- Social Housing (Regulation) Act 2023.
- Landlord and Tenant Act 1985
- The Electricity at Work Regulations 1989
- The Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025

2. Scope and Governance Principles

2.1 Service Covered

2.1.1 This procedure applies to the management of Electrical Installation Condition Reports (EICRs) for Portsmouth Homes residential properties and communal areas where Portsmouth City Council has responsibility for maintaining electrical safety. It covers the scheduling and completion of EICR inspections, the recording and storage of certificates, the management of remedial works arising from inspections, compliance monitoring, data quality assurance, performance reporting, audit activities, and governance arrangements.

2.1.2 The procedure ensures that EICR records are accurate, up to date and maintained in compliance with statutory electrical safety requirements, enabling the Council to demonstrate ongoing compliance and effectively manage electrical safety risks across its housing stock.

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3. Roles and Responsibilities

Role	Responsibility
Contractor	Complete EICRs in order of certificate expiry, ensure inspections are undertaken at least every five years, upload certificates to the database, create stock records, and raise repairs for any recommended remedial actions.
Electrical Qualified Supervisor	Review and sign completed EICRs before they are uploaded to the database.
Repairs Contract Service Manager	Manage the EICR programme, monitor performance, oversee contractors, undertake data quality reviews, and ensure remedial actions are tracked and completed. Monitor EICR performance, review audit findings, manage identified risks, support internal audit activity, and drive service improvements
NICEIC External Auditor	Undertake independent technical audits of EICRs, assess certificate quality and issue audit outcomes and recommendations.
Portsmouth Homes Gas and Electric Safety Panel	Oversee electrical safety compliance, legislative changes, policy effectiveness, risks, complaints and lessons learned.

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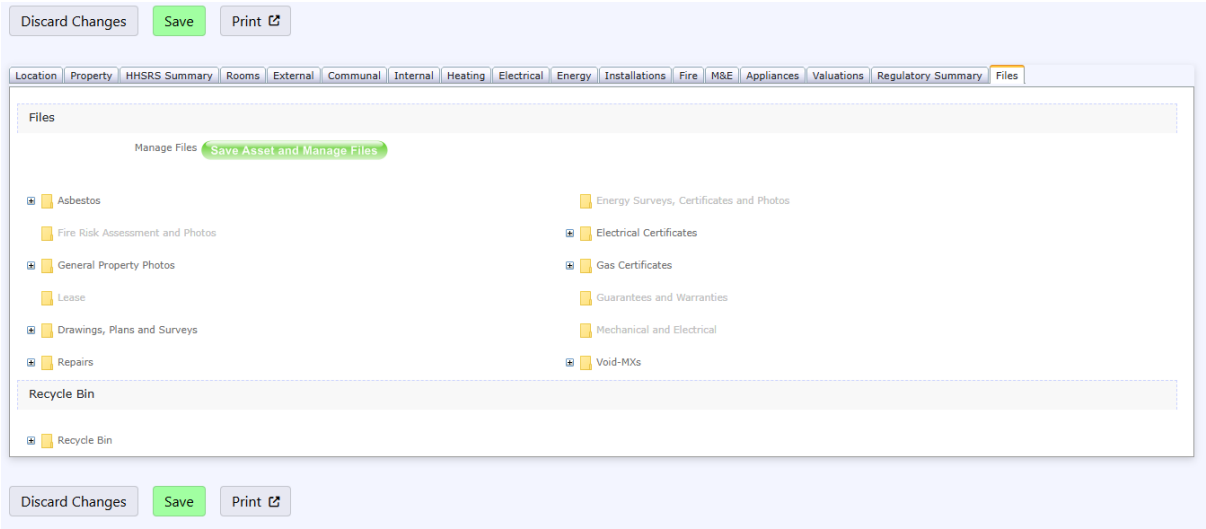
4. EICRs

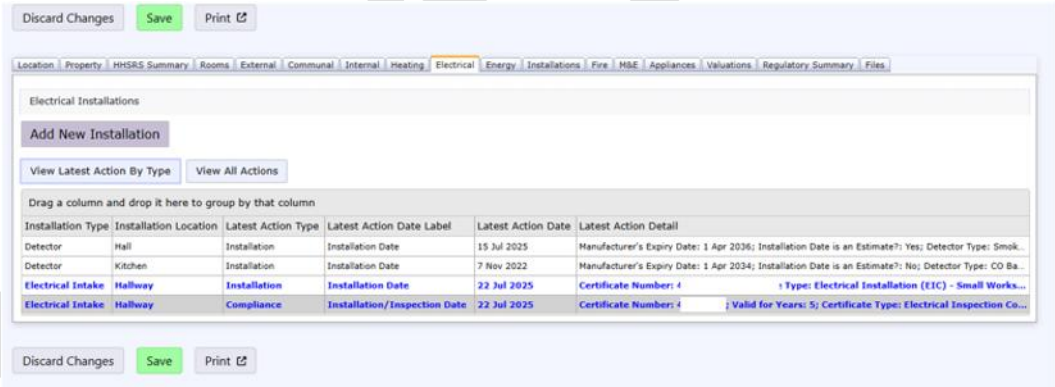
4.1. Contractor Responsibilities

4.1.1. The contractors complete the required EICRs, working in order of expiry from soonest to furthest, ensuring that no more than 5 years pass between EICRs. Once the EICR has been completed, the document is checked by an Electrical Qualified Supervisor, signed, and uploaded to the Building Repairs and Maintenance database through the files tab on the stock section.

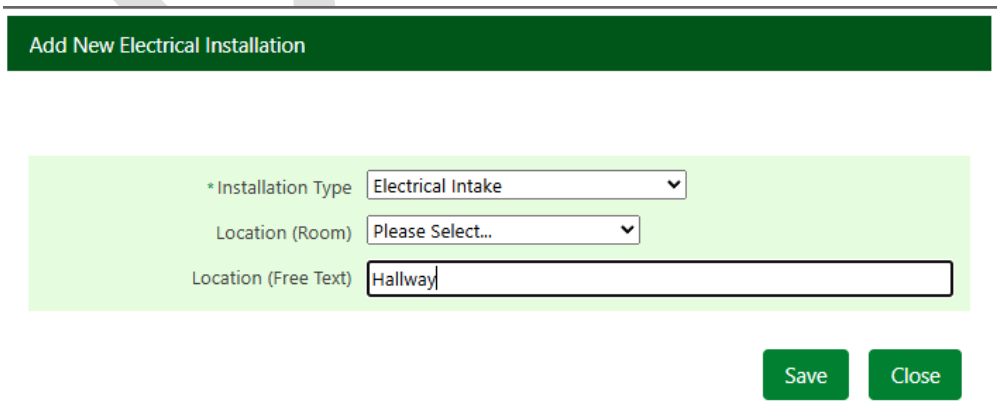


Certificates are uploaded by clicking the Save Asset and Manage Files button and selecting the Electrical Certificates Folder.

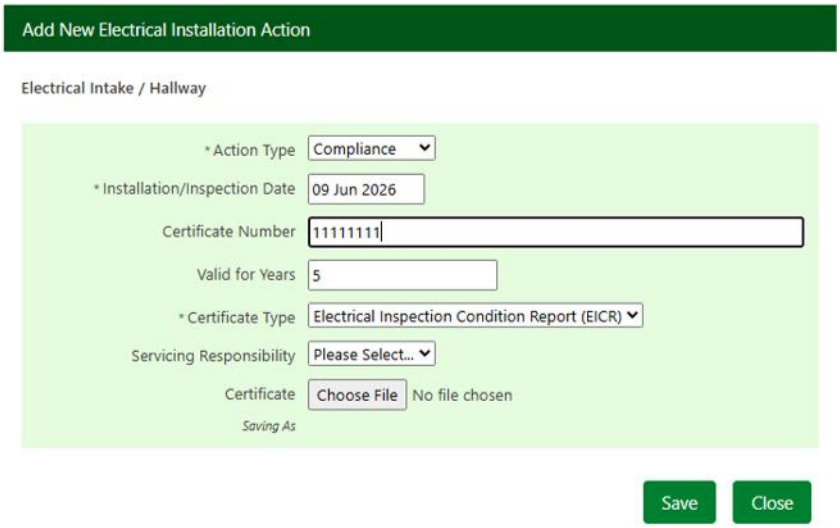
4.1.2. The Stock section of the property on the database is then updated, adding an installation to log the EICR, including the date of inspection, the certificate number, and how long the certificate is valid for.



EICR installations are added through the electrical tab by clicking Add New Installation



Installation Type is set to Electrical Intake



Action type is set to Compliance, other fields are filled in accordingly

4.1.3. To record recommendations for remedial works on the database, a repair is raised with the keyword EICR Remedials. Further details on EICR Recommendations can be found in the document Database Guides- EICR recommendations.docx.

5. Managing EICR Performance

5.1. Dashboard

5.1.1. The Domestic EICR Compliance Power BI dashboard is utilised in monitoring compliance, review and performance of all EICRs.

5.1.2. The dashboard highlights performance such as number of compliant and non-compliant properties and overall compliance percentage, with filters including service providers and how long the certificate has been expired for.

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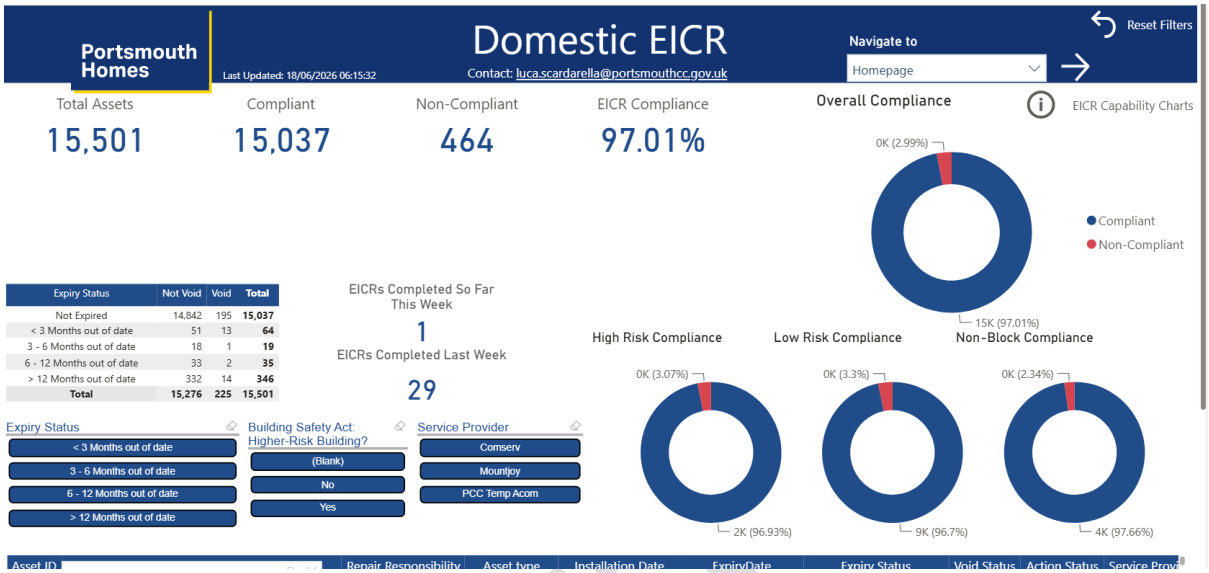
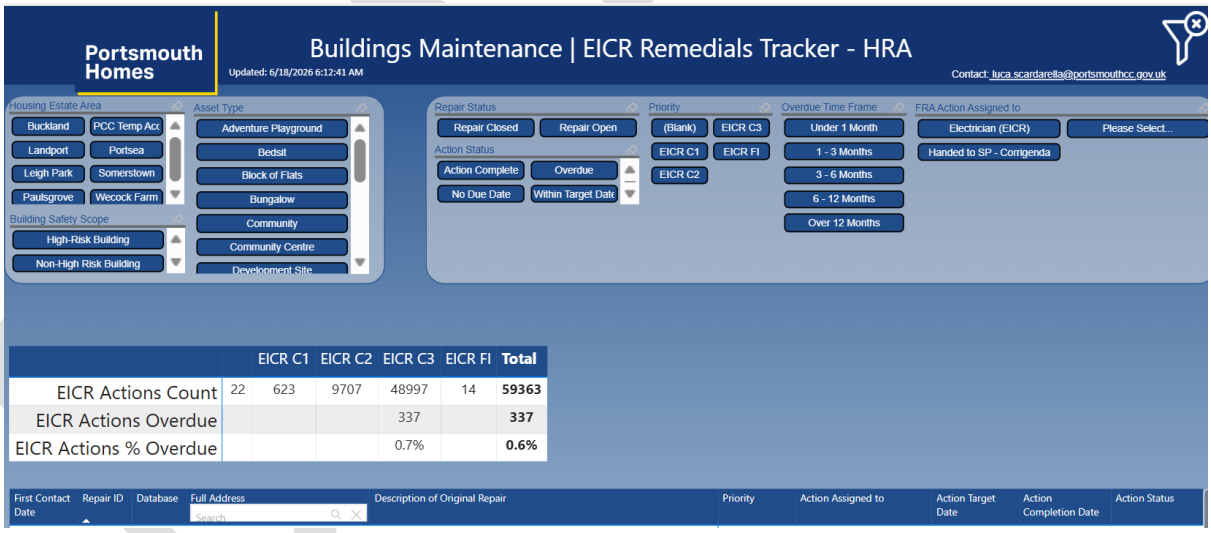


5.1.3. Remedial works can be tracked through the EICR Remedials dashboard. The dashboard includes filters such as Housing Estate Area, Building Safety Scope and Action Status (Overdue, Within Target date) and provides visibility of remedial actions across HRA and GRA stock.



5.1.4. The Property360 Dashboard tracks access issues across PCC's HRA Dwelling Stock, providing information on EICRs, Gas Safety, HHSRS Hazards and more. The dashboard helps to identify any properties which are particularly difficult to gain access to. In addition to this, no access appointments are recorded on repairs, and there is an EICR letter stage process in place with service providers culminating in a final EICR letter, after which the repair is handed back to PCC for the Housing Management team to arrange an appointment.

Audits

5.2. EICR Certificate Stock Data

5.2.1. To check the stock data quality an administrative task has been introduced to quality check a random selection of EICRs each month. The certificate is checked to ensure the address listed is correct and that the certificate was uploaded to the correct property on the database. The certificate is also checked to ensure that the assessment is Satisfactory, and if not, that the correct actions have been taken to rectify this.

5.2.2. The stock installation is checked to ensure that the EICR is logged on the database, and the information such as certificate number and date is correct. If any recommendations are identified, the Repairs section of the database is checked to ensure any corresponding actions have been raised as part of an EICR Remedials repair.

5.2.3. The Next Inspection Date is checked on both the certificate and the stock installation (Valid for Years field) to ensure that they are consistent.

5.2.4. Any detail on smoke detectors found on the certificate is checked on the database, for example if the certificate states that a new smoke detector was installed then this should be reflected on the database under the Electricals tab in the stock section.

5.2.5. Once the audit is complete, the keyword 'Audited' is added to the EICR repair on the database.

5.3. Compliance Service Review

5.3.1. The EICRs (domestic and communal) are undertaken by the repairs and maintenance service providers and managed by the Building Repairs Service. The Compliance Service have oversight of the process and will undertake random audits and reviews of the EICR programme to ensure that they are undertaken in accordance with the Portsmouth Homes Electrical Safety Policy and electrical guidance.

5.4. External Audit

5.4.1. To ensure the quality of the EICR technically, NICEIC are employed to audit a random selection of EICRs across all service providers. Their checks include several points relating to the quality of the certificate, including basic details such as contractor and client, correct summary of electrical installations, all details in the certificate being filled out correctly, and whether all observations were recorded. After scoring against each point, the EICR is given an overall Audit Outcome- either 'Satisfactory', 'Satisfactory with Minor Errors' or 'Unsatisfactory'.

5.4.2. The outcome of the NICEIC audits are feedback to the service providers as appropriate at the monthly operational or strategic contractor plans, early warning notices are raised if significant issues highlighted that impact on compliance or the cost of the contract and are managed through the contract risk register.

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5.5. Internal Audit

5.5.1. All services within PCC are subject to an internal audit which are typically aimed to be completed every five years.

5.5.2. PCCs Compliance Manager, Building Repairs Manager and senior managers of the Compliance and Building Repairs Service work with internal audit to resolve issues and actioned identified.

5.5.3. All actions from internal audits are recorded in an action log for monitoring and learning purposes by the Gas and Electric Safety Panel.

5.5.4. The outcome of audits carried out by the PCC Internal Audit Team are shared at the Portsmouth Homes Gas and electric Safety Panel and at the contractor operational and Core Group meetings.

6. Governance

6.1. EICR Meeting

6.1.1. Building Repairs service meet monthly to assess the current damp and mould repair performance and discuss any issues. The meeting agenda includes

- Dashboard Performance Review
- Damp and Mould Demand
- Policy and Processes

6.2. Portsmouth Homes Gas and Electric Safety Panel

6.2.1. The panel will coordinate and communicate response to electrical safety across all Housing, Neighbourhood and Building teams to ensure risks are managed consistently and are appropriately resourced, complying with all legislation and providing appropriate information to residents, staff and contractors. The panel will have oversight of the process, changes to the legislation and effectiveness of the electrical safety policy.

6.2.2. The panel will review key areas and implement changes required to processes, policies or communication to residents as appropriate:

6.3. Portsmouth Homes, Private Sector Housing and Corporate Assets Safety and Quality Strategic Group

6.3.1. Housing, Neighbourhood and Buildings quarterly strategic meeting of Directors and Heads of Service to provide an oversight of all aspects of building compliance by reporting on and escalating key issues discussed at the directorate safety panels.

6.4. Corporate Governance

6.4.1. Quarterly return regarding damp and mould performance with RAG rating to reflect current position and trend assessment to compare the quarterly reported performance with previous quarters.

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6.5. Cabinet for Housing and Tackling Homelessness

6.5.1. Monthly briefing and presentation to the Cabinet Member for Housing and Tackling Homelessness to discuss monthly performance and highlight any issues impacting on performance and any plans to address performance.

7. Future Development and Learning

7.1. Future Development

7.1.1. Accredited training courses are being explored to provide additional assurance that the surveyors are appropriately trained to assess damp and mould cases.

7.1.2. The Compliance Workbook (TCW) is being procured to automate the process of uploading and assessing the quality of EICRs undertaken by the service providers. EICR certificates will be uploaded to TCW's portal. The data is extracted from the certificate and will be sent to be automatically uploaded to PCC's database. Any issues such as unrecognised installation types will be flagged for review on the TCW dashboard and actioned accordingly. This should reduce any data input errors and clearly identify any issues which can then be actioned. The software will also highlight any required repairs following an EICR, which will then be manually raised on the database.

8. Review of Document

8.1.1. This process will be reviewed as a minimum annually. It will also be reviewed if there is reason to believe that circumstances have changed, for example:

- Changes to organisation or personnel
- Changes to process
- Changes to legislation
- Legionella related incident

9. Appendix A- EICR Flow Chart

Insert Flow Chart

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Gas Safety- Data Governance

July 2026

Portsmouth Homes

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Document Control Information

Document Control Information	
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Owner:	Compliance Service- Building Services, Housing, Neighbourhood and Building Services
Authors:	Gas Contracts Manager- Portsmouth City Council (Housing Neighbourhood and Building Services)
Approval:	Head of Compliance- Housing, Neighbourhood and Building Services
Audience:	PCC Employees, Tenants and Lessees PCC Building Services Technical Staff Contractors
Applicability:	This procedure is applicable to all council employees, Local Authority maintained schools and other services within Council owned and/or occupied buildings where the Council has a duty for gas safety.
Issue Date:	28th July 2026
Last Reviewed:	n/a
Next Review:	Annually, 28th July 2027
Master location (restricted):	Data Governance

Portsmouth Homes

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Document Review and Change Log Information

Document Review and Change Log			
Version	Date of Amendment	Amended By	Amendment Detail
1.0	28th July 2026	Gas Contracts Manager	Original document

1. Purpose of this Document

1.1.1. The purpose of this document is to outline PCC's routine checks, processes and procedures for Gas Safety management to ensure that all data and records held by PCC are accurate, complete, reliable and compliant.

1.1.2. Portsmouth City Council's process as duty holder, for ensuring that all work regarding gas safety management is thoroughly planned, carried out safely and that all associated documentation is recorded and stored correctly and communicated to the appropriate parties.

1.1.3. The aim of this document is to implement a process to ensure that all gas appliances are safe and compliant, ensuring that all documentation is completed and stored correctly and in compliance with relevant legislation by:

- Checking that Landlord Gas Safety record are uploaded correctly
- Ensuring that the information contained within the Landlord Gas Safety record are suitable
- Completing desktop and site visit audits

2. Data Governance Principles

Principle	Description
Compliance with Data Policy	Data is held within defined and controlled systems, ensuring compliance with organisational data governance requirements.
Defined Source	Each information type has one authoritative location. Other systems may hold a link, reference or essential reporting fields but do not reproduce the full record unless there is a justified business need.
Accuracy and Completeness	Information is validated against source evidence, mandatory data fields are completed, and quality checks are undertaken to ensure records are accurate and reliable.
Standardisation	Consistent data structures and naming conventions are applied across all project and asset records to support clarity, accessibility and reporting.
Accountability	Named data owners are assigned responsibility for the accuracy, completeness and maintenance of each dataset.
Auditability	Changes, quality checks, approvals and corrections are recorded to provide a clear and traceable audit trail.
Security and Compliance	Sensitive and personal data is managed in accordance with Portsmouth City Council data protection policies, GDPR requirements and relevant information security standards.

3. Gas Safety Records

3.1. Process for Completing Landlord Gas Safety Record and Database Upload

3.1.1. Landlord Gas Safety Record (LGSR) are carried out by Portsmouth Homes Gas term service provider.

3.1.2. Once the provider has carried out the landlord gas safety record, the service provider closes the open repair related to the service and uploads the landlord gas safety record to the R&M Database under the stock section.

Figure 1 - Close the repair following completion of the landlord gas safety record

3.1.3. To upload a landlord gas safety recrod the term service provider selects 'Add New Action' to the corresponding assets Gas Safety Inspection and populates the action with the relevant information. The inspection date and effective date for the service must be correctly updated, if the service has expired and effective date will match the inspection date. Select 'Choose File' where the landlord gas safety record is uploaded into the installation.

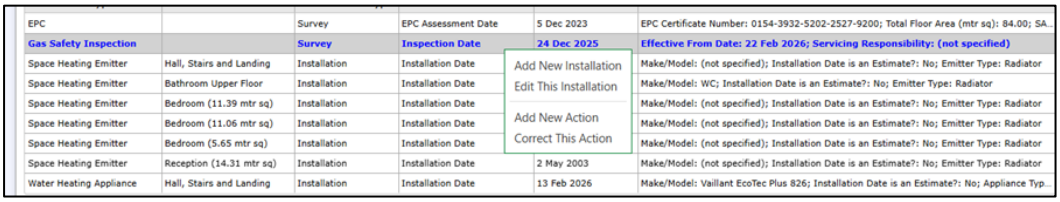

Figure 2- Landlord Gas Safety Record Add New Action

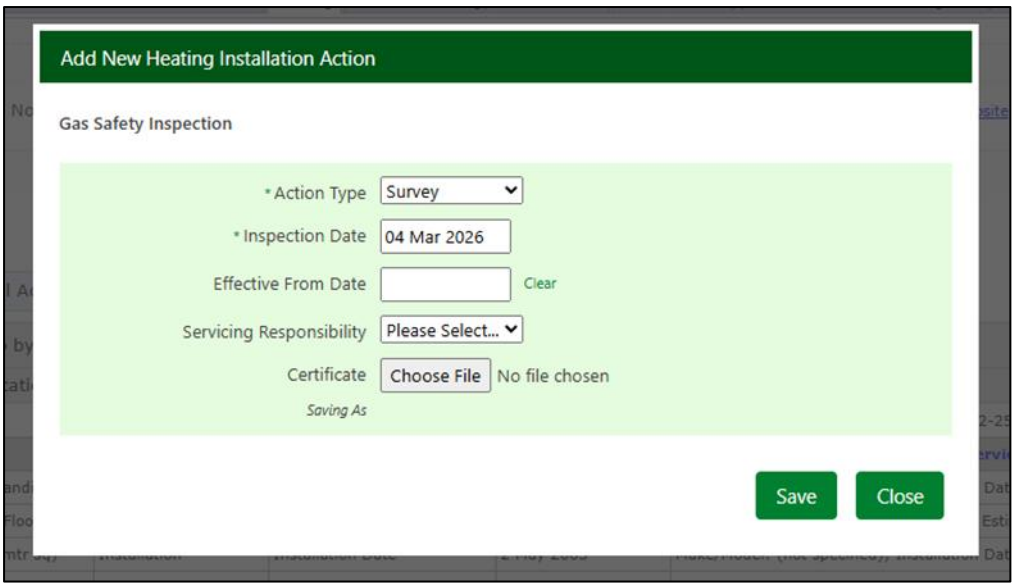

Figure 3 - Gas Safety Inspection Action

3.1.4. Once uploaded, the landlord gas safety record will appear in the files section of the R&M database within the folder "Gas Certificates".

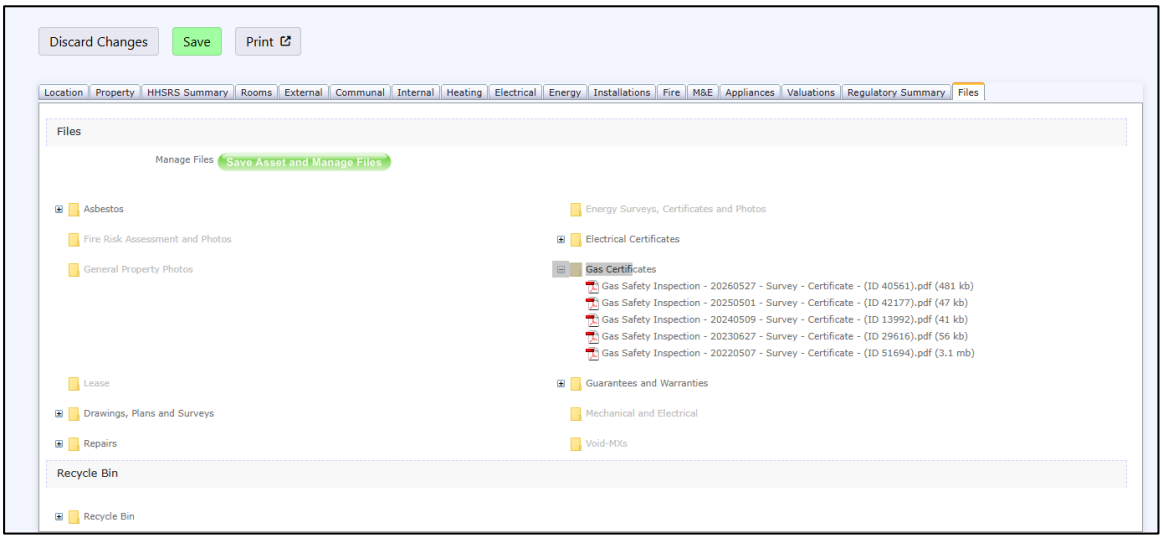

Figure 4 - Record of certificate is held on files section

3.1.5. Portsmouth Homes and the Gas Term Service Contractor monitor landlord gas safety record using the Annual Gas Service Tracker PowerBi. This tracker is updated daily.

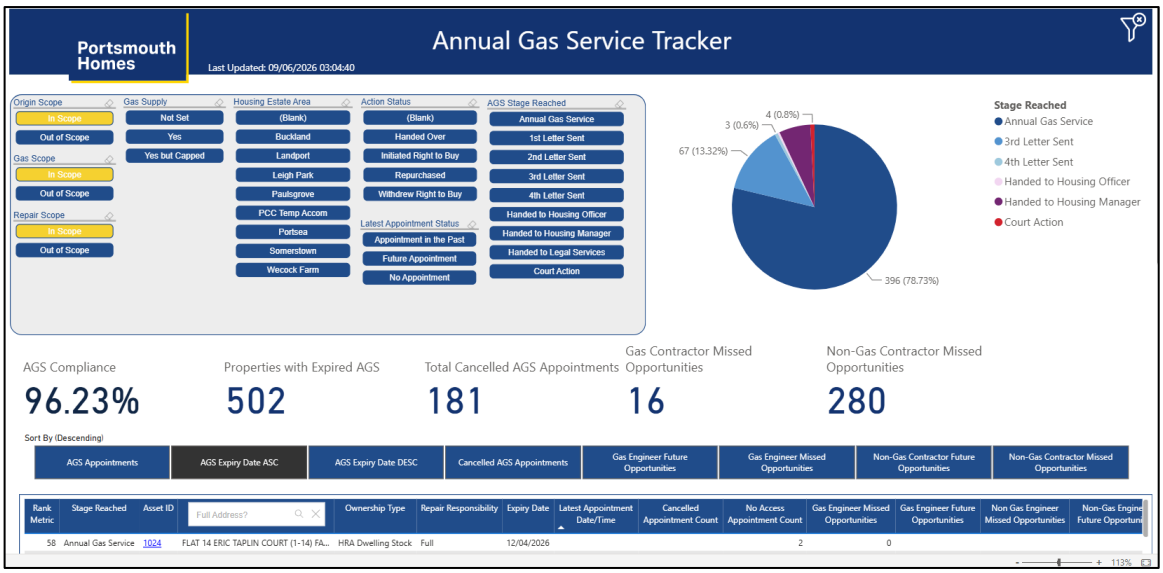

Figure 5 - Example of the Annual Gas Service Tracker

3.2. Process for CO Detector Checks and Database Upload

3.2.1. It is mandatory to have CO detector in rooms with any fixed combustible appliance excluding gas cookers in residential properties.

3.2.2. It is the responsibility of the gas term service contractor as part of the landlord gas safety record the CO detector is checked to ensure that it is present in the rooms necessary, that it is working correctly and that it is in date.

3.2.3. The gas engineer when carrying out the landlord gas safety record will record the CO detector information including the date of expiry and the location of the room it is installed. Information is recorded on the landlord gas safety record.

3.2.4. The term service contractor checks the details held on the R&M database in relation to the CO detector and updates if any details have changed.

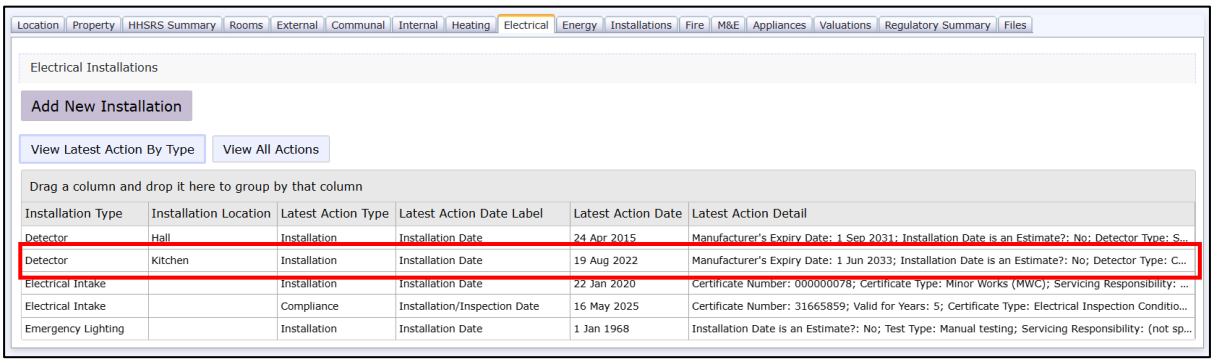

Figure 6 - CO Detector information held on the R&M Stock Database

3.2.5. Portsmouth Homes monitor CO Detector compliance and using the CO Detector PowerBi. This tracker is updated daily.

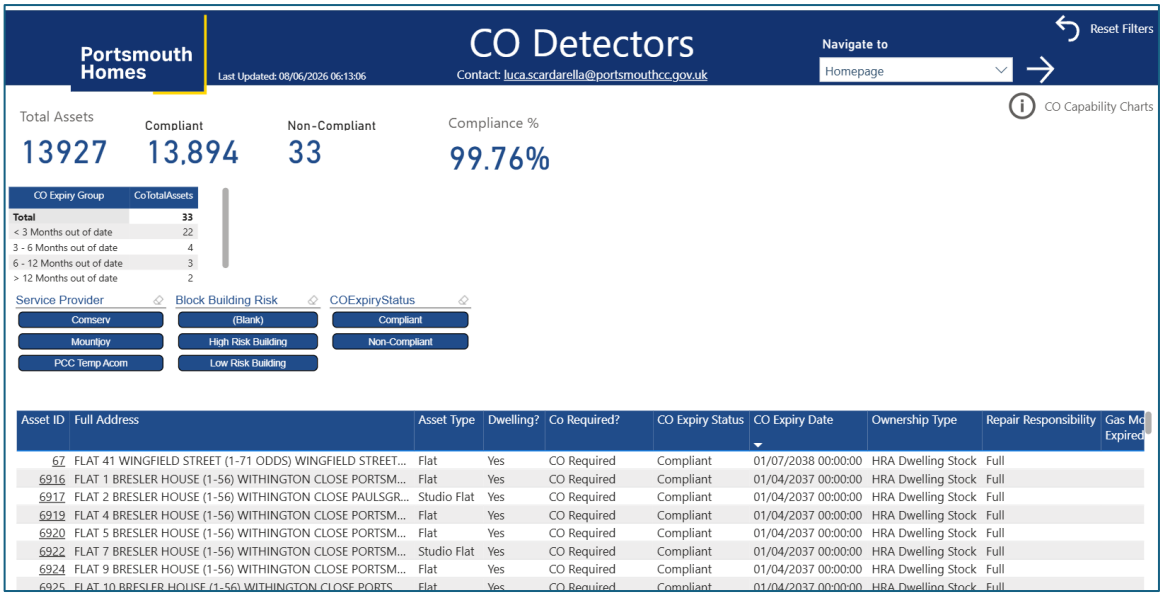

Figure 7 - CO Detector PowerBi

4. Audit

4.1. Audit Frequency

4.1.1. Audits are undertaken as follows:

Audit	Frequency
Database Upload Audit	5%-10%
LGSR Quality Audit	5%-10%
Site Audit- Installations	Aim for 100%
Site Audit- LGSR	5%-10%
Site Audit- Repairs	Where possible
Schedule of Rate Audit	Monthly

4.2. Dashboard

4.2.1. A Power BI dashboard is utilised to monitor compliance of LGSRs and CO Detectors.

4.2.2. The dashboard highlights performance such as number of compliant and non-compliant properties and overall compliance percentage, with filters regarding how long the LGSR and CO Detectors have been overdue.

4.3. Database Upload Audit

4.3.1. The uploading of LGSRs and CO detectors dates are subject to data upload audits.

4.3.2. Portsmouth Homes Gas Contract Manager or Gas Technicians are responsible for checking 5%-10% of all uploads to the R&M Database. They will be checking the following:

- Date of LGSR valid from matches the date added to the Stock Database
- Date of upload versus the date that the repair was completed
- Date of CO detector on the LGSR matches the date of expiry of the Stock Database

4.3.3. To record the audit being undertaken an appointment will be added to the R&M database using appointment name "Data Audit".

4.3.4. The outcome of Database Upload audit is shared at the Portsmouth Homes Gas and Electric Panel and at the Gas Term Service Contractor Contract Meetings.

4.4. LGSR Quality Audit

4.4.1. The uploading of LGSRs and CO detectors dates are subject to data upload audits.

4.4.2. The Portsmouth Homes Gas Contract Manager or Gas Technicians are responsible for checking 5%-10% of all LGSRs uploaded to the R&M Database for quality of data.

4.4.3. The quality data check includes:

- Details: Address of the property, name /address of the landlord, and the data of the check
- Engineer Details: Name, signature and Gas Safe registration number
- Safety checks are performed and recorded
- Ensure tightness test is recorded
- Visual inspection of pipework
- Correct combustion analysis
- Gas rate or operating pressure are correct and within 5% over and 10% under the appliance output
- Appliance recorded correctly including location, type, and flue type
- All appliances are recorded
- Any safety defect identified
- Identifies any remedial action required
- Confirmation that the check undertaken complies with regulation 26.9
- Engineers signature and residents' signatures are correct
- Recording of CO alarm

4.4.4. The audit is recorded on an audit form and uploaded to the repair and a summary is added to the Portsmouth Homes gas audit log to be able to monitor whether there are individual operative performance trends. It is expected that the contractor reviews the Audit Log and provides feedback accordingly.

4.4.5. If a LGSR fails an audit it is sent to the contractor for rectification which could require a revisit to the property to recomplete the LGSR.

4.4.6. To record the audit being undertaken an appointment will be added to the R&M database using appointment name "Technical Audit".

4.4.7. The outcome of LGSR Quality audit is shared at the Portsmouth Homes Gas and Electric Panel and at the Gas Term Service Contractor Contract Meetings.

4.5. Site Audit

4.5.1. Site audits are undertaken by Portsmouth Homes Gas Technicians and cover the following types:

- LGSR
- Boiler Installation
- Reactive Repairs

4.5.2. LGSR

4.5.2.1. The gas technicians will attend LGSR appointments where possible to check the quality of the LGSR when it is being completed. Any issues will be raised immediately with the gas engineer.

4.5.2.2. To record the audit being undertaken an appointment will be added to the R&M database using appointment name "Site Audit".

4.5.2.3. The outcome of Site audit is shared at the Portsmouth Homes Gas and Electric Panel and at the Gas Term Service Contractor Contract Meetings.

4.5.3. Boiler Installation

4.5.3.1. The Gas Technicians will aim to undertake audits on 100% of installations whether reactive installations or planned installations, but this will be dependent on number being commissioned and in agreement with the resident. They will attend the Installation Address at the time of commissioning of the appliance, or a date and time agreed with the resident.

4.5.3.2. The Installation Audit form will be completed and will cover the following criteria:

- Work matches the Schedule of rates codes given by contractor
- The schedule rate has been followed and with the work and parts matching the description
- No damage is caused to the property
- Installation is carried out to a high standard
- Calibration of FGA Flue gas Analyser
- Conformity with the manufacturer's instruction and Gas regulations
- Engineer Competence ensuring the gas engineer is registered and competent to work on specific appliances
- CO Alarms are tested and installed in all rooms containing a fuel burning appliance, any room the flue passes through
- Safe isolation/ Safe to touch is carried out prior to work commencing
- Tightness Test: A test of the entire gas installation to ensure there are no leaks.
- Visual Inspection: An examination of gas appliances, pipework, and the overall installation to ensure it meets regulations.
- Operating Pressures: The working pressure at the outlet of the gas meter and the inlet pressure at the appliance.
- Gas Rates: Checking the appliance gas rate against the manufacturer’s data plate.
- Flue Performance: Checking for blockages and that flues (including terminal position and route) are safe, secure, and properly installed.
- Ventilation: Ensuring that there is an adequate, permanent air supply for the appliance.
- Safety Devices: Testing that all flame supervision devices and safety controls are operating correctly.

- Combustion Analysis: Flue gas analysis to ensure safe burning.
- Benchmark is filled correctly

4.5.3.3. On completion of the audit the installation audit form is uploaded to the repairs database on the installation repair and uploaded to the Contractors SharePoint folder for reviewing. The summary of the audit is added to the audit log to discuss at Contractor Contract meetings.

4.5.3.4. Any audit failures must be rectified, and the repair will remain open until the issues are rectified.

4.5.3.5. To record the audit being undertaken an appointment will be added to the R&M database using appointment name "Site Audit".

4.5.3.6. The outcome of Site audit is shared at the Portsmouth Homes Gas and Electric Panel and at the Gas Term Service Contractor Contract Meetings.

4.5.4. Reactive Repairs

4.5.4.1. The gas technicians will attend repair appointments where possible to check the quality of the repairs being completed. Any issues will be raised immediately with the gas engineer.

4.5.4.2. To record the audit being undertaken an appointment will be added to the R&M database using appointment name "Site Audit".

4.5.4.3. The outcome of Site audit is shared at the Portsmouth Homes Gas and Electric Panel and at the Gas Term Service Contractor Contract Meetings.

4.6. Schedule of Rate Audit

4.6.1. Schedule of Rates are audited on submission by the contractor if they are over £500 or once they are submitted on the monthly valuation.

4.6.2. This is generally done by the Portsmouth Homes Gas Contract Manager.

4.6.3. When checking the schedule of rate the main aim is to ensure that the rate matches the work that has been carried out. The check includes the following elements:

- Checking the claimed materials physically match the completed installations to prevent fraudulent or duplicate billing
- Ensuring that every Schedule of rate has a corresponding, pre-approved works order for work over £500 and Boiler installations
- Selecting a random or high-value Schedule of Rate job from the submitted valuation and request supporting evidence, such as photographic proof before and after the job

- Checking every billed rate against the signed Schedule of Rates to ensure the contractor has not added unauthorised codes

4.6.4. If a physical audit is required, it could include:

- Measure Quantities: For remeasurement, the Gas Technicians will periodically spot-check completed dimensions (e.g. Linear meters of pipework) on-site
- Check work has been completed to a high standard
- Schedule of rates match the work that has been completed

4.6.5. Any schedule of rates discrepancies are emailed to the contractor to respond.

4.6.6. As the Client we have the right to stop payment until proof of work is provided.

4.6.7. To record the approval of schedule of rates, approval will be checked on each individual repair on the R&M database.

4.6.8. Any schedule of rate discrepancies will be issued to the Contractor and discussed at the Gas Contractor Contract Meetings.

4.7. Internal Audit

4.7.1. All services within PCC are subject to an internal audit which are typically aimed to be completed every five years.

4.7.2. Portsmouth Homes Gas Contract Manager and Senior Managers of the Compliance Service work with internal audit to resolve issues and actioned identified.

4.7.3. All actions from internal audits are recorded in an action log for monitoring and learning purposes.

4.7.4. The outcome of audits carried out by the PCC Internal Audit Team are shared at the Portsmouth Homes Gas and Electric Panel and at the Gas Term Service Contractor Contract Meetings.

4.8. External Audits

4.8.1. Portsmouth Homes may be subject to external audits by bodies such as the HSE.

4.8.2. Portsmouth Homes service provider for gas is registered with the Gas Safe who carry out annual audits on the provider. The service provider must provide outcomes of all Gas Safe Audits.

4.8.3. Portsmouth Homes are investigating the use of Corgi Technical Services to carry out audits. We are proposing that the auditor will visit the service / installation after the operative has

completed the work and assess under two criteria; was the work carried out safely and was it documented correctly. This will be achieved with a blend of intrusive and visual inspections.

5. Governance

5.1. Contractor Meeting

5.1.1. Monthly meetings are held with the gas term service contractor. The meeting covers all contractual items and audits.

5.1.2. The meeting agenda related to data governance and auditing covers the following elements:

- Number of audits undertaken since last meeting
- Number of passed / failed audits
- Findings from audits
- Request feedback on the audits if there were failures

5.2. Gas and Electric Panel

5.2.1. Gas and Electric Panel is held at least quarterly and is attended by Heads of Service from Portsmouth Homes. The purpose of the meeting is to provide oversight of all aspects of gas and electrical safety to ensure that the Portsmouth Homes Dwelling stock is covered from a gas safety and electrical safety perspective. The panel only covers the dwelling stock.

5.2.2. The panel will have oversight of the process, changes to the legislation and the effectiveness of the gas policy.

5.2.3. A summary of the audits will be outlined including the numbers undertaken, whether issues have been found and what has been done to rectify the issues found.

5.3. Portsmouth Homes, Private Sector Housing and Corporate Assets Safety and Quality Strategic Group

5.3.1. Housing, Neighbourhood and Buildings quarterly strategic meeting of Directors and Heads of Service to provide an oversight of all aspects of building compliance by reporting on and escalating key issues discussed at the directorate safety panels.

5.3.2. Any internal audits undertaken by PCC Internal Audit will be shared with the group.

5.3.3. Any audit issue that requires escalation will be discussed at the group.

5.4. Corporate Governance

5.4.1. Quarterly return regarding gas performance with RAG rating to reflect current position and trend assessment to compare the quarterly reported performance with previous quarters.

5.5. Cabinet for Housing and Tackling Homelessness

5.5.1. Monthly briefing and presentation to the Cabinet Member for Housing and Tackling Homelessness to discuss monthly performance and highlight any issues impacting on performance and any plans to address performance.

5.5.2. Annual Information Only report to the Cabinet for Housing and Tackling Homelessness to provide an update to the Cabinet Member regarding building compliance.

6. Future Development and Learning

6.1. Future Development

6.1.1. Development that is planned in relation to data quality and assurance is:

- External audits are being investigated to be undertaken by a third party to provide additional assurance regarding data governance.

- Introduction of TCW software for gas safety.

7. Review of Document

7.1.1. This process will be reviewed as a minimum annually. It will also be reviewed if there is reason to believe that circumstances have changed, for example:

- Changes to organisation or personnel
- Changes to process
- Changes to legislation
- Gas related incident

8. Appendix A- Gas Safety Flow Chart

Portsmouth Homes

Portsmouth CITY COUNCIL

Portsmouth Homes

Fire Risk Assessment- Data Governance

August 2026

Portsmouth Homes

Portsmouth CITY COUNCIL

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Portsmouth Homes

Portsmouth CITY COUNCIL

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Document Review and Change Log			
Version	Date of Amendment	Amended By	Amendment Detail
1.0	14th August 2026	Fire and Building Safety Manager	Original document

1. Purpose of this Document

1.1.1. The purpose of this document is to outline Portsmouth Homes' routine checks, processes and procedures for fire risk assessment management to ensure that all data and records held by Portsmouth Homes are accurate, complete and reliable.

1.1.2. Portsmouth City Council's process as duty holder, for ensuring that all work regarding fire risk assessments is thoroughly planned, carried out by competent persons, recorded and stored correctly and communicated to the appropriate parties.

1.1.3. The aim of this document is to implement a process to ensure that all Fire Risk Assessments and associated actions, monitoring and documentation are completed, stored and monitored correctly and in compliance with relevant legislation by:

- Checking that the quality of fire risk assessments being completed is suitable and sufficient.
- Ensuring data is uploaded to the database correctly.
- Completing internal audits of all fire risk assessment related works and records.
- Complying with any internal or external audits

1.1.4. The following legislation, policies and guidance documents are applicable to this procedure:

- Regulatory Reform (Fire Safety) Order 2005
- Fire Safety Act 2021
- Fire Safety (England) Regulations 2022
- Building Safety Act 2022, including section 156 duties under the Fire Safety Order
- Relevant Government fire safety guidance for responsible persons and residential buildings

2. Data Governance Principles

Principle	Description
Compliance with Data Policy	Data is held within defined and controlled systems, ensuring compliance with organisational data governance requirements.
Defined Source	Each information type has one authoritative location. Other systems may hold a link, reference or essential reporting fields but do not reproduce the full record unless there is a justified business need.
Accuracy and Completeness	Information is validated against source evidence, mandatory data fields are completed, and quality checks are undertaken to ensure records are accurate and reliable.
Standardisation	Consistent data structures and naming conventions are applied across all project and asset records to support clarity, accessibility and reporting.
Accountability	Named data owners are assigned responsibility for the accuracy, completeness and maintenance of each dataset.
Auditability	Changes, quality checks, approvals and corrections are recorded to provide a clear and traceable audit trail.
Security and Compliance	Sensitive and personal data is managed in accordance with Portsmouth City Council data protection policies, GDPR requirements and relevant information security standards.

3. Fire Risk Assessments (FRAs)

3. Fire Risk Assessments (FRAs)

3.1. Process for Completing FRAs and Database Upload

3.1.1. FRA's are carried out by the Fire and Building Safety Team and 3rd party external Fire Risk Assessors depending on the level of risk of the building.

3.1.2. When an FRA is undertaken by an external FRA assessor, quality checks are already undertaken by the organisation to ensure that they are suitable and sufficient.

3.1.3. Once the provider has carried out the FRA, the service provider submits the completed FRA on their FRA platform and PCC's Business Administrator- Fire downloads the FRA and uploads it to PCC's Repairs and Maintenance (R&M) Database.

3.1.4. When the FRA is completed by PCC's Fire and Building Safety Team, the FRA is reviewed by the Fire and Building Safety Manager to ensure that it is suitable and sufficient. Following the review and sign off process it is uploaded to PCC's R&M Database by PCC's Business Administrator- Fire.

3.1.5. To upload an FRA to the stock database, the administrator completes the '**Fire Risk Assessment Section'** of the R&M Database and the file is uploaded via the **'Choose File'** button. Once uploaded, the FRA will appear in the file section under the 'Fire Risk Assessment and Photos' folder.

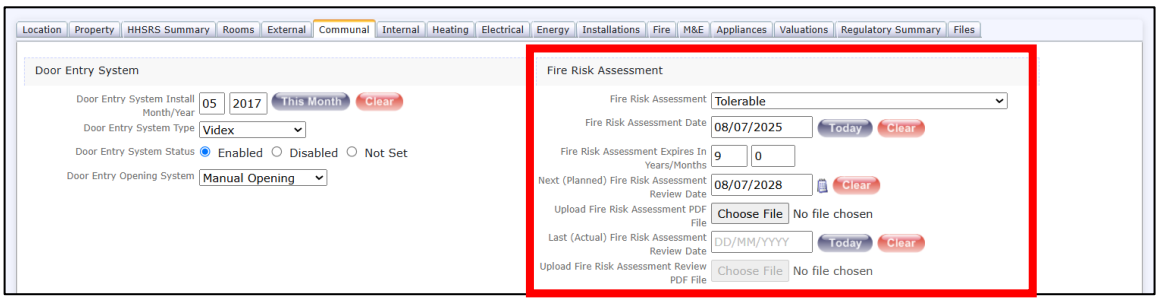


Figure 1- Adding new FRA to the R&M Database

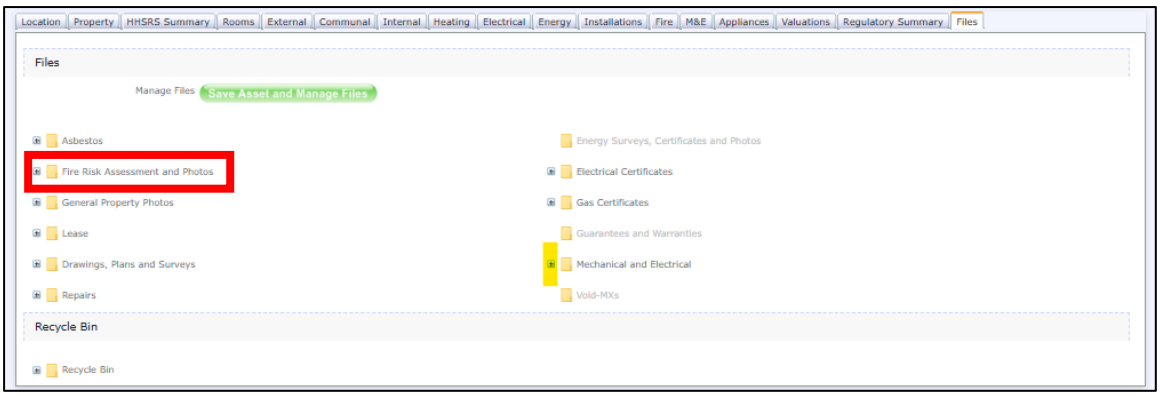


Figure 2 - Documentation within stock database files tab

4. FRA Actions

4.1. Assigning FRA Actions

4.1.1. When an FRA identifies remedial actions, these actions are verified when subjected to PCC's quality assessment before being raised as 'FRA Actions'.

4.1.2. FRA actions are raised by PCC's Business Administrator- Fire on the councils R&M Database as follows:

- Step 1: Each FRA action is raised on the asset where actions were identified within a repair on the R&M Database.

- Step 2: Each repair is assigned the keyword **'FRA Actions'** which enables the councils PowerBI dashboards to filter out these actions for reporting purposes.

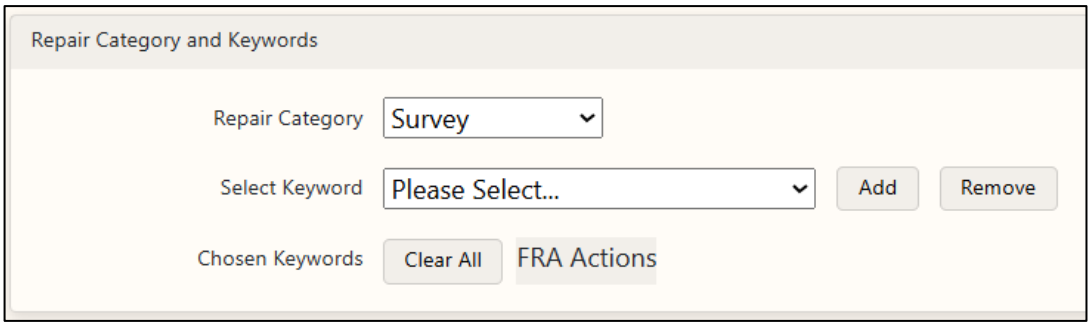


Figure 3 - FRA Actions Keyword

- Step 3: **'First Contact Date/Time'** field must be populated with the date the FRA was carried out.

- Step 4: Each action to be raised at an individual site is then populated into the **'Description of Original Repair'** box within the repair and assigned a number. Each new action must be on a separate line and numbered.

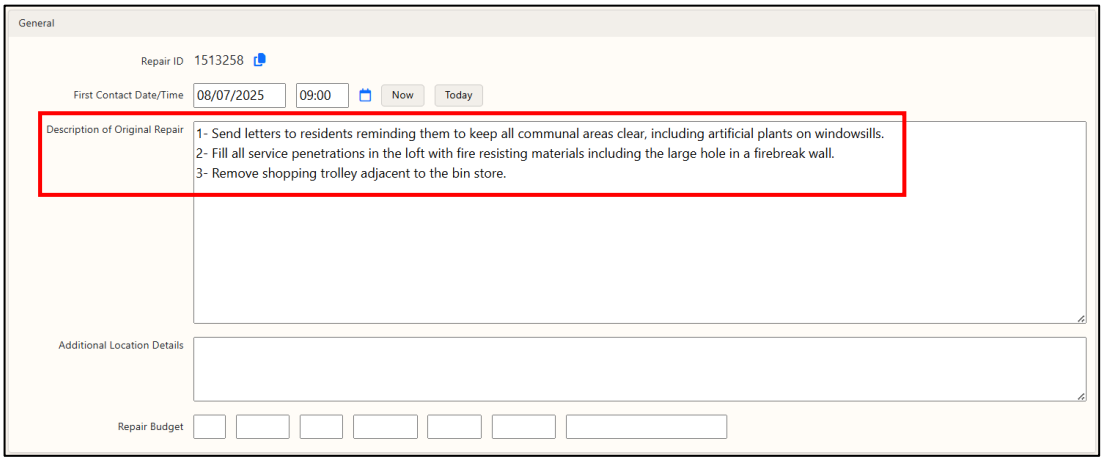


Figure 4 - Actions added to the "Description of Original Repair"

4.1.3. Appointments must be created for each action raised.

4.2. Creating Appointments for FRA Actions

4.2.1. Each appointment is populated as follows:

- The number assigned to each action in **'Description of Original Repair'** must be inputted into the corresponding appointment in the field labelled **'Assigned To'**.

- **'Service Provider'** drop-down field must be populated with the priority assigned to each action in the original FRA.

- **'Appointment Date/Time'** field must be populated with the target date the action must be carried out. The target date will depend on the FRA priority.

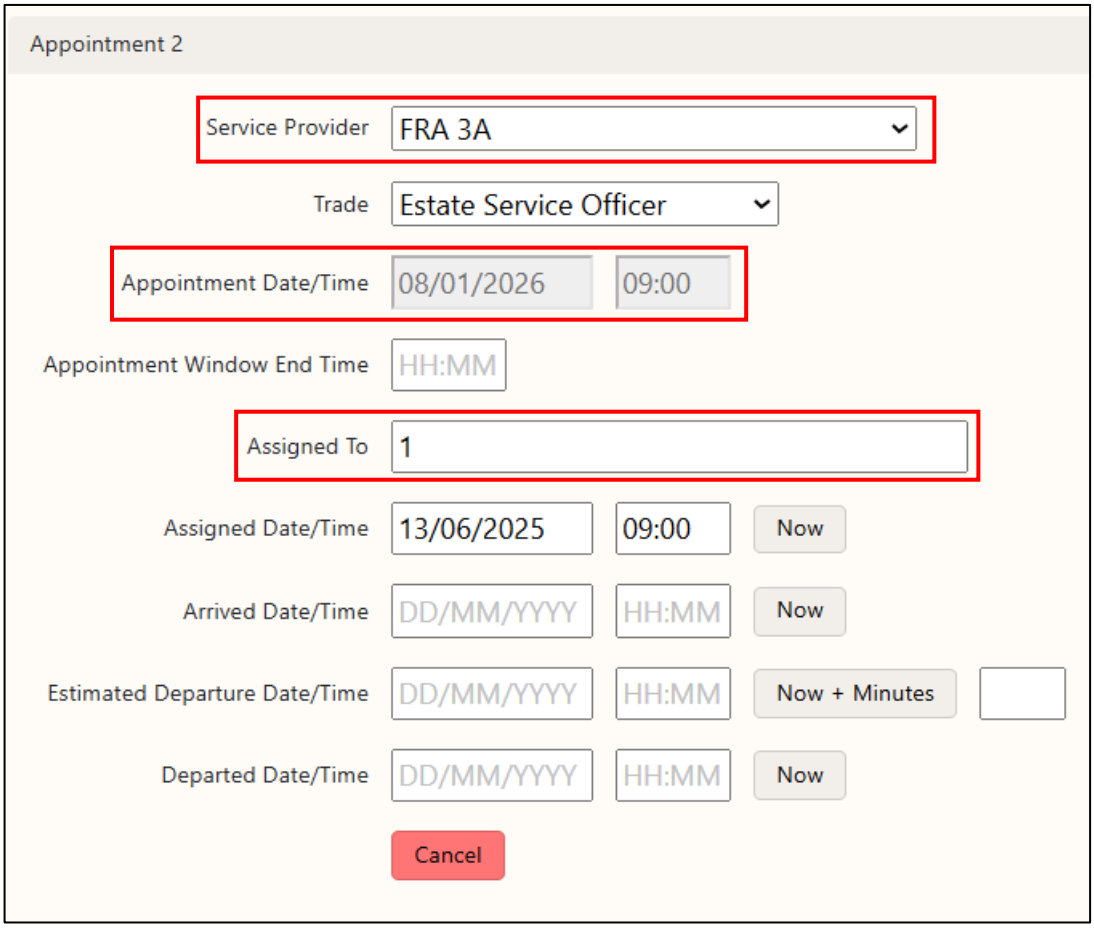


Figure 5 - Appointment Creation

- **'Trade'** field must be populated with the team who will be tasked with carrying out the action, this could include:
  - Audit
  - Building Safety
  - Compliance
  - Estate Service Officer

- Handed over to HO
- Handed to Site
- Handed to SP- Corrigenda
- Handed to SP- Comserv
- Handed to SP- Liberty
- Handed to SP- Mountjoy
- Handed to SP- Sureserve
- Leasehold
- Project
- Sheltered Housing

- If the site/service provider requires an appointment for works to be carried out, then an additional appointment must be created within the repair with the appointment date and time as per standard repairs procedure.

4.2.2. Once all appointments/actions are raised in the repair, the team that is assigned to the action is responsible for completing the action.

4.3. Monitoring FRA Actions

4.3.1. FRA actions are monitored on a daily basis by PCC's Fire and Building Safety Manager and the individual teams assigned to the actions are also expected to regularly monitor their own action. All actions are monitored via PowerBI dashboard **'FRA Action Tracker'**.

This dashboard collates all repairs raised with the keyword **'FRA Actions'** assigned, and shows all individual FRA actions raised, including the date the action was raised and the target date for completion.

The FRA Action Tracker also has the ability to filter all FRA actions by:

- Housing Estate Area
- High Risk Building
- Asset Type
- Action Status
- Action priority
- Overdue Timeframes
- FRA Action Assigned to

4.3.2. The FRA actions status will be shown as either **'Completed'**, **'Within Target Date'** or **'Overdue'**.

Overdue actions are filtered further into four sub-categories:

- 3 months overdue
- 3 to 6 months overdue
- 6 to 12 months overdue
- Over 12 months overdue

4.3.3. Where actions are 'Within Target Date', PCC's Fire and Building Safety Manager monitors the actions and works with all the relevant teams. A meeting is held every 6 weeks to monitor actions and establish whether they are experiencing issues completing actions and to provide advice and support as required.

4.3.4. Each action within the FRA Action Tracker has a direct link assigned to it which directs the user to the individual repair within PCC's R&M Database.

4.3.5. The various teams are able to provide details of the status of the action by adding comments into the **'Description of Actual Repairs'** field.

4.3.6. Where actions have been marked as complete, PCC's Fire and Building Safety Team may carry out on-site audits to ensure that actions have been carried out correctly.

4.4. Closing FRA Actions

4.4.1. To close an FRA action, the service provider is responsible for inputting the date the work was carried out to close the action into the **'Assigned Date/Time'** field in the appointment assigned to the FRA action in the repair it is raised. The service provider must provide detail of the works carried out in **'Description of Actual Repairs'**.

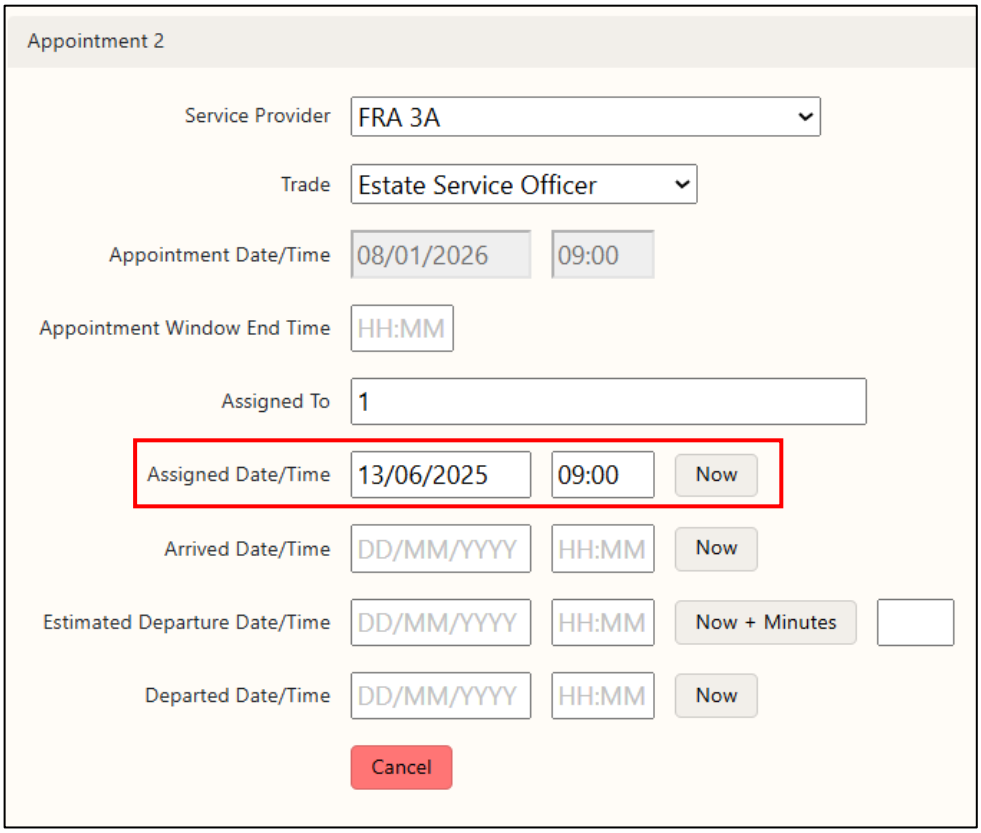


Figure 6 - Closing an Action

4.4.2. Once all actions have been carried out and appointment fields updated, the entire repair can then be closed.

4.4.3. When repairs and appointments are closed, they will still remain visible on the FRA Action Tracker for auditing and reporting purposes.

5. Audit

5.1. Audit Frequency

5.1.1. Audits are undertaken as follows:

Audit	Frequency
Desktop Quality Assessment	Every FRA undertaken internally by PCC
FRA Uploads	Minimum of 10% of Uploads
FRA Actions	Minimum of 10% of FRAs Uploaded

5.2. Dashboard

5.2.1. A Power BI dashboard is utilised to monitor compliance of FRAs and FRA actions.

5.2.2. The dashboard highlights performance such as number of compliant and non-compliant properties and overall compliance percentage, with filters regarding how long the FRA and FRA Actions have been overdue.

5.3. Desktop Quality Assessments

5.3.1. Each new FRA undertaken by PCC is subjected to a quality assessment as part of the validation and sign off process. It is an objective secondary check which is a technical review that evaluates the document to ensure it is clear, legally compliant and accurately reflects building risks.

5.3.2. The FRA review consists of and is not limited to checking the following:

- FRA proforma is fully complete, with all areas considered within the report
- Legislation referred to within the document is accurate
- Timeframes apportioned to determine the next FRA date are accurate
- Assessment of risk to life from fire is in line with the findings of the assessment
- FRA Actions are clear and concise
- FRA Actions are proportionate to the risk, including priority timescales
- Supporting Photographs match the actions to which they refer

5.3.3. Each FRA must meet the criteria set out in BS 9792.

5.3.4. Where a desktop validation cannot determine the validity or accuracy of a new FRA, an on-site assessment is carried out and followed up by PCCs Fire and Building Safety Manager.

5.3.5. To record the audit being undertaken an appointment will be added to the R&M database using appointment name "Technical Audit". As this is part of the FRA quality process it is also signed off on the actual FRA document.

5.3.6. Following an audit, feedback is provided to the assessor who completed the FRA as well as shared with the wider Fire and Building Safety team to improve the overall quality of FRAs.

5.3.7. The outcome of FRA Desktop Quality audits is shared at the Portsmouth Homes Fire Safety Panel and Portsmouth Homes Building Safety Panel.

5.4. FRA Uploads (Desktop)

5.4.1. PCCs Fire and Building Safety Manager is responsible for checking a minimum of 10% of all uploads to the R&M Database made by PCC's Business Administrator- Fire including:

- FRAs
- FRA Actions
- Other associated documentation

5.4.2. An extract is used to check that the repair date of the FRA matches the date of the FRA database action and that a document is uploaded to the files tab.

5.4.3. To record the audit being undertaken an appointment will be added to the R&M database using appointment name "Data Audit".

5.4.4. The outcome of FRA Upload audits is shared at the Portsmouth Homes Fire Safety Panel and Portsmouth Homes Building Safety Panel.

5.5. Internal Audit

5.5.1. All services within PCC are subject to an internal audit which are typically aimed to be completed every five years.

5.5.2. PCCs Fire and Building Safety Manager and senior managers of the Compliance Service work with internal audit to resolve issues and actions identified.

5.5.3. All actions from internal audits are recorded in an action log for monitoring and learning purposes.

5.5.4. The outcome of audits carried out by the PCC Internal Audit Team are shared at the Portsmouth Homes Fire Safety Panel and Portsmouth Homes Building Safety Panel.

5.6. External Audits

5.6.1. PCC may be subject to external audits by bodies such as Hampshire and Isle of Wight Fire and Rescue Service.

5.6.2. Where FRAs are completed by an external 3rd party Assessor, the appointed organisation is registered with BAFE (British Approvals for Fire Equipment). This provides assurance that the register provider has achieved independent 3rd party certification through a licenced body and has demonstrated suitable competence, management systems, quality controls and assessor review arrangements in place. As part of this registration the provider will be subject to periodic audits. PCC request the outcome of any audits.

6. Governance

6.1. Contractor Meeting

6.1.1. Regular meetings are held with the external FRA organisation. The meeting covers all contractual items and audits.

6.1.2. The meeting agenda related to data governance and auditing covers the following elements:

- Number of audits undertaken since last meeting
- Number of passed / failed audits
- Findings from audits
- Request feedback on the audits if there were failures

6.2. Fire Safety Panel and Building Safety Panel

6.2.1. Fire Safety Panel is held quarterly and is attended by Heads of Service from Portsmouth Homes. The purpose of the meeting is to provide oversight of all aspects of Fire Safety to ensure that the Portsmouth Homes Dwelling stock is covered from a fire safety perspective. The panel only covers Portsmouth Homes low-rise and medium-rise dwelling stock.

6.2.2. Building Safety Panel is held twice a quarter and is attended by Heads of Service from Portsmouth Homes. The purpose of the meeting is to provide oversight of all aspects of building safety specifically for high-rise buildings, to ensure that Portsmouth Homes high-rise buildings are being managed appropriately. The panel only covers Portsmouth Homes high-rise dwelling stock.

6.2.3. The panels have oversight of the process, changes to the legislation and the effectiveness of the fire safety policy.

6.2.4. A summary of the audits will be outlined including the numbers undertaken, whether issues have been found and what has been done to rectify the issues found.

6.3. Portsmouth Homes, Private Sector Housing and Corporate Assets Safety and Quality Strategic Group

6.3.1. Housing, Neighbourhood and Buildings quarterly strategic meeting of Directors and Heads of Service to provide an oversight of all aspects of building compliance by reporting on and escalating key issues discussed at the directorate safety panels.

6.3.2. Any internal audits undertaken by PCC Internal Audit will be shared with the group.

6.3.3. Any audit issue that requires escalation will be discussed at the group.

6.4. Corporate Governance

6.4.1. Quarterly returns regarding fire safety performance with RAG rating to reflect current position and trend assessment to compare the quarterly reported performance with previous quarters.

6.5. Cabinet for Housing and Tackling Homelessness

6.5.1. Monthly briefing and presentation to the Cabinet Member for Housing and Tackling Homelessness to discuss monthly performance and highlight any issues impacting on performance and any plans to address performance.

6.5.2. Annual Information Only report to the Cabinet for Housing and Tackling Homelessness to provide an update to the Cabinet Member regarding building compliance.

7. Future Development and Learning

7.1. Future Development

7.1.1. Development that is planned in relation to data quality and assurance is:

- External audits are being investigated to be undertaken by a third party to provide additional assurance regarding data governance.
- Introduction of TCW software for FRAs
- Expand the audits to include site audits, review the options and implement.

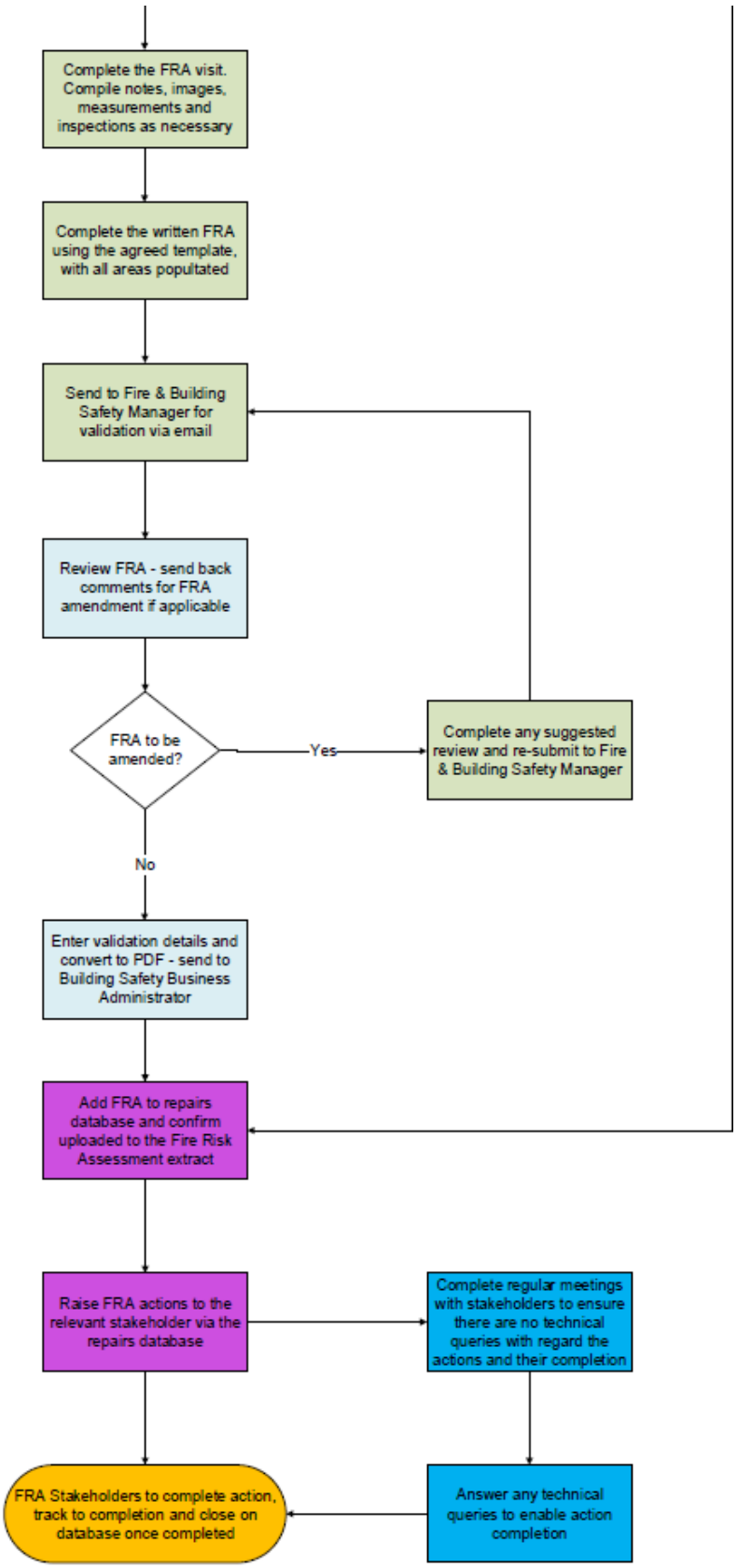
8. Review of Document

8.1.1. This process will be reviewed as a minimum annually. It will also be reviewed if there is reason to believe that circumstances have changed, for example:

- Changes to organisation or personnel
- Changes to process
- Changes to legislation
- Fire related incident

9. Appendix A- FRA Quality Flow Chart

The Quality flow chart forms part of the wider FRA process, extract below.



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Capital Projects - Data Governance

July 2026

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Document Review and Change Log			
Version	Date of Amendment	Amended By	Amendment Detail
1.0	July 2026	Head of Capital Projects	Original document

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1. Purpose of this Document

1.1.1. This document describes the routine controls, processes and governance arrangements used by the Capital Projects Service to ensure that project and building data is accurate, complete, current, secure, auditable and suitable for operational use, reporting, assurance and decision-making.

1.1.2. It explains how information is created, checked, recorded, transferred and governed throughout the project lifecycle, including how project outputs flow into the data governance and compliance arrangements of receiving services.

1.1.3. The control framework is intended to:

- Maintain accurate and reliable project, programme, asset, financial and performance information;
- Ensure records are updated when information is received and throughout delivery of a project:
- Ensure records are fully up to date and accurate at project completion;
- Provide clear ownership, peer review, management assurance and audit trails;
- Protect personal and commercially sensitive information in accordance with PCC information governance policies;
- Support a controlled project handover to receiving services/ clients;
- Avoid conflicting records by defining the authoritative location for each information type.

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2. Scope

2.1. Projects and services covered

2.1.1. Housing Revenue Account (HRA) building projects for Portsmouth Homes.

2.1.2. Works to existing buildings, new-build/ development projects and demolition projects.

2.1.3. Building services, architectural and building surveying commissions. For example: Surveys, feasibility studies, condition assessments, dilapidations and other technical commissions.

2.2. Data in scope

2.2.1. The following data categories, locations and purposes are within scope:

Data category	Examples	Location	Primary purpose
Project data	Programme, milestones/ key dates, contractors, consultants, linked assets, designs & specifications, meeting minutes, reports, risks, decisions, KPIs, contract documents, instructions and administration records.	Project database and SharePoint	Delivery control, reporting and decisions.
Procurement data	Procurement route, tender, award.	Intend	Procurement and contract management.
Asset and stock data	Key component information, installations, condition, dates, asset identifiers and compliance attributes.	Stock database	Ongoing asset management, maintenance and investment.
Golden thread records	Statutory approvals, certificates, drawings, specifications, commissioning, O&M, warranties and handover information.	Golden thread folder	Enduring verified record of the building and completed works.
Financial data	Budgets, forecasts, valuations, payments, fees, internal charges and project-related costs.	Project database and SharePoint	Financial control, audit and reporting.
Resident and stakeholder data	Names, addresses, contacts, access requirements and communications.	SharePoint	Engagement and delivery, with personal data protected.

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3. Data governance principles

Principle	Description
Compliance with Data Policy	Project and asset data is held within defined and controlled systems, ensuring compliance with organisational data governance requirements.
Defined Source	Each information type has one authoritative location. Other systems may hold a link, reference or essential reporting fields but do not reproduce the full record unless there is a justified business need.
Accuracy and Completeness	Information is validated against source evidence, mandatory data fields are completed, and quality checks are undertaken to ensure records are accurate and reliable.
Currency	Live project information is updated when received and reviewed at least monthly prior to reporting cycles to maintain an accurate position.
Standardisation	Consistent data structures, naming conventions and folder arrangements are applied across all project and asset records to support clarity, accessibility and reporting.
Accountability	Named data owners are assigned responsibility for the accuracy, completeness and maintenance of each project dataset.
Auditability	Changes, quality checks, approvals and corrections are recorded to provide a clear and traceable audit trail.
Security and Compliance	Sensitive and personal data is managed in accordance with Portsmouth City Council data protection policies, GDPR requirements and relevant information security standards.
Lifecycle Management	Information is managed throughout its lifecycle, from project inception and delivery through to handover, defects management, retention and disposal.

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4. Data Storage Categories and Arrangements

4.1.1. The following allocation removes unnecessary duplication between data storage locations and clarifies where data should be stored and kept up to date.

Location	Information Held
Project Database Data	The Project Database contains structured project information including: • Cost code • Key project financial information • Fee • Payments • Key dates/ milestones • Client brief • Project manager • Contractor • Client • Project priority • Project complexity • KPIs • Linked assets • Key work types Where fields exist on the Project Database, information should be kept up to date.

Capital Projects SharePoint Data	The Capital Projects SharePoint contains data for projects that is required for the administration and management of the project but does not need to be held/ updates on databases. SharePoint information includes:
	• Project administration data
	• Design & technical information
	• Planning & regulatory compliance information
	• Tender & procurement information
	• Construction phase information
	  ○ Contract information
	  ○ Financial information
	  ○ Resident and stakeholder data
	  ○ Reports
	• Completion & handover information
	• Draft O&M manual information

Procurement Database (InTend) Data	InTend is Portsmouth City Council's procurement management system. Information that should be held on InTend includes: • Procurement information • Registered suppliers/ contractors • Tender documents • Correspondence • Award information • Contract copy
Stock Database Data	The Stock Database contains structured asset and compliance information including key component information, installations, condition, dates, asset identifiers and compliance certification.

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	Where fields exist on the Stock Database, information should be kept up to date. Examples of relevant data include: • As-built record layout drawings only • Asbestos • Gas • Electrics • Legionella • Lifts • Fire • Emergency lighting • EPCs, DECs and other sustainability standards • New installation dates • Photovoltaic installations, including MCS certificate details • Sprinklers • Condition information
Golden Thread Data	Golden thread information is retained within the Golden Thread Folder for the life of the building, as it forms part of the enduring building record. Information already maintained within the Stock Database is not duplicated unless there is a specific compliance, evidential or operational requirement to do so. Examples of relevant data include: • O&M manual data (properly filed in standard folder structure) • All as-built drawings • As-built specifications • Regulatory approvals • Material data sheets and operation and maintenance information • Maintenance schedules • Air testing • Acoustic testing • Pressure testing • Commissioning of building components • Leak tests • Lighting information • Structural information • Planning approval • Building control approval • Building Safety Regulator approval • Other statutory approvals, including utilities • The building contract and contract documents

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5. Project Data Lifecycle

5.1. Project Set-Up

5.1.1. Create the project on the Project Database and assign Client, Project priority, Project complexity, work types/ demand and link assets.

5.1.2. Establish the standard SharePoint folder structure, access permissions and naming convention.

5.1.3. Identify mandatory fields to be kept up to date on Project and Stock databases, reporting requirements and golden thread deliverables.

5.1.4. Confirm the project manager/project lead, data administrator, technical reviewer, line manager and receiving services.

5.1.5. Include information requirements in consultant appointments and contract documents.

5.2. Live Project Management

5.2.1. The project manager/ project lead maintains and updates all project data including programme, cost, risk, decision and delivery information.

5.2.2. The data administrator may enter agreed fields and records on behalf of the project lead.

5.2.3. Information is updated as received and reviewed at least monthly before compliance reporting dates.

5.2.4. New or changed assets, installations and compliance requirements are identified and tracked to handover.

5.2.5. Final controlled documents are distinguished and separated from working drafts.

5.3. Completion and Handover

5.3.1. Confirm Project Database fields, finances, deliverables and completion dates are accurate and up to date.

5.3.2. File the final enduring building information in the Golden Thread folder.

5.3.3. Supply required structured asset and compliance data to the relevant fields on the Stock Database and ensure receiving services are kept up to date.

5.3.4. Complete a handover review with the receiving services, normally including a site meeting where relevant. Confirm the physical works, information set, outstanding actions and ownership.

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5.3.5. Receiving teams validate the handover information and incorporate it into their own governance, compliance and audit arrangements.

5.3.6. Record any outstanding information, defects, retention dates, owners and target dates.

6. Roles and Responsibilities

Role	Responsibility
Project manager / project lead	Owns the project dataset; ensures programme, cost, project records, asset implications and handover requirements are complete, accurate and current.
Data administrator	Inputs and maintains agreed data and documentation; applies naming, folder and mandatory-field standards; flags gaps and inconsistencies.
Technical / peer reviewer	Checks the accuracy and completeness of entries and evidence. The reviewer is normally the project lead or data administrator who did not make the entry.
Line manager	Undertakes monthly assurance, reviews team extracts and samples, returns errors for correction and confirms corrections have been rechecked.
Team Manager / Head of Capital Projects	Undertakes quarterly sample assurance; reviews themes, repeat issues, overdue corrections, reporting reliability and service improvements.
Receiving services – Repairs, Compliance and Asset Management or External Client.	Repairs, Compliance and Asset Management accept, validate and incorporate relevant handover data into their governance arrangements.
Contractors and consultants	Provide complete, accurate, timely and correctly formatted information in accordance with contract requirements and respond to identified defects or omissions.
Procurement and Finance services	Maintain their authoritative corporate records and carry out checks under their own procedures.

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7. Building Information Data Input, Review and Correction Process

7.1. Data input

7.1.1. The data is received from the contractor/ consultant.

7.1.2. The project manager/ project lead undertakes a quality assurance check on the data received is accurate and correct prior to inputting data, for example ensuring the information received relates to the correct properties and the works undertaken. Errors are returned to the responsible contractor/ consultant, corrected promptly and rechecked prior to input.

7.1.3. The project manager/project lead or data administrator inputs data relevant to the project in accordance with this document and the applicable project requirements.

7.1.4. Live-project data is updated as information arrives, reviewed at least monthly and made current before monthly reporting.

7.1.5. Long-running projects must not defer database or document updates until completion.

7.2. Technical Review

7.2.1. The project manager/project lead or data administrator who did not input the data related to the project undertakes a technical review of the data inputted to check for errors or inconsistencies.

7.2.2. The check confirms the data has been inputted to the correct project and asset reference and that all mandatory fields, installations and compliance certification are correctly inputted.

7.2.3. The review is recorded via email to the project manager/project lead or data administrator to confirm the outcome of the review, any actions required and to record the workflow.

7.2.4. Actions required must be updated by the project manager/project lead or data administrator who originally imputed the data.

7.2.5. Any completed actions must be notified by email back to the reviewing project manager/project lead or data administrator to confirm actions have been completed.

7.2.6. All data review extracts and correspondence should be filed in the relevant project files on SharePoint.

7.3. Line Manager Review

7.3.1. The Line Manager undertakes monthly assurance using extracts and samples a minimum of three live projects managed by their team.

7.3.2. Errors are returned to the responsible officer, corrected promptly and rechecked.

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7.4. Team Manager/ Head of Service Review

7.4.1. The Team Manager/ Head of Service where agreed will undertake quarterly assurance using extracts and samples a minimum of five live projects managed by their team.

7.4.2. Errors are returned to the responsible officer, corrected promptly and rechecked.

7.5. Receiving Service Review

7.5.1. The project manager/project lead ensures all project information is accurate and up to data at the end of the project.

7.5.2. A handover is undertaken in accordance with section 5.3.

7.5.3. Repairs, Compliance and Asset Management accept, validate and incorporate relevant handover data into their governance arrangements.

7.5.4. Any errors or omissions are reported back to the project manager/ project lead and their line manager to update accordingly.

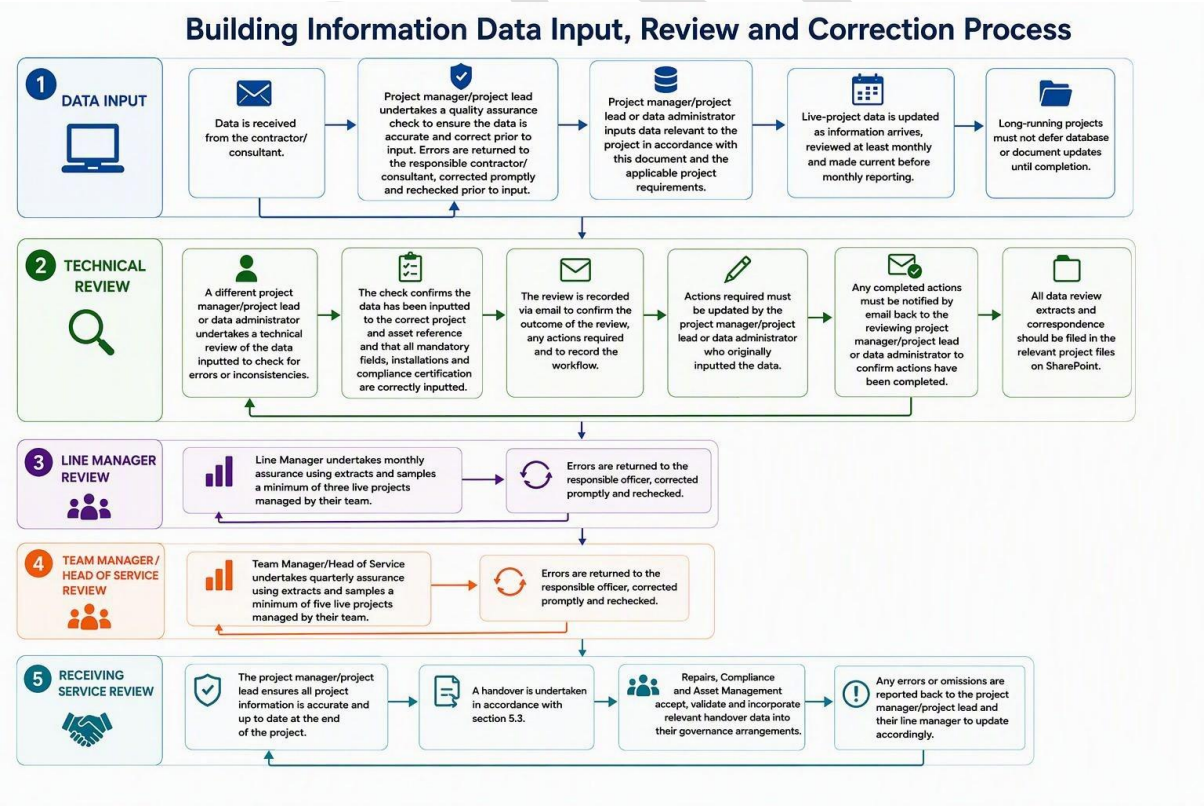

Figure 1:Building Information Data Input, Review and Correction Process Flowchart

8. Financial Information Data Input, Review, Correction and Reporting Process

8.1. Project Database - Project Finances

8.1.1. The Project Database contains the current project budget, forecast, commitments, valuations, payments, consultant and contractor fees, internal and external charges, and project-related costs such as application fees, as applicable.

8.1.2. It provides the Capital Projects Service's structured view for management, forecasting and reporting; corporate finance records remain the accounting record.

8.1.3. All Project Database finances must be kept up to date as payments are made and fees charged.

8.1.4. The project manager/ project lead is responsible for recording all changes, payments and charges on the project finances section of the Project Database.

8.1.5. The project manager/ project lead must review the project finances on a monthly basis as a minimum, or when there is a significant update/ change to the project. Any updates that impact the project finance forecast must be reflected by updating the project finance forecast.

8.1.6. The Line Manager is responsible for reviewing all projects undertaken by their staff on a monthly basis.

8.2. Project Valuations and Payments

8.2.1. The project manager/ Project Lead assesses the work and prepares the valuation, interim valuation certificate and internal payment certificate, as applicable.

8.2.2. The line manager checks the valuation, supporting evidence, arithmetic, contract position and payment documentation before countersigning.

8.2.3. Where errors are identified, documents are returned for amendment and re-reviewed before submission.

8.2.4. The Team Manager or Head of Capital Projects undertakes a monthly sample audit of valuations and payment certificates for assurance.

8.2.5. Accounts Payable receives the authorised payment documents and supplier invoice, and undertakes its own checks and processes payment under the corporate procedure.

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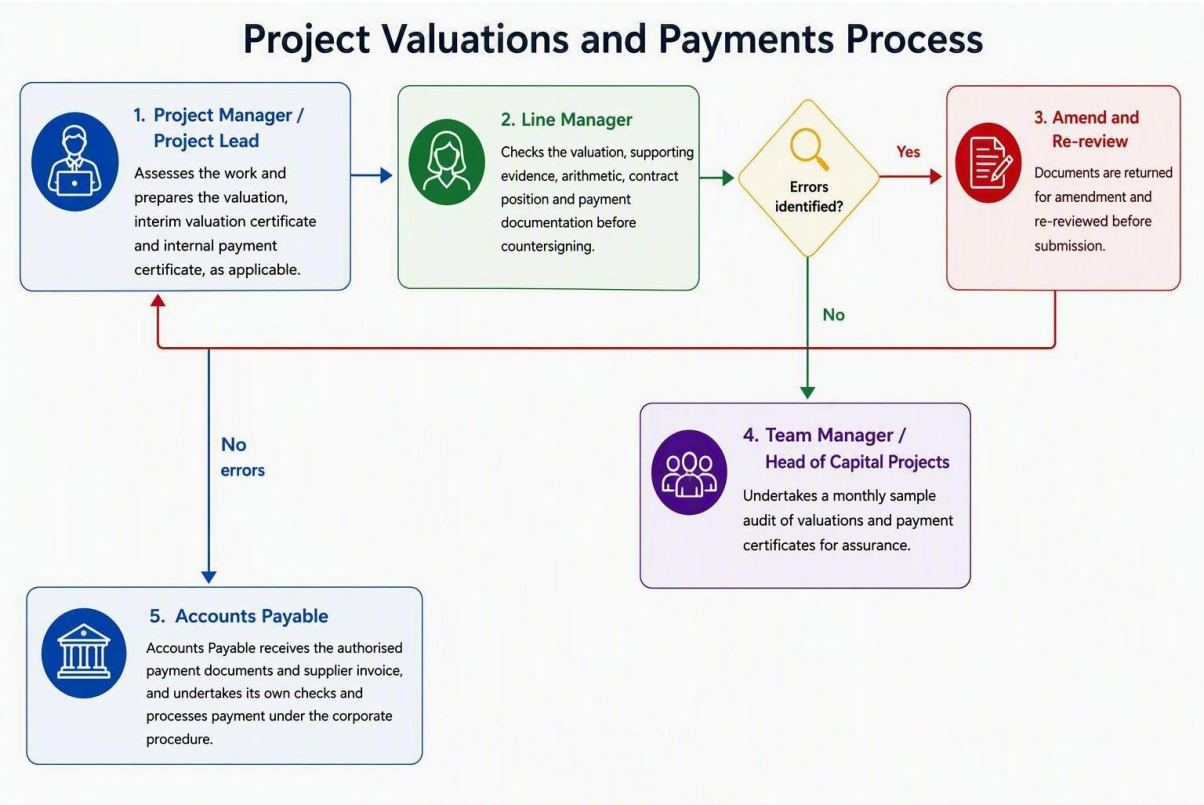

Figure 2: Project Valuations and Payment Process Flowchart

8.3. Finance Reporting

8.3.1. The Team Manager or Head of Capital Projects undertakes a monthly review of all budgets/ cost codes with the appointed finance officer to review budgets, spends and forecasts for all cashflow.

8.3.2. Meeting minutes produced to track actions and decisions.

8.3.3. Finance team validate and incorporate relevant information into their governance arrangements.

9. Audit and Assurance Framework

Control	Frequency / trigger	Evidence
Building Information Data		
Project owner update	As received; at least monthly and before reporting	Current fields, records and identified issues.
Peer review	After material upload or update	Reviewer, date, findings and correction.

Control	Frequency / trigger	Evidence
Building Information Data		
Line manager assurance	Monthly	Extract/sample review and correction log.
Team Manager/ Head of Service assurance	Quarterly	Cross-service sample and improvement actions.
Handover assurance	Completion, defects and retention	Checklist, acceptance and outstanding actions.
Receiving-service assurance	At handover and under local framework	Validated stock/compliance data.
Internal or external audit	Corporate programme or other requirement	Report, actions, owners and closure.
Financial Information Data		
Line manager assurance	Every valuation checked and countersigned by line manager	Valuations and payment certificates checked.
Team Manager/ Head of Service assurance	Monthly sample	Valuations and payment certificates checked.
Finance Officer assurance	Monthly review	All budgets, spends and forecasts reviewed

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10. Governance

10.1. Capital Projects Service review - Team management meetings

10.1.1. The Capital Projects management team reviews portfolio data, programme and financial performance, data quality findings, overdue corrections, handover status and emerging risks.

10.1.2. Material issues are assigned and monitored through to closure.

10.2. Capital Projects Subgroup

10.2.1. The Capital Projects Subgroup provides operational oversight of the Capital Projects functional area. It reviews performance information, significant project and data risks, assurance results, recurring issues, receiving-service feedback and improvement actions.

10.2.2. Matters requiring wider strategic oversight are escalated to this meeting.

10.3. Directorate Buildings Management Board (DBMB)

10.3.1. The Directorate Buildings Management Board (DBMB) is the governance meeting above the Capital Projects Subgroup. Matters requiring directorate-level oversight or escalation are reported from the subgroup to DBMB.

10.4. Corporate and Member Oversight

10.4.1. Capital Projects data contributes to the wider Buildings governance described in the Cabinet report, including quarterly corporate reporting with RAG status and trend commentary, monthly performance briefings to the Cabinet Member for Housing and Tackling Homelessness, and relevant democratic or decision reports. Data used for these purposes is drawn from the authoritative systems and is subject to the review controls in this appendix.

11. Future Development and Learning

11.1.1. Review data standards, mandatory fields, templates and folder structures in response to assurance findings and user feedback.

11.1.2. Analyse recurring errors and handover rejections to address root causes, training needs or system changes.

11.1.3. Use feedback from Repairs, Compliance, Asset Management, Procurement and Finance to improve information requirements and timing.

11.1.4. Update the framework where legislation, regulation, corporate policy, systems or service responsibilities change.

11.1.5. Consider risk-based independent assurance where this would provide additional confidence in project or handover data.

11.1.6. Develop database extracts to be downloadable for easy assurance checking.

11.1.7. Research and review options for external auditing of Capital Projects Service data governance processes.

12. Review of Document

12.1.1. This process will be reviewed annually. It will also be reviewed if there is reason to believe that circumstances have changed, for example:

- Changes to organisation or personnel
- Changes to process
- Changes to legislation
- Significant receiving service feedback.

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Portsmouth Homes

Portsmouth City Council

Portsmouth Homes

Asbestos Safety- Data Governance

July 2026

Portsmouth Homes

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Audience:	Portsmouth Homes Employees, Tenants and Lessees PCC Building Services Technical Staff Contractors
Applicability:	This procedure is applicable to HNB Compliance Team, Customer Repairs Team and dutyholders within Council owned and/or occupied buildings where the Council is the dutyholder for asbestos.
Issue Date:	28th July 2026
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1.0	28th July 2026	Compliance Manager	Original document

1. Purpose of this Document

1.1.1. The purpose of this document is to outline PCC's routine checks, processes and procedures for Asbestos Management to ensure that all data and records held by PCC are accurate, complete, reliable and compliant.

1.1.2. The aim of this document is to implement a process to ensure that all surveys, asbestos work and documentation are completed and stored correctly and in compliance with relevant legislation by:

- Checking that the quality of surveys being completed is in line with Appendix 6 of HSG264 - Quality assurance and quality control.
- Ensuring data is uploaded to the database correctly.
- Completing internal audits of all asbestos related works.
- Completing external audits

1.1.3. This document should be read in conjunction with the PCC Corporate Asbestos Management Plan and the PCC Asbestos Surveyor Operating Procedures.

2. Data Governance Principles

Principle	Description
Compliance with Data Policy	Data is held within defined and controlled systems, ensuring compliance with organisational data governance requirements.
Defined Source	Each information type has one authoritative location. Other systems may hold a link, reference or essential reporting fields but do not reproduce the full record unless there is a justified business need.
Accuracy and Completeness	Information is validated against source evidence, mandatory data fields are completed, and quality checks are undertaken to ensure records are accurate and reliable.
Standardisation	Consistent data structures and naming conventions are applied across all project and asset records to support clarity, accessibility and reporting.
Accountability	Named data owners are assigned responsibility for the accuracy, completeness and maintenance of each dataset.
Auditability	Changes, quality checks, approvals and corrections are recorded to provide a clear and traceable audit trail.
Security and Compliance	Sensitive and personal data is managed in accordance with Portsmouth City Council data protection policies, GDPR requirements and relevant information security standards.

3. Asbestos Survey Data

3.1. Process for Asbestos Surveys

3.1.1. Asbestos surveys undertaken by Portsmouth Homes include:

- Management Survey
- Reinspection Survey
- Refurbishment Survey
- Demolition Survey
- Sampling Only
- Void Property Surveys

3.1.2. Management Surveys / Refurbishment Surveys / Demolition Surveys

These surveys may be completed by PCC asbestos surveyors, framework asbestos surveyors or other asbestos surveyor consultants as part of tendered projects. A full asbestos report will be created for these surveys.

3.1.3. Reinspection Surveys

Reinspection surveys will usually be completed by PCC asbestos surveyors. Surveyors will reinspect all known ACMs in a building. This type of survey will not require a full asbestos report to be created.

3.1.4. Sampling Only

Sampling is generally completed to confirm whether a suspected material contains asbestos or not. Sampling will be completed if a survey or repair is planned or in progress and suspected asbestos is identified. This is generally completed by PCC asbestos surveyors or framework asbestos surveyors. This type of survey will not require a full asbestos report to be created.

3.1.5. Void Property Surveys

Void property surveys will be completed by PCC asbestos surveyors or framework asbestos surveyors. This type of survey will not require a full asbestos report to be created. However, if the void survey involves any refurbishment survey requirements a report will be created.

3.1.6. Once the survey has been carried out and reports created it is uploaded to the PCC R&M Database using a bespoke PCC Excel Spreadsheet. Utilising the import function of the database the data is transferred from the excel into the asbestos register for each individual asset.

3.1.7. PCC Asbestos Surveyors and the asbestos term service consultant have access to the R&M database to update the database directly. The other consultants on the asbestos framework do not have direct access to the database but they are expected to complete the excel spreadsheet in order for it to be uploaded by the Asbestos Team.

3.2. Data Upload for Asbestos Surveys

3.2.1. Following surveys and sampling being undertaken the asbestos register for the specific asset needs to be updated. The asbestos register is a formal record of locations of ACMs, presumed ACMs or strongly presumed ACMs. PCC's asbestos register is held on PCC's R&M Database. Asbestos data can only be uploaded by persons who are trained to ensure that this is done correctly.

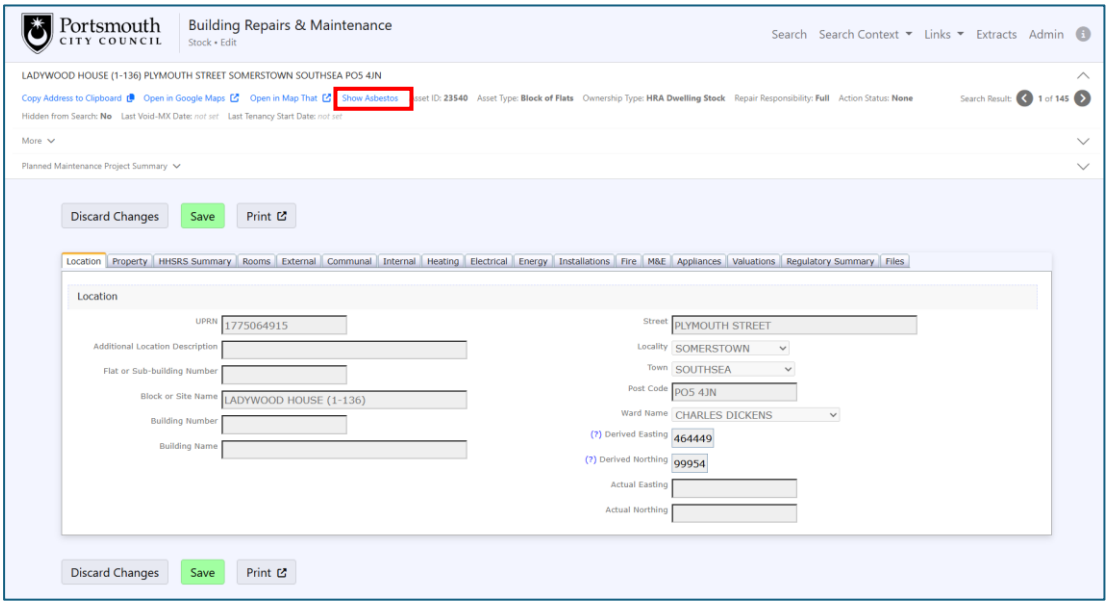

Figure 1 - Asbestos Register on the PCC R&M Database

3.2.2. Prior to any survey the full excel spreadsheet will need to be exported from the database.

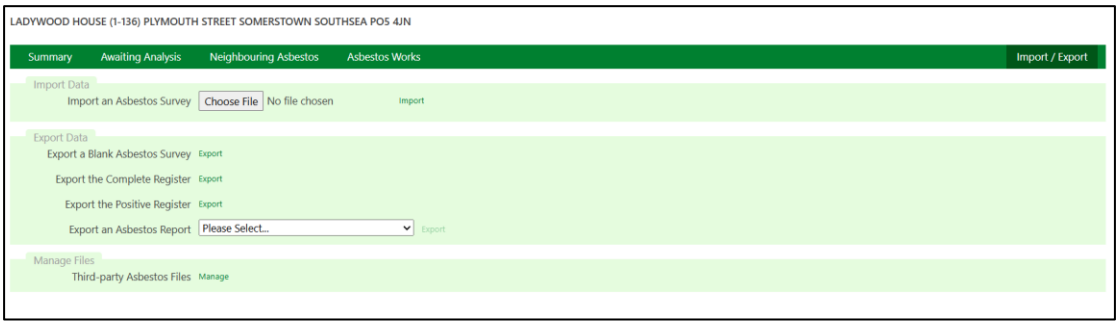

Figure 2- Export the Asbestos Excel Spreadsheet

3.2.3. PCC asbestos surveyors and framework surveyors complete the PCC Excel Spreadsheet directly. A separate process guide is provided to the framework surveyors to ensure that they complete the spreadsheet correctly and upload it to the R&M Database. However external asbestos surveyors will issue their survey reports, and a PCC employee will complete the spreadsheet from the report, sampling analysis and other supporting documents.

Site	Project Manager	Surveyor	Building	Floor	Date	Survey Type	AssetID	Version		
LADYWOOD HOUSE (1-136) PLYMOUTH STREET SOMERSTOWN SOUTHSEA PO5 4JN							23540	1.2		
Room Name	Item number	Lab Reference Number	Vis ID	Photo Ref (if taken)	Description	Reason For No Access	Product Type: 0, 1, 2, 3	Damage: 0, 1, 2, 3	Surface treatment (if any): 0, 1, 2, 3	Asbestos ty 0, 1 3

Figure 3 - PCC Blank Asbestos Excel Spreadsheet

3.2.4. Once the Excel Spreadsheet is completed it is uploaded via the PCC R&M Database Upload Tool for asbestos.

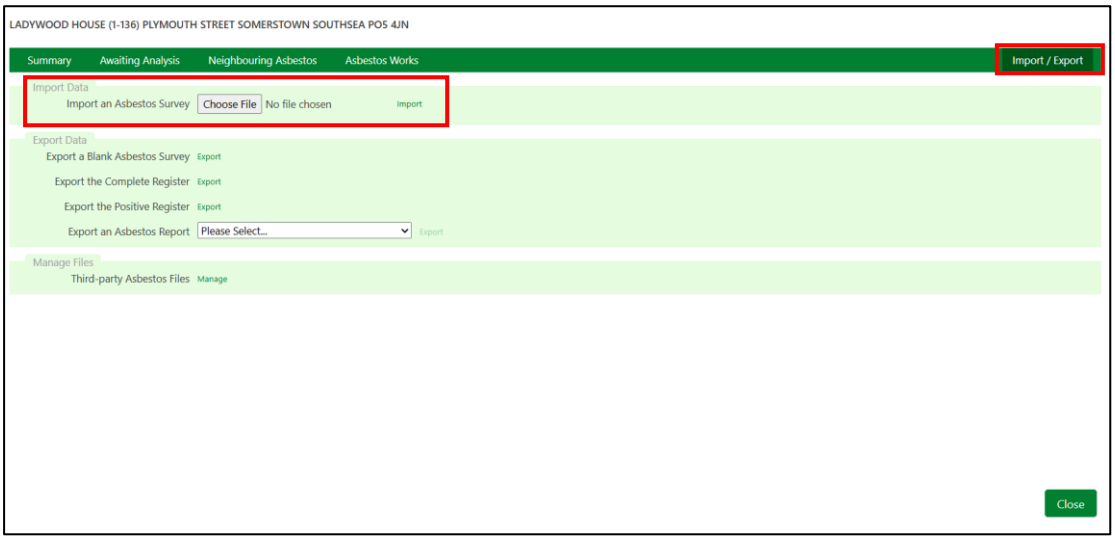

Figure 4 - Asbestos Information Import Completed Excel Spreadsheet

3.2.5. Once imported the information is updated and displayed on the Asbestos Summary. This summary is available to everyone who has access to the R&M Database.

LADYWOOD HOUSE (1-136) PLYMOUTH STREET SOMERSTOWN SOUTHSEA PO5 4JN

Summary | Awaiting Analysis | Neighbouring Asbestos | Asbestos Works | Import / Export

Drag a column and drop it here to group by that column

Room	Element Inspected	Item Number	Description	Product Type	Asbestos Type	Identification	Recommendation	Surveyed
10th - Dry Riser	Floor	Floor	No suspect materials identified. Concrete floor					20/12/2019 (L Dea...
10th - Dry Riser	Walls	Walls	No suspect materials identified. Brick and concrete					20/12/2019 (L Dea...
10th - Dry Riser	Ceiling	Ceiling	No suspect materials identified. Concrete ceiling					20/12/2019 (L Dea...
10th - Dry Riser	Door	as/LAH/PCC/1...	IB Door Core. No asbestos detected within sampled item	0 (None)		No Asbestos Identified	None/Other	20/12/2019 (L Dea...
10th- Electrical Cupboard	Cable Wrap	Visually Identif...	Bitumen cable wrap	1 (Asbestos-rei...	1 (Chrysotile)	Presumed	Mark and Manage	23/04/2026 (D.Wa...
10th- Electrical Cupboard	Floor	Floor	No suspect materials identified. Concrete floor					20/12/2019 (L Dea...
10th- Electrical Cupboard	Walls	Walls	No suspect materials identified. Brick walls					20/12/2019 (L Dea...
10th- Electrical Cupboard	Ceiling	Ceiling	No suspect materials identified. Concrete ceiling					20/12/2019 (L Dea...
10th- Electrical Cupboard	Doors	as/LAH/PCC/1...	IB Door Core. No asbestos detected within sampled item	0 (None)		No Asbestos Identified	None/Other	20/12/2019 (L Dea...
10th- Electrical Cupboard	Electrical Equipment	No Access	Within live electrical equipment					20/12/2019 (L Dea...
10th- emergency stairw...	Floor	Floor	No suspect materials identified. Concrete floor					20/12/2019 (L Dea...
10th- emergency stairw...	Door Header Panel	Door Header P...	No suspect materials identified. Glass door header panels					20/12/2019 (L Dea...
10th- emergency stairw...	Floor	Floor	No suspect materials identified. Concrete floor					20/12/2019 (L Dea...
10th- emergency stairw...	Door Header Panel	Door Header P...	No suspect materials identified. Glass door header panels					20/12/2019 (L Dea...
10th- refuse disposal	Walls	Walls	No suspect materials identified. Brick, block and plaster					20/12/2019 (L Dea...
10th- refuse disposal	Ceiling	Ceiling	No suspect materials identified. Concrete ceiling					20/12/2019 (L Dea...
10th- refuse disposal	Incinerator	No Access	Within Incinerator					20/12/2019 (L Dea...
10th- refuse disposal Lo...	Door Panel	Door Panel	No suspect materials identified. Timber panel to side of doo...					20/12/2019 (L Dea...

Close

Figure 5 - Asbestos Register on the R&M Database

3.2.6. In addition to uploading the Asbestos Excel Spreadsheet, survey reports, sampling analysis and supporting documentation are also uploaded to the database and stored within the asbestos folder within the files tab of the stock database.

Figure 6 - Asbestos Folder within Files Tab for Supporting Information

4. Asbestos Remedial and Removal Work

4.1. Process for Asbestos Works

4.1.1. We frequently undertake asbestos remedial work and removal work to buildings. They are either undertaken by term service contractors or contractors that have been appointed as part of a planned maintenance scheme. Any remedial or removal works are carried out by competent contractors.

4.1.2. Where removal or remediation works are undertaken, they are undertaken as per the Corporate Asbestos Management Plan. Works will either be classified as:

- Licensed Asbestos Work
- Notifiable Non-licensed Asbestos Work (NNLW)
- Non-licensed Asbestos Work

4.1.3. Following the removal or remedial works the following information is required:

- Asbestos removal plans of work
- Any statutory notification for licensed or NNLW asbestos work
- Contractor RAMS
- Records of reassurance air tests and any stage 4 clearance tests
- All asbestos consignment notes

4.1.4. Our term service contractors have access to the R&M database in order to update the database and asbestos information directly in relation to remedial and removal works.

4.1.5. The contractors utilised for planned maintenance work do not have direct access to the R&M database. Each project is assigned a Building Project Contact Administrator to oversee the works, and they will work with the asbestos team accordingly. The Contract Administrator is responsible for ensuring that all necessary information is gathered throughout the duration of the project and provided to the asbestos team to update the asbestos register on the R&M Database.

4.2. Data Upload for Asbestos Works

4.2.1. Following works being undertaken the asbestos register needs to be updated and documentation uploaded against the asset. Uploading asbestos data can only be uploaded by persons who are trained to ensure that this is done correctly via the asbestos database section on the R&M database.

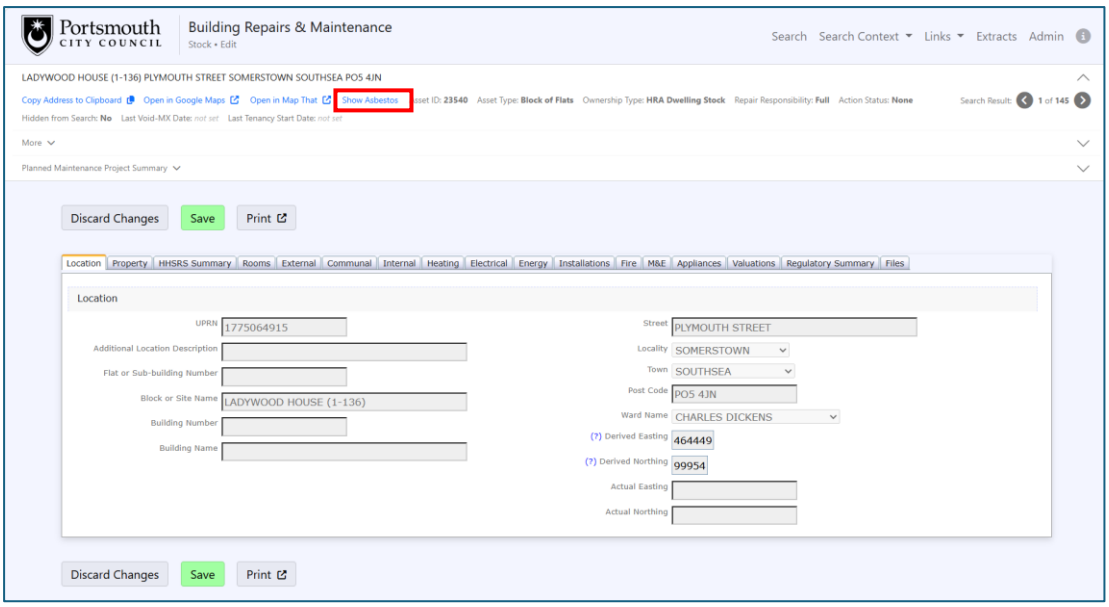

Figure 7 - Asbestos Register on the PCC R&M Database

4.2.2. The asbestos register is updated and documents uploaded as per section 3.2 above.

5. Audit

5.1. Audit Frequency

5.1.1. Audits are undertaken as follows:

Audit	Frequency
Asbestos Database Upload Audit	Monthly Sample
Asbestos Survey Audit	Approx. 5%
Asbestos Works Audit	Monthly Sample
Site Audits	As required, following incidents, concerns, complex works, site issues or quality concerns

5.1.2. Audit findings will be monitored to identify recurring issues, surveyor performance trends, surveyor training needs or process weaknesses. Repeated errors or concerns will be raised through the relevant team or consultant meeting and escalated to the asbestos panel where required.

5.2. Dashboard

5.2.1. A Power BI dashboard is utilised to monitor compliance of asbestos surveys in the form of reinspection's surveys.

5.2.2. The dashboard highlights performance such as number of compliant and non-compliant properties and overall compliance percentage, with filters regarding how long the reinspection survey has been overdue.

5.3. Database Upload Audit

5.3.1. The uploading of asbestos surveys are subject to data upload audits.

5.3.2. The Asbestos Manager or Compliance Manager is responsible for checking a sample of asbestos data uploads to confirm that the right information has been uploaded to the database. The checks that are undertaken include:

- Asbestos register updated against correct asset
- Survey type recorded correctly
- Inspection / survey date is entered correctly
- Sample references and analysis results match the survey report
- Supporting documents are uploaded to the correct asbestos folder
- Any remedial actions are recorded correctly

5.3.3. To record the audit being undertaken an appointment will be added to the R&M database using appointment name "Data Audit".

5.3.4. The outcome of Database Upload audit is shared at the Portsmouth Homes Asbestos Panel.

5.3.5. Where an audit fails it is raised directly with the PCC asbestos surveyor or the corresponding asbestos term service contractor to prevent reoccurring data issues and correct the current issues.

5.4. Asbestos Survey Audit

5.4.1. Asbestos Survey Audit is about ensuring the quality of the survey.

5.4.2. The Asbestos Manager or an appointed PCC asbestos surveyor will carry out a recheck of approximately 5% of all survey reports. This will be proportionate across all survey types but will prioritise any work carried out by newer or inexperienced surveyors. Depending on the size and complexity of buildings, these rechecks may not be done throughout the entire survey report. For very large and / or complicated buildings, a representative portion may be more practical.

5.4.3. The survey recheck will involve checking all aspects of the survey using the data and photographs that are recorded on site to ensure:

- All recorded ACM or suspect ACM are valid
- Any presumptions of ACM are valid
- All sample numbers and photographs are clearly identified and unique.
- All areas inspected are correctly and clearly identified
- All 'no access' areas are clearly marked
- All ACM or suspected ACM are correctly assessed for material type and risk
- An adequate number of samples has been collected

5.4.4. These checks will apply to all surveys whether they are completed by PCC asbestos surveyors or external consultants.

5.4.5. Where any omissions, quality issues or errors are found with the recorded findings, a report will be raised and sent to the Compliance Manager. The Compliance Manager and Asbestos Manager will review the findings and decide on the appropriate remedial action. Where necessary, a physical recheck / resurvey of the property may be undertaken by a PCC asbestos surveyor if deemed required.

5.4.6. To record the audit being undertaken an appointment will be added to the R&M database using appointment name "Technical Audit".

5.4.7. The outcome of Asbestos Survey Audits is shared at the Portsmouth Homes Asbestos Panel.

5.4.8. Where an audit fails it is raised directly with the PCC asbestos surveyor or the corresponding asbestos term service contractor to prevent reoccurring data issues and correct the current issues.

5.5. Asbestos Works Audit

5.5.1. Asbestos Works Audits are undertaken to ensure the quality, completeness and accuracy of documentation issued as part of works to asbestos-containing materials.

5.5.2. The Asbestos Manager or an appointed PCC asbestos surveyor will carry out a check of information provided related to asbestos removal or remediation carried out by contractors.

5.5.3. This audit will involve checking all aspects of documentation including:

- Ensuring all relevant documentation has been provided including:
  - Air test certificate
  - Four-stage clearance certification
  - Waste consignment notes
  - Photographs or completion evidence
- Review the quality and accuracy of the documentation
- Ensure the documentation has been uploaded to the correct location
- Review the asbestos register and ensure the data has been updated correctly

5.5.4. To record the audit being undertaken an appointment will be added to the R&M database using appointment name "Technical Audit".

5.5.5. The outcome of Asbestos Works Audits is shared at the Portsmouth Homes Asbestos Panel.

5.6. Site Audits

5.6.1. On site audits are carried out when deemed necessary, including reported incidents, onsite issues involving ACM or requirements to clarify queries involving ACMs.

5.6.2. To record the audit being undertaken an appointment will be added to the R&M database using appointment name "Site Audit".

5.6.3. The outcome of any site audits is shared at the Portsmouth Homes Asbestos Panel.

5.7. Internal Audit

5.7.1. All services within PCC are subject to an internal audit which are typically aimed to be completed every five years.

5.7.2. Portsmouth Homes Compliance Manager and Senior Managers of the Compliance Service work with internal audit to resolve issues and actioned identified.

5.7.3. All actions from internal audits are recorded in an action log for monitoring and learning purposes.

5.7.4. The outcome of audits carried out by the PCC Internal Audit Team are shared at the Portsmouth Homes Asbestos Panel.

5.8. External Audits

5.8.1. Portsmouth Homes may be subject to external audits by bodies such as the HSE.

5.8.2. Portsmouth Homes utilise a framework asbestos consultant to audit PCCs asbestos surveys on an ad hoc basis.

6. Governance

6.1. Framework Asbestos Consultants Meeting

6.1.1. When utilising framework asbestos surveyors' regular meetings are held with the consultant. The meeting covers all contractual items and audits.

6.1.2. The meeting agenda related to data governance and auditing covers the following elements:

- Number of audits undertaken since last meeting
- Number of passed / failed audits
- Findings from audits
- Request feedback on the audits if there were failures

6.2. Asbestos Panel

6.2.1. Asbestos Panel is held quarterly and is attended by Heads of Service from Portsmouth Homes. The purpose of the meeting is to provide oversight of all aspects of asbestos management to ensure that the Portsmouth Homes stock is covered from an asbestos safety perspective. The panel only covers the dwelling stock.

6.2.2. The panel will have oversight of the process, changes to the legislation and the effectiveness of the asbestos policy.

6.2.3. A summary of the audits will be outlined including the numbers undertaken, whether issues have been found and what has been done to rectify the issues found.

6.3. Portsmouth Homes, Private Sector Housing and Corporate Assets Safety and Quality Strategic Group

6.3.1. Housing, Neighbourhood and Buildings quarterly strategic meeting of Directors and Heads of Service to provide an oversight of all aspects of building compliance by reporting on and escalating key issues discussed at the directorate safety panels.

6.3.2. Any internal audits undertaken by PCC Internal Audit will be shared with the group.

6.3.3. Any audit issue that requires escalation will be discussed at the group.

6.4. Corporate Governance

6.4.1. Quarterly return regarding asbestos performance with RAG rating to reflect current position and trend assessment to compare the quarterly reported performance with previous quarters.

6.5. Cabinet for Housing and Tackling Homelessness

6.5.1. Monthly briefing and presentation to the Cabinet Member for Housing and Tackling Homelessness to discuss monthly performance and highlight any issues impacting on performance and any plans to address performance.

6.5.2. Annual Information Only report to the Cabinet for Housing and Tackling Homelessness to provide an update to the Cabinet Member regarding building compliance.

7. Future Development and Learning

7.1. Future Development

7.1.1. Development that is planned in relation to data quality and assurance is:

- External audits are being investigated to be undertaken by a third party to provide additional assurance regarding data governance.
- Introduction of TCW software for asbestos safety.
- R&M database changes to improve the upload ability of data and creation of survey reports, including:
  - Updated asbestos report formats
  - Enhanced asbestos register template
- Creation of PowerBI to provide real time performance data of all asbestos management including the different surveys, team capacity and overview of all ACMs including risk rating.

7.1.2. Audit findings will be periodically reviewed to identify opportunities to improve data processes, survey templates, training and dashboard reporting.

8. Review of Document

8.1.1. This process will be reviewed as a minimum annually. It will also be reviewed if there is reason to believe that circumstances have changed, for example:

- Changes to organisation or personnel
- Changes to process
- Changes to legislation
- Asbestos related incident

9. Appendix A- Asbestos Safety Flow Chart

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Portsmouth Homes

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Legionella Management- Data Governance

July 2026

Portsmouth Homes

Portsmouth CITY COUNCIL

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Portsmouth Homes

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Document Control Information

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Owner:	Compliance Service- Building Services, Housing, Neighbourhood and Building Services
Authors:	Water Quality Engineer- Portsmouth City Council (Housing Neighbourhood and Building Services)
Approval:	Head of Compliance- Housing, Neighbourhood and Building Services
Audience:	Portsmouth Homes Employees, Tenants and Lessees Portsmouth Homes Building Services Technical Staff Contractors
Applicability:	This procedure is applicable to all council employees, Local Authority maintained schools and other services within Council owned and/or occupied buildings where the Council is the duty holder for legionella.
Issue Date:	27th July 2026
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Document Review and Change Log Information

Document Review and Change Log			
Version	Date of Amendment	Amended By	Amendment Detail
1.0	28th July 2026	Water Hygiene Engineer	Original document

1. Purpose of this Document

1.1.1. The purpose of this document is to outline Portsmouth Homes routine checks, processes and procedures for Legionella management to ensure that all data and records held by Portsmouth Homes are both accurate and correct.

1.1.2. Portsmouth City Council's process as duty holder, for ensuring that all work regarding legionella management is thoroughly planned, carried out safely and that all associated documentation is recorded and stored correctly and communicated to the appropriate parties.

1.1.3. The aim of this document is to implement a process to ensure that all Legionella Risk Assessments and associated monitoring and documentation is completed and stored correctly and in compliance with relevant legislation by:

- Checking that the quality of surveys being completed is in line with HSG 274.
- Ensuring data is uploaded to the database correctly.
- Completing internal audits of all legionella related works.
- Complying with any internal or external audits

1.1.4. The following legislation, policies and guidance documents are applicable to this procedure:

- L8 ACOP- Legionnaires' disease- The control of legionella bacteria in water systems
- HSG 274- Legionnaires' disease- Technical guidance- Part 2; The control of legionella bacteria in hot and cold water systems.
- Health and Safety at Work Act 1974
- Control of Substances Hazardous to Health Regulations 2002
- Management of Health and Safety at Work Regulations 1999
- The Reporting of Injuries Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

2. Data Governance Principles

Principle	Description
Compliance with Data Policy	Data is held within defined and controlled systems, ensuring compliance with organisational data governance requirements.
Defined Source	Each information type has one authoritative location. Other systems may hold a link, reference or essential reporting fields but do not reproduce the full record unless there is a justified business need.
Accuracy and Completeness	Information is validated against source evidence, mandatory data fields are completed, and quality checks are undertaken to ensure records are accurate and reliable.
Standardisation	Consistent data structures and naming conventions are applied across all project and asset records to support clarity, accessibility and reporting.
Accountability	Named data owners are assigned responsibility for the accuracy, completeness and maintenance of each dataset.
Auditability	Changes, quality checks, approvals and corrections are recorded to provide a clear and traceable audit trail.
Security and Compliance	Sensitive and personal data is managed in accordance with Portsmouth City Council data protection policies, GDPR requirements and relevant information security standards.

3. Legionella Risk Assessments (LRA)

3.1. Process for Completing LRAs and Database Upload

3.1.1. LRA's are carried out by PCC's water hygiene term service provider.

3.1.2. Once the provider has carried out the LRA, the service provider submits the completed LRA to PCC's Water Quality Engineer by attaching the LRA to the repair in which the work was raised on the R&M Database.

3.1.3. Once uploaded by the provider, PCC's Water Quality Engineer undertakes quality assessments of all LRAs submitted by the service provider.

3.1.4. Once LRAs have undergone a quality assessment, they are saved into the Water Safety folder within SharePoint, before being uploaded to stock database within PCC's R&M Database.

3.1.5. To upload an LRA to the stock database, PCCs Water Quality selects **'Add New Action'** to the corresponding assets Communal Water System and populates the action with the date the LRA was carried out and selects **'Choose File'** where the LRA can be uploaded into the installation from SharePoint. Once uploaded, the LRA will appear in the assets Mechanical and Electrical Files. See screenshots below.

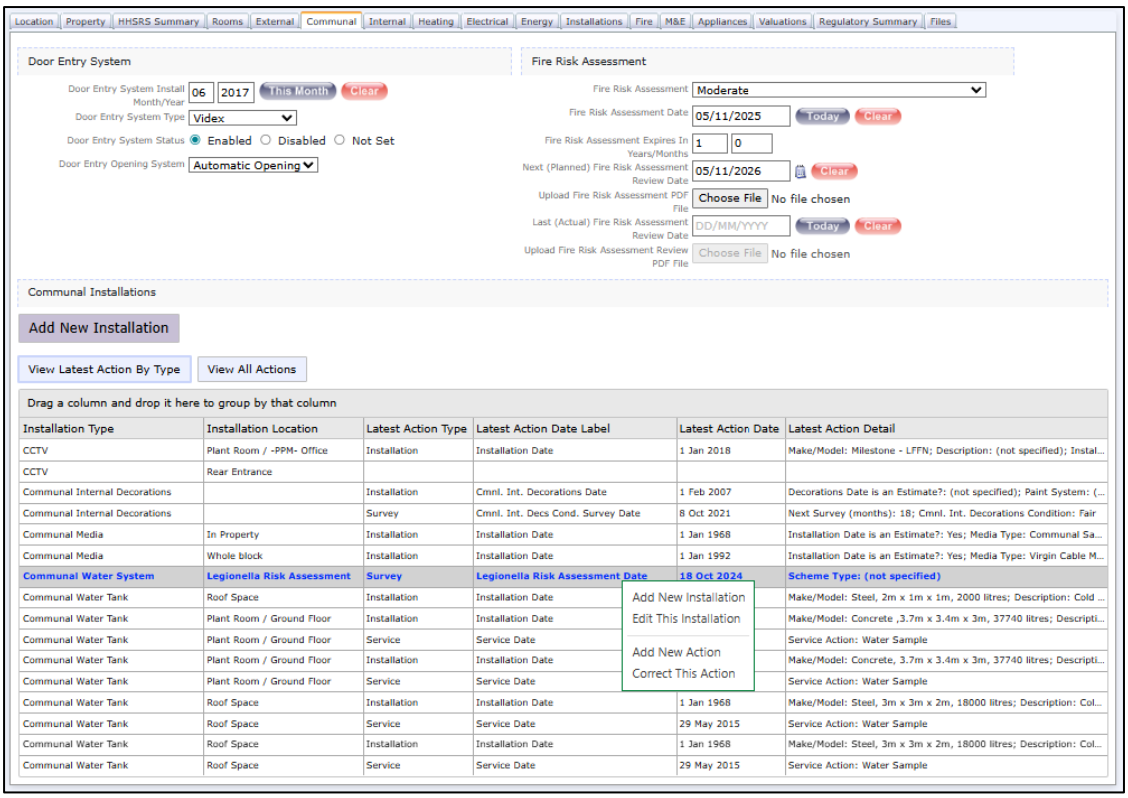

Figure 1- Adding new LRA to the Communal Water System Asset

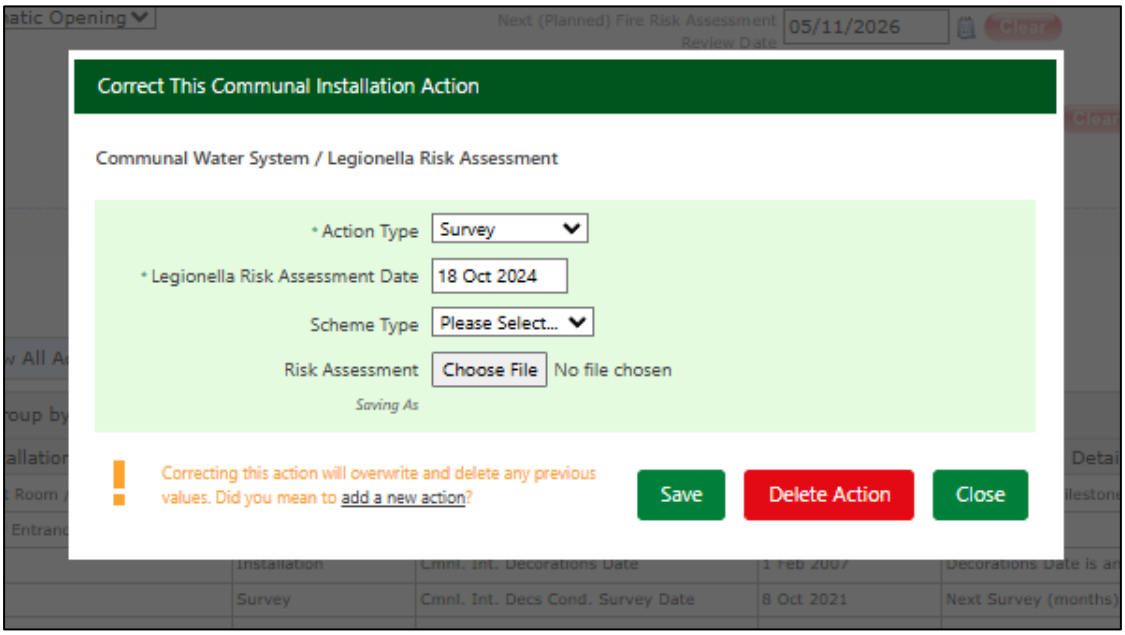

Figure 2 - Uploading new LRA to the asset utilising "new action"

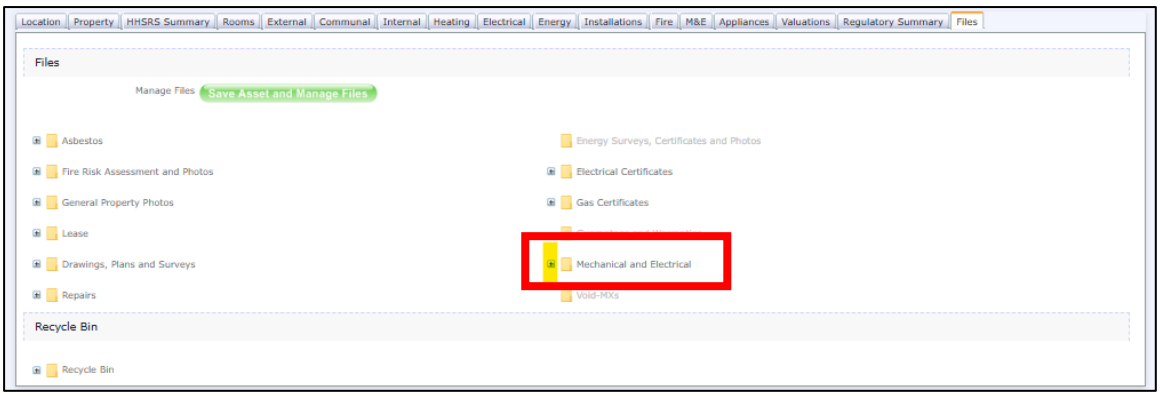

Figure 3 - Documentation within stock database files tab

Figure 4 - Uploaded LRA within files tab on Stock Database

3.2. LRA Quality Assessment Process

3.2.1. All completed LRAs are quality checked by PCC's Water Quality Engineer prior to uploading to PCC systems.

3.2.2. See

3.2.3.

3.2.4. Audit Frequency

3.1.1. Audits are undertaken as follows:

Audit	Frequency
Desktop Quality Assessment	Every LRA
LRA Uploads	Minimum of 10% of Uploads
LRA Actions	As required
Site Visit Audits	Every site over 2 years
Sampling and Monitoring Audit	Daily

3.2. Dashboard

3.2.1. A Power BI dashboard is utilised to monitor compliance of LRAs and LRA actions.

3.2.2. The dashboard highlights performance such as number of compliant and non-compliant properties and overall compliance percentage, with filters regarding how long the LRA and LRA Actions have been overdue.

3.2.5. Desktop Quality Assessments for more information regarding what is checked.

4. LRA Actions

5.1. Assigning LRA Actions

5.1.1. When an LRA identifies remedial actions, these actions are verified when subjected to PCC's quality assessment before being raised as 'LRA Actions'.

5.1.2. LRA actions are raised by PCC's Water Quality Engineer on the councils R&M Database as follows:

- Step 1: Each LRA action is raised on the asset where the remedial works were identified within a repair on the R&M Database.

- Step 2: Each repair is assigned the keyword **'LRA Actions'** which enables the councils PowerBI dashboards to filter out these actions for reporting purposes.

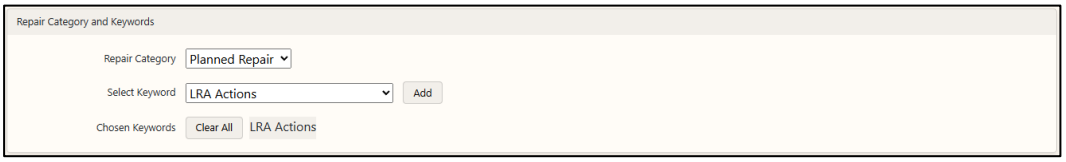

Figure 5 - LRA Action Keyword

- Step 3: **'First Contact Date/Time'** field must be populated with the date of the LRA in which the remedial action was identified was carried out.

- Step 4: Each action to be raised at an individual site is then populated into the **'Description of Original Repair'** box within the repair and assigned a number. Each new action must be on a separate line and numbered.

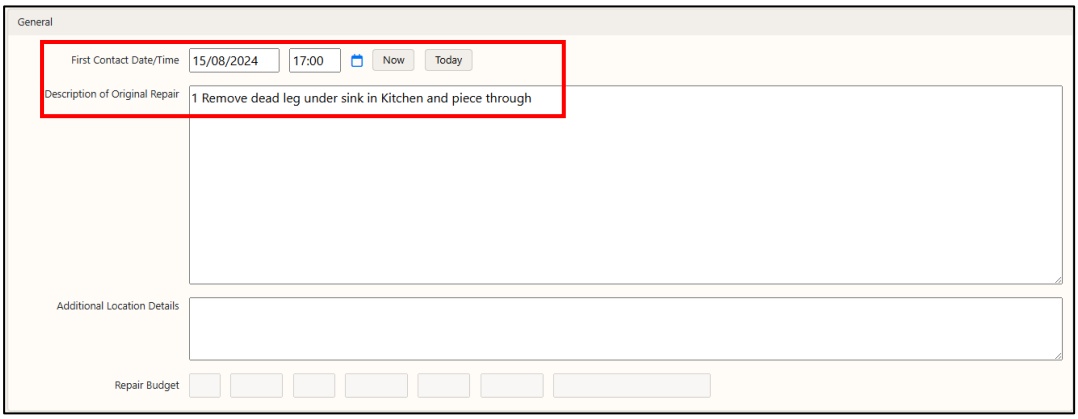

Figure 6 - Actions added to the "Description of Original Repair"

5.1.3. Appointments must be created for each action raised.

5.2. Creating Appointments for LRA Actions

5.2.1. Each appointment is populated as follows:

- The number assigned to each action in **'Description of Original Repair'** must be inputted into the corresponding appointment in the field labelled **'Assigned To'**.

- **'Service Provider'** drop-down field must be populated with the priority assigned to each action in the original LRA:
  - **'LRA 1'** is assigned for remedial works identified as **'Priority 1'** in the assets LRA.
  - **'LRA 2'** is assigned for remedial works identified as **'Priority 2'** in the assets LRA.

- **'Appointment Date/Time'** field must be populated with the target date the action must be carried out:
  - **3 months** from LRA date for **LRA 1** action
  - **12 months** from LRA date for **LRA 2** actions

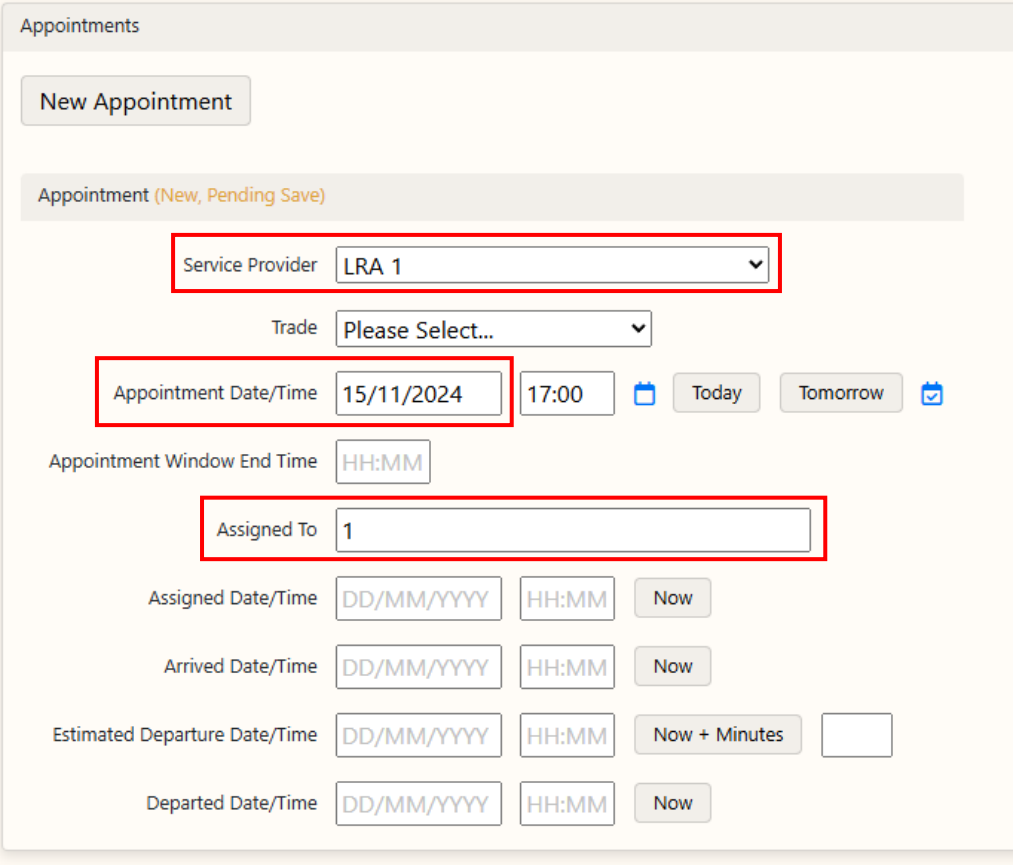

Figure 7 - Appointment Creation

- **'Trade'** field must be populated with the service provider who will be tasked with carrying out the action.
- If the site requires a set appointment for works to be carried out, then an additional appointment must be created within the repair with the appointment date and time as per standard procedure.

5.2.2. Once all appointments/actions are raised in the repair, this is then sent to the service providers tasked with carrying out the actions in the **'Trade'** field.

5.3. Monitoring LRA Actions

5.3.1. LRA actions are monitored on a daily basis by PCC's Water Quality Engineer via PowerBI dashboard **'LRA Action Tracker'**.

This dashboard collates all repairs raised with the keyword **'LRA Actions'** assigned, and shows all individual LRA actions raised, including the date the action was raised and the target date for completion.

The LRA Action Tracker also has the ability to filter all LRA actions by:

- Asset/building types
- Assets local area housing office
- Action priority (i.e. LRA 1/LRA 2)
- Service providers actions are assigned to; and
- The status of the LRA Action.

5.3.2. The LRA actions status will be shown as either **'Completed'**, **'Within Target Date'** or **'Overdue'**.

Overdue actions are filtered further into four sub-categories:

- 3 months overdue
- 3 to 6 months overdue
- 6 to 12 months overdue
- Over 12 months overdue

5.3.3. Where actions are 'Within Target Date', PCC's Water Quality Engineer checks the actions have been raised at least one month before actions are due to be carried out.

5.3.4. Each action within the LRA Action Tracker has a direct link assigned to it which directs the user to the individual repair within PCC's R&M Database.

5.3.5. Service providers are able to provide details of the status of the action by adding comments into the **'Description of Actual Repairs'** field.

5.3.6. Where actions have not been raised within one month before the action is due to be carried out, or where actions have become overdue, PCC's Water Quality Engineer notifies the service provider weekly to gain commentary on each action.

5.3.7. Where actions have been marked as complete, PCC's Water Quality Engineer may carry out on-site audits where insufficient evidence has been provided (i.e. photos) to ensure that actions have been carried out correctly.

See Site Visit Audits- On site assessments.

5.4. Closing LRA Actions

5.4.1. To close an LRA action, the service provider is responsible for inputting the date the work was carried out to close the action into the **'Assigned Date/Time'** field in the appointment assigned to the LRA action in the repair it is raised. The service provider must provide detail of the works carried out in **'Description of Actual Repairs'**.

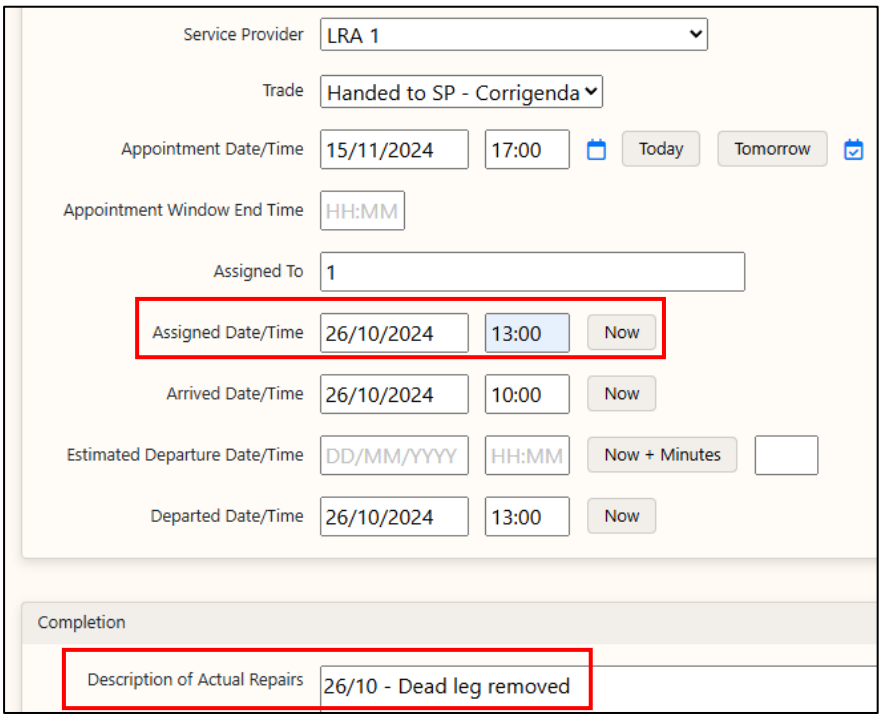

Figure 8 - Closing an action

5.4.2. Once all actions have been carried out and appointment fields updated, the entire repair can then be closed.

5.4.3. When repairs and appointments are closed, they will still remain visible on the LRA Action Tracker for auditing and reporting purposes.

5.4.4. Any issues identified will be communicated to PCCs Water Quality Engineer to rectify immediately.

5.4.5. Where issues are identified, they will be discussed formally to ensure that learning is taken away from the incident and processes are put in place to avoid future occurrences

5. Sampling and Monitoring

5.4.6. PCC's water hygiene service provider uses ZetaSafe as a compliance platform which serves as an electronic logbook for all assets where results of all monitoring tasks are recorded. This software automatically schedules all tasks in accordance with the sites written scheme of control. Portsmouth Homes are provided with Client Access to ZetaSafe for monitoring and auditing purposes.

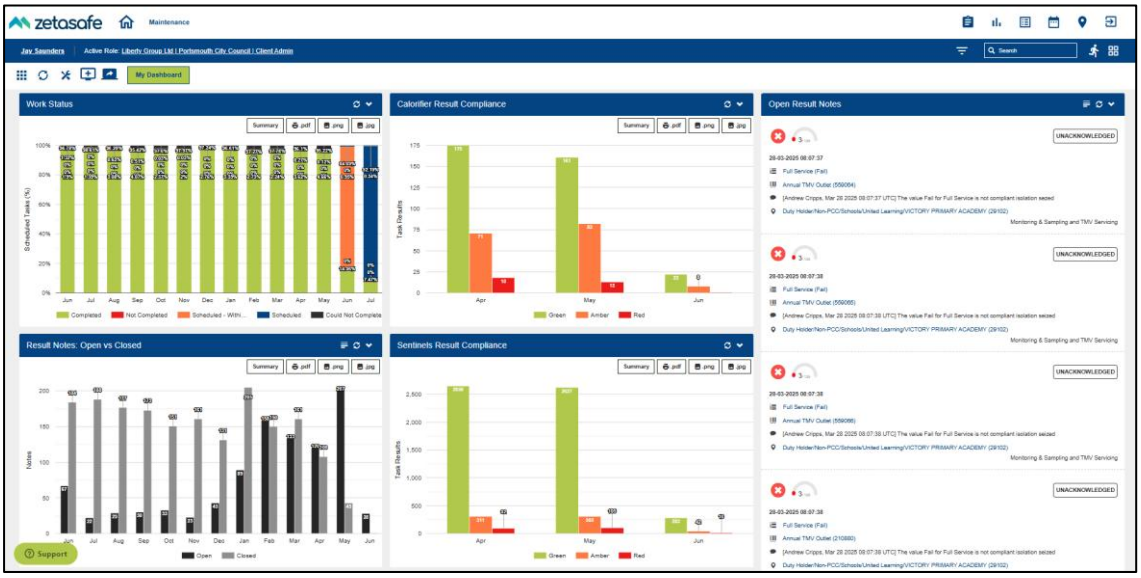

Figure 9 - Example of ZetaSafe Dashboard

5.4.7. PCC's water hygiene service provider is responsible for uploading asset data to ZetaSafe in accordance with the assets LRA. PCCs Water Quality Engineer checks the accuracy of ZetaSafe data in depth while carrying out site audits.

Refer to Sampling and Monitoring Audit (Desktop).

5.4.8. All results are recorded by PCC's water hygiene service provider remotely by scanning barcodes placed in close proximity to the corresponding assets once a task have been completed. This creates a live link to monitoring tasks as they are carried out.

5.4.9. Any hazards identified while carrying out monitoring tasks are highlighted on ZetaSafe as 'RED' or 'AMBER' according to the level of risk.

- RED results indicate there is a high-risk failure which requires immediate attention
- AMBER results indicate an area which requires attention and ongoing monitoring

All 'RED' results must be accompanied by commentary from the engineer carrying the task to provide details of the failure known as 'Result Notes'.

ZetaSafe does not allow 'RED' results to be submitted without a 'Result Note'.

When a Result Note is created by the provider, the note is sent automatically to PCCs Water Quality Engineer and is assigned as **'Unacknowledged'**.

A new Result Note has been added by [redacted]

Note ID:	RN1688014536
Client:	Portsmouth City Council
Asset:	Sentinel TMV Outlet (373069)
Asset Identifier:	[redacted]
Location:	
Task Name:	TMV Service
Note Status:	Unacknowledged
Note Priority:	Medium
Task Result	Fail
Zeta Intelligence Rating:	2 / 125
Job Number:	N/A
Fix By Date:	N/A
Contractor:	N/A
Job Cost:	N/A

[redacted], **Jun 02 2026 07:26:12 UTC] no access to tmv-**

Figure 10 - Example Result Note from ZetaSafe

5.4.10. All Result Notes are administered and actioned by PCC's Water Quality Engineer. This includes:

- Assigning notes as **'Acknowledged'** with commentary i.e. continue monitoring
- Raising repairs following a failure and assigning notes as **'In Progress'** with the corresponding repair ID as seen on PCCs R&M Database.
- Closing result notes when repairs have been carried out or when the issue has been resolved.

5.4.11. Where actions or repairs are created off the back of monitoring results, all details and references are recorded in each result note.

5.4.12. When repairs or actions are completed, details of this are added to the result note and the result note is then closed.

5.4.13. All Result Notes will remain on the system indefinitely for monitoring and auditing purposes.

Act On Selected | Act on All | Report In Spreadsheet | Show Filter

Showing 1 to 21 of 21

☐	ID	Documents	Immediate Action	Status	Priority	Zeta Intelligence Rating	Task
☐	RN1629118629			IN_PROGRESS	Medium	45	Hot Temperature
	[redacted] Jan 12 2026 13:01:39 UTC] The Hot Temperature value of 45.20 wasn't greater than the expected value of 46.0 Status changed from UNACKNOWLEDGED to IN_PROGRESS by [redacted] Mar 02 2026 16:44:33 UTC [redacted] Mar 02 2026 16:44:33 UTC] RMD 1602560 [redacted] Mar 26 2026 15:20:59 UTC] GH chased 26/03						

Figure 11- Example of a Result Note where a repair was raised on PCCs R&M Database

6. Audit

7.1. Audit Frequency

7.1.1. Audits are undertaken as follows:

Audit	Frequency
Desktop Quality Assessment	Every LRA
LRA Uploads	Minimum of 10% of Uploads
LRA Actions	As required
Site Visit Audits	Every site over 2 years
Sampling and Monitoring Audit	Daily

7.2. Dashboard

7.2.1. A Power BI dashboard is utilised to monitor compliance of LRAs and LRA actions.

7.2.2. The dashboard highlights performance such as number of compliant and non-compliant properties and overall compliance percentage, with filters regarding how long the LRA and LRA Actions have been overdue.

7.3. Desktop Quality Assessments

7.3.1. Each new LRA is subjected to an initial desktop assessment. The purpose of this assessment is to:

- Ensure that the correct dates, asset names, photos and addresses have been correctly inputted by the service provider.
- Where an LRA is carried out at a site where its location is highly sensitive (i.e. HMOs for victims of domestic abuse), the LRA must not show any indication of the site's location including the use of external photos.

7.3.2. LRAs are assessed to ensure all key management roles and responsibilities for the site i.e.:

- Duty Holder
- Responsible Person
- Competent Help
- Deputy Responsible Person (where appropriate)
- Senior Competent Help (where appropriate)

7.3.3. Checks are carried out to ensure individuals carrying out the LRA are suitably qualified.

7.3.4. LRA review dates are checked to ensure that the LRA states it will be reviewed by the two-year anniversary of the date the LRA was carried out.

7.3.5. Each LRA must meet the criteria set out in L8 ACOP & HSG 274 Part 2 including the following sections or sub-headings:

- Purpose of assessment
- Scope of assessment
- Details of water usage
- Site specific risk ratings
- Asset list
- Provision to identify remedial actions
- Schematic diagrams
- Incident plan (in the event of a legionella outbreak / high microbial growth)
- Safe operating procedures for legionella control
- Limitations of the risk assessment (including areas not assessed).
- Monitoring programme with assigned responsible parties (i.e. service provider, PCC, site etc.)
- Assess the quality of the risk assessment including but not limited to:
  - Accuracy of the asset list
  - Description of water system and system usage are correct and valid
  - Reviewing the site risk ratings and remedial actions (i.e. have they been clearly explained and/or justified)
  - Ensuring the LRAs carried out within general needs blocks of flats specify that the individual flats have not been risk assessed.
  - Validity of the monitoring programme
  - Frequency of sampling specified is justified and reflective of the site risk rating.

7.3.6. New LRAs are checked against site audits carried out by PCCs Water Quality Engineer to ensure the LRA is valid and accurate, and all issues actions have been addressed.

7.3.7. Where a desktop assessment cannot determine the validity or accuracy of a new LRA, an on-site assessment is carried out and followed up by PCCs Water Quality Engineer.

Examples of situations where an on-site assessment is required include:

- Complex remedial actions raised in the LRA
- Confusing or contradictory descriptions provided for assets or remedial actions
- Remedial actions which are likely to be high cost or require capital works
- Poor condition reports for assets.
- Remedial actions which require input from the site i.e. if an outlet is infrequently used then it must be flushed weekly, if it is not then the outlet is acting as a dead leg and must be removed from the system.

7.3.8. On-site Assessment (where appropriate)

PCC's Water Quality Engineer may carry out an on-site quality assessment to:

- Verify the accuracy of the LRA and schematic provided
- Ensure remedial actions identified are supplied with correct photos, locations, and priorities.
- Verify remedies to overcome remedial actions are correct, justified and economical.
- Ensure that the LRA and logbook has been handed to site and is understood by those responsible.
- Check that sentinel outlets have been correctly identified to ensure the temperature monitoring of the system is valid.

7.3.9. To record the audit being undertaken an appointment will be added to the R&M database using appointment name "Technical Audit".

7.3.10. The outcome of LRA Desktop Quality audits are shared at the Portsmouth Homes Water Safety Panel and at the Water Term Service Contractor Contract Meetings.

7.4. LRA Uploads (Desktop)

7.4.1. PCCs Compliance Manager is responsible for checking a minimum of 10% of all uploads to the R&M Database made by PCC's Water Quality Engineer including:

- LRAs
- LRA Actions
- Other associated documentation

7.4.2. An extract is used to check that the repair date of the LRA matches the date of the LRA database action and that a document is uploaded to the files tab.

7.4.3. To record the audit being undertaken an appointment will be added to the R&M database using appointment name "Data Audit".

7.4.4. The outcome of LRA Upload audits is shared at the Portsmouth Homes Water Safety Panel and at the Water Term Service Contractor Contract Meetings.

7.5. LRA Actions (Desktop)

7.5.1. PCCs Water Quality Engineer carries out audits of completed LRA actions where insufficient evidence has been provided on the repair within PCCs R&M Database. This includes travelling to site to evidence that the action has been carried out to the correct standard.

7.5.2. To record the audit being undertaken an appointment will be added to the R&M database using appointment name "Data Audit".

7.5.3. The outcome of LRA Actions audits is shared at the Portsmouth Homes Water Safety Panel and at the Water Term Service Contractor Contract Meetings.

7.6. Site Visit Audits

7.6.1. PCC's Water Quality Engineer carries out site audits of assets in the scope of this service with the view to complete an audit of each asset at least once every two-years.

7.6.2. Assets will be selected for audit when there are any suspected issues or non-conformities at the site, or when the assets LRA is due for renewal within the next quarter. Assets that are subjected to an audit within the next quarter are carried out in order of risk level (from high to low risk), as determined by PCCs Water Quality Engineer.

7.6.3. The purpose of a site audit is to audit all aspects and of the site in relation to water hygiene, including:

Site Details:

- Management of the site
- Assessment of water supply
- Assigning a Fluid Category profile to the asset.
- Assigning scald and spray risks at the site
- Review water usage at the site, including any assets areas that have been mothballed or decommissioned.
- Review of all key assets included the sites LRA and cross referencing this with physical assets on site.
- Confirming types of water systems on site (i.e. hot, cold, stored, direct, recirculating, high risk etc.)

Legionella Risk Assessment (LRA):

- LRA status (validity, overdue, for review etc.)
- Logbook location (on site)
- Any initial concerns with LRA content
- Details of record keeping at the site
- Assess competence of site-specific personnel
- Ensure all correct responsibilities have been assigned
- Assess accuracy of site schematics
- Review status of any remedial actions raised in the sites LRA.

Written Scheme:

- Monitor measures of control
- Ensure all correct measures are being carried out including:
  - Temperature monitoring
  - CWS tank and calorifier inspections; and
  - Monitoring and servicing of expansion vessels, water softeners, TMVs and shower heads and hoses.
  - Address any issues arising from monitoring results.
- Check accuracy of assets and associated monitoring recorded on ZetaSafe.

System Design and Operation:

- Assess any redundant fittings and outlets.
- Assess water system in general for any non-compliance issues and / or risks.
- In-depth assessment of key assets such as CWS tanks, calorifiers, unvented water heaters, TMVs.

7.6.4. Once complete, each site audit is summarised and issued to PCC's water hygiene service provider and the site along with any corrective actions to be carried out.

7.6.5. To record the audit being undertaken an appointment will be added to the R&M database using appointment name "Site Audit".

7.6.6. The outcome of Physical Site Audits is shared at the Portsmouth Homes Water Safety Panel and at the Water Term Service Contractor Contract Meetings.

7.7. Sampling and Monitoring Audit (Desktop)

7.7.1. PCCs Water Quality Engineer carries out audits to ZetaSafe on a daily basis. Checks include:

- Engineers' attendance to sites (logistically realistic etc.)
- Failures and result notes make sense and provide sufficient information.

7.7.2. In-depth audits to data recorded on ZetaSafe are carried out by PCC's Water Quality Engineer during site audits, this includes:

- Checking asset data correlates with the sites LRA and the physical installations
- Ensuring monthly monitoring visits are carried out within a month or each other allowing for ten days tolerance.
- Checking that sentinel outlets are correctly assigned, including verifying the outlets on site.
- Checking barcodes for assets and outlets on site match with those on ZetaSafe

7.7.3. To record the audit being undertaken an appointment will be added to the R&M database using appointment name "Data Audit".

7.7.4. The outcome of compliance software audits are shared at the Portsmouth Homes Water Safety Panel and at the Water Term Service Contractor Contract Meetings.

7.8. Internal Audit

7.8.1. All services within PCC are subject to an internal audit which are typically aimed to be completed every five years.

7.8.2. PCCs Water Quality Engineer and senior managers of the Compliance Service work with internal audit to resolve issues and actioned identified.

7.8.3. All actions from internal audits are recorded in an action log for monitoring and learning purposes.

7.8.4. The outcome of audits carried out by the PCC Internal Audit Team are shared at the Portsmouth Homes Water Safety Panel and at the Water Term Service Contractor Contract Meetings.

7.9. External Audits

7.9.1. PCC may be subject to external audits by bodies such as the HSE.

7.9.2. PCC's service provider for water hygiene is registered with the LCA who carry out annual audits on the provider. The service provider must provide outcomes of all LCA audits.

7. Governance

8.1. Contractor Meeting

8.1.1. Monthly meetings are held with the water term service contractor. The meeting covers all contractual items and audits.

8.1.2. The meeting agenda related to data governance and auditing covers the following elements:

- Number of audits undertaken since last meeting
- Number of passed / failed audits
- Findings from audits
- Request feedback on the audits if there were failures

8.2. Water Hygiene Panel

8.2.1. Water Hygiene Panel is held quarterly and is attended by Heads of Service from Portsmouth Homes. The purpose of the meeting is to provide oversight of all aspects of water hygiene to ensure that the Portsmouth Homes Dwelling stock is covered from a water safety perspective. The panel only covers the dwelling stock.

8.2.2. The panel will have oversight of the process, changes to the legislation and the effectiveness of the water hygiene policy.

8.2.3. A summary of the audits will be outlined including the numbers undertaken, whether issues have been found and what has been done to rectify the issues found.

8.3. Portsmouth Homes, Private Sector Housing and Corporate Assets Safety and Quality Strategic Group

8.3.1. Housing, Neighbourhood and Buildings quarterly strategic meeting of Directors and Heads of Service to provide an oversight of all aspects of building compliance by reporting on and escalating key issues discussed at the directorate safety panels.

8.3.2. Any internal audits undertaken by PCC Internal Audit will be shared with the group.

8.3.3. Any audit issue that requires escalation will be discussed at the group.

8.4. Corporate Governance

8.4.1. Quarterly return regarding water performance with RAG rating to reflect current position and trend assessment to compare the quarterly reported performance with previous quarters.

8.5. Cabinet for Housing and Tackling Homelessness

8.5.1. Monthly briefing and presentation to the Cabinet Member for Housing and Tackling Homelessness to discuss monthly performance and highlight any issues impacting on performance and any plans to address performance.

8.5.2. Annual Information Only report to the Cabinet for Housing and Tackling Homelessness to provide an update to the Cabinet Member regarding building compliance.

8. Future Development and Learning

8.1. Future Development

8.1.1. Development that is planned in relation to data quality and assurance is:

- External audits are being investigated to be undertaken by a third party to provide additional assurance regarding data governance.

- Introduction of TCW software for LRAs

9. Review of Document

8.1.2. This process will be reviewed as a minimum annually. It will also be reviewed if there is reason to believe that circumstances have changed, for example:

- Changes to organisation or personnel
- Changes to process
- Changes to legislation
- Legionella related incident

10.Appendix A- LRA Quality Flow Chart

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Portsmouth Homes

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Lift Safety - Data Quality and Assurance

July 2026

Portsmouth Homes

Portsmouth CITY COUNCIL

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Document Control Information

Document Control Information	
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Authors:	M&E and Lift Contracts Manager, Housing, Neighbourhood and Building Services
Approval:	Head of Compliance- Housing, Neighbourhood and Building Services
Audience:	PCC Employees, Tenants and Lessees PCC Building Services Technical Staff Contractors
Applicability:	This procedure is applicable to all council employees, Local Authority maintained schools and other services within Council owned and/or occupied buildings where the Council has a lift.
Issue Date:	28th July 2026
Last Reviewed:	n/a
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Document Review and Change Log Information

Document Review and Change Log			
Version	Date of Amendment	Amended By	Amendment Detail
1.0	28th July 2026	M&E and Lift Contracts Manager	Original document

1. Purpose of this Document

1.1.1. This document sets out PCC's approach to managing lift servicing, statutory inspections, and defect rectification, with a focus on ensuring that all data held is accurate, complete, and reliable.

1.1.2. Lift maintenance and statutory compliance activities are delivered through a contractor under NEC4 Term Service Contract for the Repair and Maintenance of Passenger Lift equipment for Buildings & Housing Assets contractual arrangements, with LOLER thorough examinations undertaken by an independent inspection provider. The contractor is responsible for the operational delivery of servicing, repairs, and data input within database.

1.1.3. PCC retains oversight responsibility and undertakes regular monitoring and verification to ensure that all activities are completed within required timeframes and that data recorded reflects the true compliance position of each lift.

1.1.4. PCC relies on contractor data as the primary source of operational information and applies validation checks to ensure its accuracy and completeness.

1.1.5. The aim of this document is to implement a process to ensure that lift safety documentation is completed and stored correctly. The document covers:

- How servicing, LOLER inspections, and defect management are carried out in practice
- What data is recorded and maintained
- How that data is checked, validated, and kept up to date

1.1.6. The processes outlined demonstrate that:

- All lifts are subject to appropriate servicing and statutory inspection regimes
- Defects are identified, recorded, and rectified within required timescales
- Data is consistently reviewed to ensure accuracy and completeness
- A clear audit trail exists from inspection through to completion of works

1.1.7. This approach provides assurance that lift compliance is effectively managed and that PCC maintains accurate and reliable records to support regulatory requirements.

2. Data Governance Principles

Principle	Description
Compliance with Data Policy	Data is held within defined and controlled systems, ensuring compliance with organisational data governance requirements.
Defined Source	Each information type has one authoritative location. Other systems may hold a link, reference or essential reporting fields but do not reproduce the full record unless there is a justified business need.
Accuracy and Completeness	Information is validated against source evidence, mandatory data fields are completed, and quality checks are undertaken to ensure records are accurate and reliable.
Standardisation	Consistent data structures and naming conventions are applied across all project and asset records to support clarity, accessibility and reporting.
Accountability	Named data owners are assigned responsibility for the accuracy, completeness and maintenance of each dataset.
Auditability	Changes, quality checks, approvals and corrections are recorded to provide a clear and traceable audit trail.
Security and Compliance	Sensitive and personal data is managed in accordance with Portsmouth City Council data protection policies, GDPR requirements and relevant information security standards.

3. Monthly Servicing Process

3.1 Service Plan

3.1.1 To ensure all lifts are serviced in accordance with contractual requirements and that servicing data is accurate, complete and reflects actual maintenance activity.

3.1.2 Lift servicing is delivered by a contractor under NEC4 Term Service Contract for the Repair and Maintenance of Passenger Lift equipment for Buildings & Housing Assets contractual requirements.

3.1.3 The Contractor produces a service plan (**Figure 1**) for all lifts, every three months the servicing plan is reviewed for the remaining proportion of the year and allow the plan to be changed to consider any lifts causing concern from a reliability perspective.

3.1.4 During the year, contractors complete three types of servicing (safety, intermediate and major) and they are planned based on lift usage, age, condition and contractual servicing requirements.

	HRA											
SITE NAME	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH
Albion House	I	S	S	I	S	S	I	S	S	M	S	S
Arbour Court	S	S	I	S	S	I	S	S	I	S	S	M
Ark Royal House	S	S	I	S	S	I	S	S	I	S	S	M
Arthur Dann Court	M	S	S	I	S	S	I	S	S	I	S	S
Avocet House	S	S	I	S	S	I	S	S	I	S	S	M
Barkis House 1	I	S	S	M	S	S	I	S	S	M	S	S
Barkis House 2	I	S	S	M	S	S	I	S	S	M	S	S
Blackwood House 1	M	S	S	I	S	S	I	S	S	I	S	S
Blackwood House 2	M	S	S	I	S	S	I	S	S	I	S	S
Bresler House	M	S	S	I	S	S	I	S	S	I	S	S
Brisbane House 1	M	S	S	I	S	S	I	S	S	I	S	S
Brisbane House 2	M	S	S	I	S	S	I	S	S	I	S	S
Canberra House 1	S	S	M	S	S	I	S	S	I	S	S	I
Canberra House 2	S	S	M	S	S	I	S	S	I	S	S	I
Cherry Blossom Court	S	S	I	S	S	M	S	S	I	S	S	I
Connors Keep 1	I	S	S	I	S	S	I	S	S	M	S	S
Connors Keep 2	I	S	S	I	s	S	I	S	S	M	S	S
Copperfield House 1	S	M	S	S	I	S	S	I	S	S	I	S
Copperfield House 2	S	M	S	S	I	S	S	I	S	S	I	S
Crown Court	S	M	S	S	I	S	S	I	S	S	I	S
Darwin House 1 (Centre)	S	S	M	S	S	I	S	S	I	S	S	I
Darwin House 2 (East)	S	S	M	S	S	I	S	S	I	S	S	I
Darwin House 3 (West)	S	S	M	S	S	I	S	S	I	S	S	I
Denmead House 1	S	S	M	S	S	I	S	S	I	S	S	I
Denmead House 2	S	S	M	S	S	I	S	S	I	S	S	I
Eastern Road 415-425	S	S	I	S	S	I	S	S	I	S	S	M
Edgbaston House 1	S	S	I	S	S	M	S	S	I	S	S	M
Edgbaston House 2	S	S	I	S	S	M	S	S	I	S	S	M

Figure 1- Example of HRA Service Plan

3.1.5 To ensure even distribution of servicing and avoid missed visits, lifts are divided into three groups within each month where they are completed between:

1. First 10 days of the month (**Figure 2**)
2. Second 10 days of the month (**Figure 2**)
3. Remaining days of the month (**Figure 2**)

| | | |

- Where applicable:
  - Defects identified
  - Repairs raised and linked to servicing

PCC SERVICE RECEIPT
SAFETY

Comprehensive Elevator Services Limited
CES Limited, Civic Offices, Lower Ground Floor, Guildhall Square, Portsmouth. PO1 2AL
Tel: 01992 570777
www.cespelevators.co.uk

SITE NAME	Denmead House
LIFT ASSET ID	25023
ENGINEER	Jon Sharp
DATE	01/04/2025
TIMES	11:30 – 12:15

EMERGENCY LIGHTING	FITTED	WORKING
CAR	☒	☒
MOTOR ROOM	☒	☒
SHAFT	☐	☐
AUTO DIALLER	☒	☒

PHASE 1	Machine Room	☒
PHASE 2	Hydraulic Machine *Carry out the following operations with the lift isolated.*	☒
PHASE 5	Controller	☒
PHASE 8	Car Top Cleaning	☒
PHASE 10	Car Entrance Equipment	☒
PHASE 14	Pit Area	☒
PHASE 15	Landing Entrance Equipment	☒
PHASE 16	Signals and Pushes *It may be necessary to liaise with the customer before testing some systems to avoid unnecessary confusion and possible abortive callouts.*	☒
PHASE 17	Car Alarm, Safety Edge, Car Landing Door Gaps and Floor Levels *Before checking the operation of the telephone/intercom and alarm, liaise with the customer or site representative to make them aware that the operation of these devices is due to a test.*	☒

ENGINEER RECOMENDATIONS:
Shaft lights to be upgraded with emergency lights. Pit to be dust sealed. Site safety barrier recommended.
ENGINEER COMMENTS:

Figure 3- Example of Service Receipt

3.4 Repair and maintenance database records

3.4.1 The contractor raises all service visits in PCC Repair and Maintenance database (**Figure 4**).

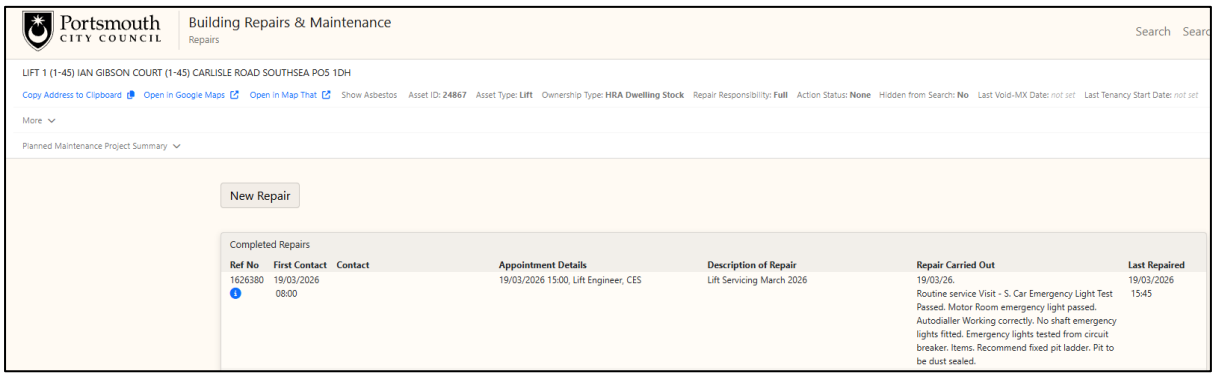


Figure 4 - Example of Servicing Database Record

4. LOLER Process

4.1 Process Overview

4.1.1 To ensure all statutory LOLER examinations are completed within required timeframes, and all associated data is accurate, complete, and reflects the current compliance status of each lift. At PCC all passenger lifts are examined every 6 months.

4.1.2 LOLER inspections are undertaken by the appointed insurance provider who is responsible for scheduling and completing all statutory inspections.

4.1.3 The insurance providers:

- Maintains the inspection programme for all lifts
- Attends site to complete LOLER examination
- Issues LOLER reports via their online portal

4.1.4 Upon completion of an inspection by the insurance provider:

- A notification email is automatically issued to both PCC and the lift term service contractor
- The LOLER report is available for download from the insurance providers system

4.1.5 Following receipt of the LOLER report from the insurance provider:

- The contractor reviews the LOLER report
- The report is downloaded and attached to the relevant repair within the database
- Where defects are identified, an appointment is booked under the repair

4.1.6 All repairs are raised as individual repair records and linked to the corresponding LOLER report to maintain a clear audit trail. The repair has keyword "Lift Insurance Report" added.

4.2 Data Recorded

4.2.1 For each LOLER (**Figure 5**), the following data is recorded:

- Lift ID (Client Number)
- Building name and address
- Inspection date
- Next inspection due date
- Inspection frequency
- Inspection outcome
- Inspector details (including images where provided)

ZURICH

Lifting Operations and Lifting Equipment Regulations
Report of Thorough Examination of Lift

Policy/Contract No: EI110/00700270000	Schedule: IAN GIBSON L	ES Item No: 24867

Employer (or plant owner): PORTSMOUTH CITY COUNCIL

Occupier: IAN GIBSON COURT

Address at which the examination was made: FRODDINGTON ROAD SOUTHSEA PO5 4LB

Item Status	**No specific risk of injury to persons identified. Other defects are present requiring attention. (DD)**	
1. Client No / Serial No	24867	/ H102971
2. Description of equipment	Electric Hydraulic Passenger/Goods Lift - 3 Floor	
3. Location	Foyer	
4. Name of manufacturer	Temple Lifts	
5. Year of manufacture	Not known	
6. Safe working load	900 kg OR 12 Persons	
7. Type of examination / Frequency/ Written scheme	PERIODIC / 6 monthly / No Scheme (DL2-6PM)	

8. Results

(a) Defects that are or could become a danger to persons, remedial actions required, and the time by which they should be remedied	None
(b) Other defects	The following test(s) should be carried out and documentary evidence of the test results made available in accordance with the SAFed Guidance Note - Supplementary Tests of In-Service Lifts on or before the next examination. Safety gear system (4.6.1); overspeed governor test only due to No safe access to the overspeed governor
(c) Observations	None
9. Date of previous thorough examination	06/04/2025
10. Latest date by which the next thorough examination should be carried out	02/04/2026

I declare that the above equipment was thoroughly examined on 02/10/2025 in accordance with all the relevant Zurich Engineering Guidance, Risk Assessments and Safe Systems of Work in place at the time. Provided that you remedy any defects stated in section 8a above, this equipment is safe to operate. You should carefully assess the risks and consider everything listed in sections 8b and 8c and act accordingly. This declaration is made on the understanding that the equipment is used correctly and is suitably maintained. Zurich Management Services Limited, trading as Zurich Engineering is a UKAS accredited Inspection Body No. 0006.

Authenticated by: Jason Huskinson Designation: Engineer Surveyor	Contact: Jason.Huskinson@uk.zurich.com Telephone: 07875687061
Report No: 229029689/17	Date Authenticated: 02/10/2025

Figure 5 - Example of LOLER Report

5. Process for LOLER Defects

5.1 Overall Process

5.1.1 To ensure all defects identified through LOLER inspections are accurately recorded, categorised, tracked, and completed within required timescales, and that data relating to defects is complete, accurate, and auditable

5.1.2 LOLER defects are identified through inspections completed by insurance inspector and recorded within the LOLER report.

5.1.3 Each defect is:

- Linked to the relevant lift (via asset ID)
- Linked to the LOLER report
- Assigned to the contractor for completion

5.1.4 Defects are grouped into the following timescales:

- Immediate defects – actioned without delay
- Timed defects – completed within specified timeframe
- General defects – completed within 56 days

5.1.5 The contractor is responsible for:

- Raising repairs
- Attending site
- Completing works within the required timescales
- Updating the database

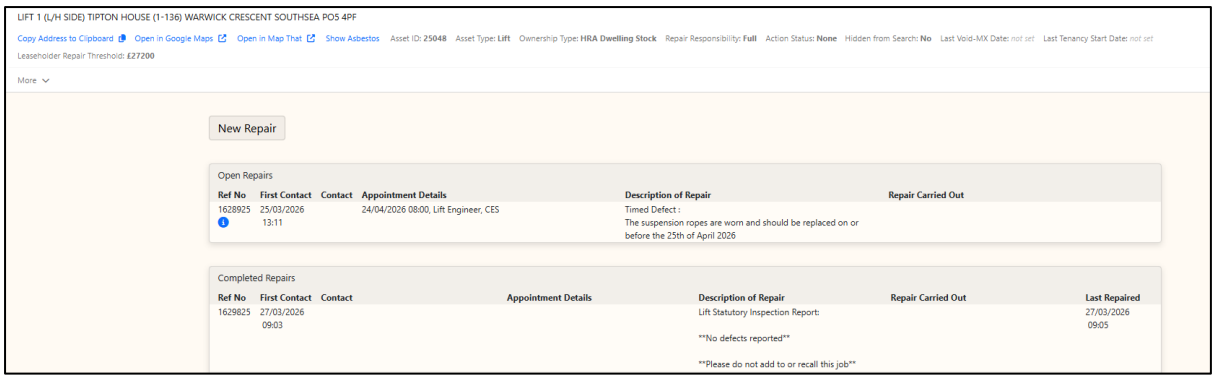
5.1.6 Once works are completed:

- The repair record is updated with full details
- The job is closed

5.2 Recorded Data

5.2.1 For each defect, the following data is recorded within PCC Repair and Maintenance Database:

- Defect category (Immediate, Timed, General)
- Description of defect
- Date defect identified
- Target completion date
- Status (Open / In Progress / Completed)



LIFT 1 (L/H SIDE) TIPTON HOUSE (1-136) WARWICK CRESCENT SOUTHSEA PO5 4PF

Copy Address to Clipboard | Open in Google Maps | Open in Map That | Show Asbestos | Asset ID: **25048** | Asset Type: **Lift** | Ownership Type: **HRA Dwelling Stock** | Repair Responsibility: **Full** | Action Status: **None** | Hidden from Search: **No** | Last Void-MX Date: *not set* | Last Tenancy Start Date: *not set*

Leaseholder Repair Threshold: **£27200**

More

New Repair

Open Repairs

Ref No	First Contact	Contact	Appointment Details	Description of Repair	Repair Carried Out
1628925	25/03/2026 13:11		24/04/2026 08:00, Lift Engineer, CES	Timed Defect : The suspension ropes are worn and should be replaced on or before the 25th of April 2026	

Completed Repairs

Ref No	First Contact	Contact	Appointment Details	Description of Repair	Repair Carried Out	Last Repaired
1629825	27/03/2026 09:03			Lift Statutory Inspection Report: **No defects reported** **Please do not add to or recall this job**		27/03/2026 09:05

Figure 6 - Example of Database LOLER Report Defects Records

6. Audits

6.1 Audit Frequency

6.1.1 Audits are undertaken as follows:

Audit	Frequency
Service Audits	Monthly
LOLER Audits	Weekly
LOLER Defect Auditing	Monthly
Site Visit	n/a

6.2 Dashboard

6.2.1 A Power BI dashboard is utilised to monitor compliance of LOLERs.

6.2.2 The dashboard highlights performance such as number of compliant and non-compliant properties and overall compliance percentage, with filters regarding how long the LOLER has been overdue.

6.3 Monthly Service Audits (Desktop)

6.3.1 Monthly review is undertaken to confirm all scheduled service visits have been completed within the required timeframe.

6.3.2 Servicing is monitored against the monthly service plan by PCC (**Figure 7)** to ensure all lifts are attended within the planned time periods.

PCC LIFTS SERVICING DATES				1st - 10th			11th -20th			21st - 31st				
Nº	Asset ID	SITE	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH
1	38385	ALBION HOUSE	16/04/2025	15/05/2025	12/06/2025	17/07/2025	14/08/2025	16/09/2025	13/10/2025	13/11/2025	12/12/2025	19/01/2026	18/02/2026	
2	41918	ARBOUR COURT	22/04/2025	21/05/2025	26/06/2025	24/07/2025	28/08/2025	30/09/2025	28/10/2025	26/11/2025	22/12/2025	27/01/2026	25/02/2026	
3	28232	ARK ROYAL HOUSE	10/04/2025	08/05/2025	02/06/2025	08/07/2025	06/08/2025	09/09/2025	08/10/2025	07/11/2025	05/12/2025	07/01/2026	09/02/2026	
4	25084	ARTHUR DANN COURT	25/04/2025	22/05/2025	30/06/2025	28/07/2025	22/08/2025	29/09/2025	22/10/2025	27/11/2025	29/12/2025	29/01/2026	26/02/2026	
5	27362	AVOCET HOUSE	22/04/2025	16/05/2025	12/06/2025	17/07/2025	20/08/2025	22/09/2025	20/10/2025	17/11/2025	15/12/2025	20/01/2026	19/02/2026	
6	25087	BARKIS HOUSE 1	09/04/2025	08/05/2025	04/06/2025	08/07/2025	07/08/2025	11/09/2025	08/10/2025	05/11/2025	09/12/2025	08/01/2026	06/02/2026	
7	25066	BARKIS HOUSE 2	09/04/2025	08/05/2025	04/06/2025	09/07/2025	07/08/2025	11/09/2025	08/10/2025	05/11/2025	09/12/2025	12/01/2026	06/02/2026	
8	25127	BLACKWOOD HOUSE 1	11/04/2025	08/05/2025	09/06/2025	11/07/2025	07/08/2025	08/09/2025	06/10/2025	07/11/2025	08/12/2025	06/01/2026	04/02/2026	
9	25128	BLACKWOOD HOUSE 2	11/04/2025	08/05/2025	09/06/2025	11/07/2025	07/08/2025	08/09/2025	06/10/2025	07/11/2025	08/12/2025	06/01/2026	04/02/2026	
10	25025	BRESLER HOUSE	23/04/2025	22/05/2025	24/06/2025	31/07/2025	27/08/2025	29/09/2025	30/10/2025	27/11/2025	31/12/2025	29/01/2026	26/02/2026	
11	25050	BRISBANE HOUSE 1	04/04/2025	08/05/2025	09/06/2025	09/07/2025	07/08/2025	08/09/2025	07/10/2025	07/11/2025	08/12/2025	06/01/2026	04/02/2026	
12	25051	BRISBANE HOUSE 2	07/04/2025	08/05/2025	09/06/2025	09/07/2025	07/08/2025	08/09/2025	07/10/2025	07/11/2025	08/12/2025	07/01/2026	04/02/2026	
13	24863	CANBERRA HOUSE 1	04/04/2025	02/05/2025	09/06/2025	02/07/2025	05/08/2025	05/09/2025	02/10/2025	04/11/2025	02/12/2025	06/01/2026	03/02/2026	
14	24864	CANBERRA HOUSE 2	04/04/2025	02/05/2025	10/06/2025	02/07/2025	05/08/2025	05/09/2025	02/10/2025	04/11/2025	02/12/2025	06/01/2026	03/02/2026	
15	25109	CHERRY BLOSSOM COURT	09/04/2025	08/05/2025	06/06/2025	10/07/2025	08/08/2025	03/09/2025	03/10/2025	05/11/2025	05/12/2025	08/01/2026	03/02/2026	
16	25036	CONNORS KEEP 1	24/04/2025	30/05/2025	27/06/2025	25/07/2025	28/08/2025	23/09/2025	23/10/2025	25/11/2025	23/12/2025	20/01/2026	27/02/2026	
17	36689	CONNORS KEEP 2	24/04/2025	30/05/2025	27/06/2025	25/07/2025	28/08/2025	23/09/2025	23/10/2025	25/11/2025	23/12/2025	20/01/2026	27/02/2026	

Figure 7 - Monthly Service Completion Dates Check

6.3.3 Servicing delivery is monitored against:

- The agreed service plan
- Completion dates
- Contract performance measures

- The results of the audits are communicated to the wider PCC teams via the Building Safety and Portsmouth Homes Public Sector Housing & Corporate Safety Quality Strategic Group.

6.3.4 PCC use service record spreadsheet (**Figure 8**) to monitor lift servicing by recording all servicing details:

- Service visit
- Database repair number
- Completion date
- Asset Verification-Asset ID
- Lift engineer
- Service time

Nº	VISIT TYPE	LIFTS SERVICE COSTS 25-26								
				OFFICE COST				£27.57		
		Database repair ID	Service date	Nº	Asset ID	SITE	Engineer	£/H	HOURS HH:MM	HOURS decimal
1	I	1481523	16/04/2025	HRA	38385	ALBION HOUSE	Chris Lambert	£24.04	02:00	2.00
2				HRA	41918	ARBOUR COURT	X	FALSE		0.00
3	S	1481031	10/04/2025	HRA	28232	ARK ROYAL HOUSE	Joshua Seaman	£11.88	00:45	0.75
4				HRA	25084	ARTHUR DANN COURT	X	FALSE		0.00
5				HRA	27362	AVOCET HOUSE	X	FALSE		0.00
6	I	1478791	09/04/2025	HRA	25087	BARKIS HOUSE 1	Chris Lambert	£24.04	04:00	4.00
7	I	1478803	09/04/2025	HRA	25066	BARKIS HOUSE 2	Chris Lambert	£24.04	04:00	4.00
8	M	1479532	11/04/2025	HRA	25127	BLACKWOOD HOUSE 1	Chris Lambert	£24.04	04:00	4.00
9	M	1479534	11/04/2025	HRA	25128	BLACKWOOD HOUSE 2	Chris Lambert	£24.04	04:00	4.00
10				HRA	25025	BRESLER HOUSE	X	FALSE		0.00
11	M	1476901	04/04/2025	HRA	25050	BRISBANE HOUSE 1	Jon Sharp	£25.75	04:00	4.00
12	M	1477426	07/04/2025	HRA	25051	BRISBANE HOUSE 2	Chris Lambert	£24.04	04:00	4.00
13	S	1477364	04/04/2025	HRA	24863	CANBERRA HOUSE 1	Jon Sharp	£25.75	00:45	0.75
14	S	1477370	04/04/2025	HRA	24864	CANBERRA HOUSE 2	Jon Sharp	£25.75	00:45	0.75
15	S	1480839	09/04/2025	HRA	25109	CHERRY BLOSSOM COURT	Joshua Seaman	£11.88	00:45	0.75
16				HRA	25036	CONNORS KEEP 1	X	FALSE		0.00
17				HRA	36689	CONNORS KEEP 2	X	FALSE		0.00

Figure 8 - Service Sheet Record Sheet

6.3.5 The results of servicing checks audits are shared with the Lift Term Service Contractor as part of the Contract Meetings. If servicing is missed an explanation is expected to be received from the term service contractor outlining why it was not met.

6.3.6 To record the audit being undertaken an appointment will be added to the R&M database repair using appointment name "Data Audit".

6.4 LOLER Audits (Desktop)

6.4.1 The Compliance Extract is reviewed weekly by the Lift Engineer to ensure inspections are completed on time.

6.4.2 A check is carried out to ensure:

- All lifts have a current LOLER report within the repairs database
- Reports have been received for all completed inspections
- Reports uploaded are correct to the building
- Information present on the LOLER is correct

- Missing reports are identified and requested from insurance provider

6.4.3 Where inspections are approaching expiry or overdue:

- Insurance provider is contacted to confirm booking status
- Follow-up actions are monitored

6.4.4 To record the audit being undertaken an appointment will be added to the R&M database repair using appointment name "Data Aduit".

6.4.5 The outcome of LOLER audits is shared with the Lift Term Service Contractor as part of the contract meetings and feedback to the insurance provider as necessary. PCC audit findings are reviewed with the contractor at contract review meetings, with actions agreed and managed through to completion.

6.5 LOLER Defect Auditing (Desktop)

6.5.1 Defects are monitored to ensure completion within required timescales.

6.5.2 Monthly desktop reviews are undertaken to identify:

- Overdue defects
- Defects at risk of exceeding target completion dates

6.5.3 Completed repairs are reviewed to confirm:

- Works have been carried out and recorded correctly
- Completion dates are accurate
- Sufficient detail is provided in the repair record
- Where required, supporting evidence (e.g. engineer notes or photos) is reviewed

6.5.4 To record the audit being undertaken an appointment will be added to the R&M database using appointment name "Data Audit".

6.5.5 The outcome of LOLER defects audits is shared with the Lift Term Service Contractor as part of the monthly contract meetings.

6.6 Site Visit Audit

6.6.1 Currently no site audits are undertaken.

6.7 Internal Audit

6.7.1 All services within PCC are subject to an internal audit which are typically aimed to be completed every five years.

6.7.2 All actions from internal audits are recorded in an action log for monitoring and learning purposes.

6.7.3 The outcome of audits carried out by the PCC Internal Audit Team are shared at the Safety and Quality Strategic Group and with the Lift Term Service Contractor at Contract Meetings.

6.8 External Audit

6.8.1 PCC may be subject to external audits by bodies such as the HSE.

7. Governance

7.1. Contractor Meeting

7.1.1. Monthly meetings are held with the lift term service contractor. The meeting covers all contractual items and audits.

7.1.2. The meeting agenda related to data governance and auditing covers the following elements:

- Number of audits undertaken since last meeting
- Number of passed / failed audits
- Findings from audits
- Request feedback on the audits if there were failures

7.2. Portsmouth Homes, Private Sector Housing and Corporate Assets Safety and Quality Strategic Group

7.2.1. Housing, Neighbourhood and Buildings quarterly strategic meeting of Directors and Heads of Service to provide an oversight of all aspects of building compliance by reporting on and escalating key issues discussed at the directorate safety panels.

7.2.2. Any internal audits undertaken by PCC Internal Audit will be shared with the group.

7.2.3. Any audit issue that requires escalation will be discussed at the group.

7.3. Corporate Governance

7.3.1. Quarterly return regarding lift safety performance with RAG rating to reflect current position and trend assessment to compare the quarterly reported performance with previous quarters.

7.4. Cabinet for Housing and Tackling Homelessness

7.4.1. Monthly briefing and presentation to the Cabinet Member for Housing and Tackling Homelessness to discuss monthly performance and highlight any issues impacting on performance and any plans to address performance.

7.4.2. Annual Information Only report to the Cabinet for Housing and Tackling Homelessness to provide an update to the Cabinet Member regarding building compliance.

8. Future Development and Learning

8.1 Future Development

8.1.1 Developed that is planned in relation to data quality and assurance is:

- External audits are being investigated to be undertaken by a third party to provide additional assurance regarding data governance.

- Introduction of TCW software for LOLERs

- Transitioning from spreadsheet-based tracking to taking all information from the R&M database, with integrated Power Bi reporting to improve data visibility, accuracy and performance monitoring.
  - Initial discussions have been held with IT developers to define requirements and reporting.

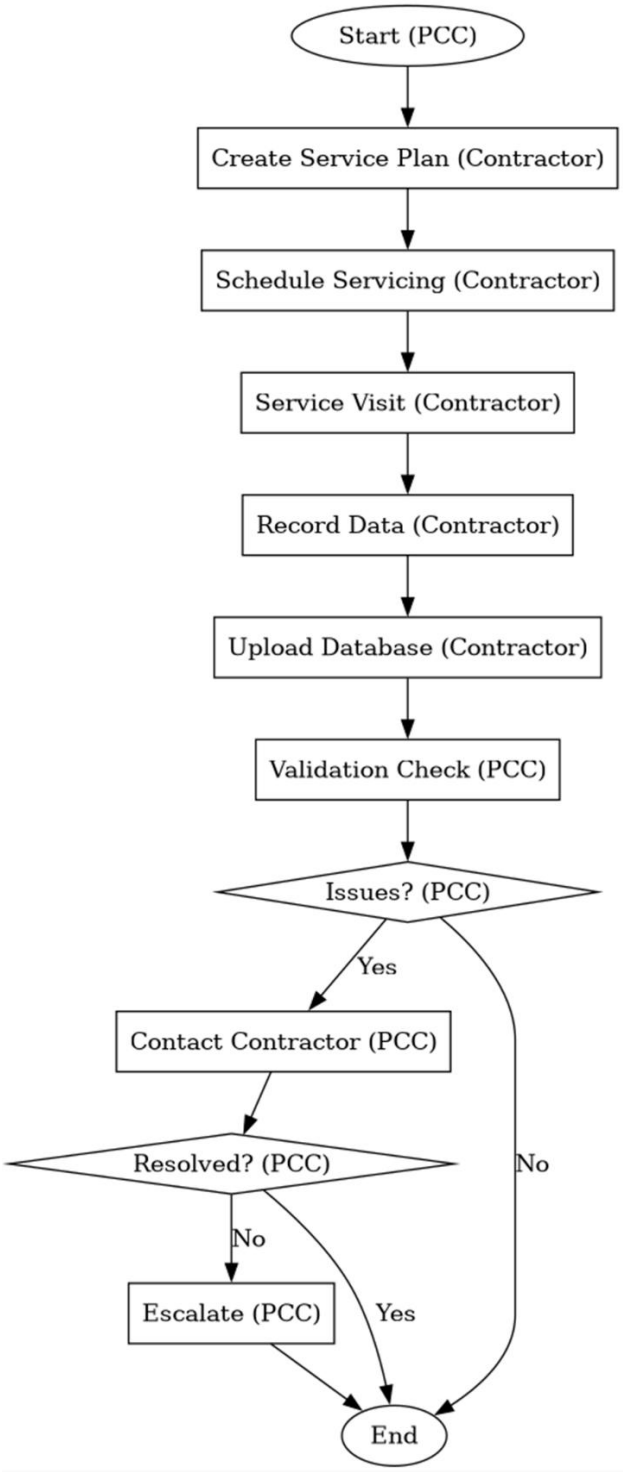
- Site visit audits are being investigated to determine the extent and what they are to consist of.

9. Review of Document

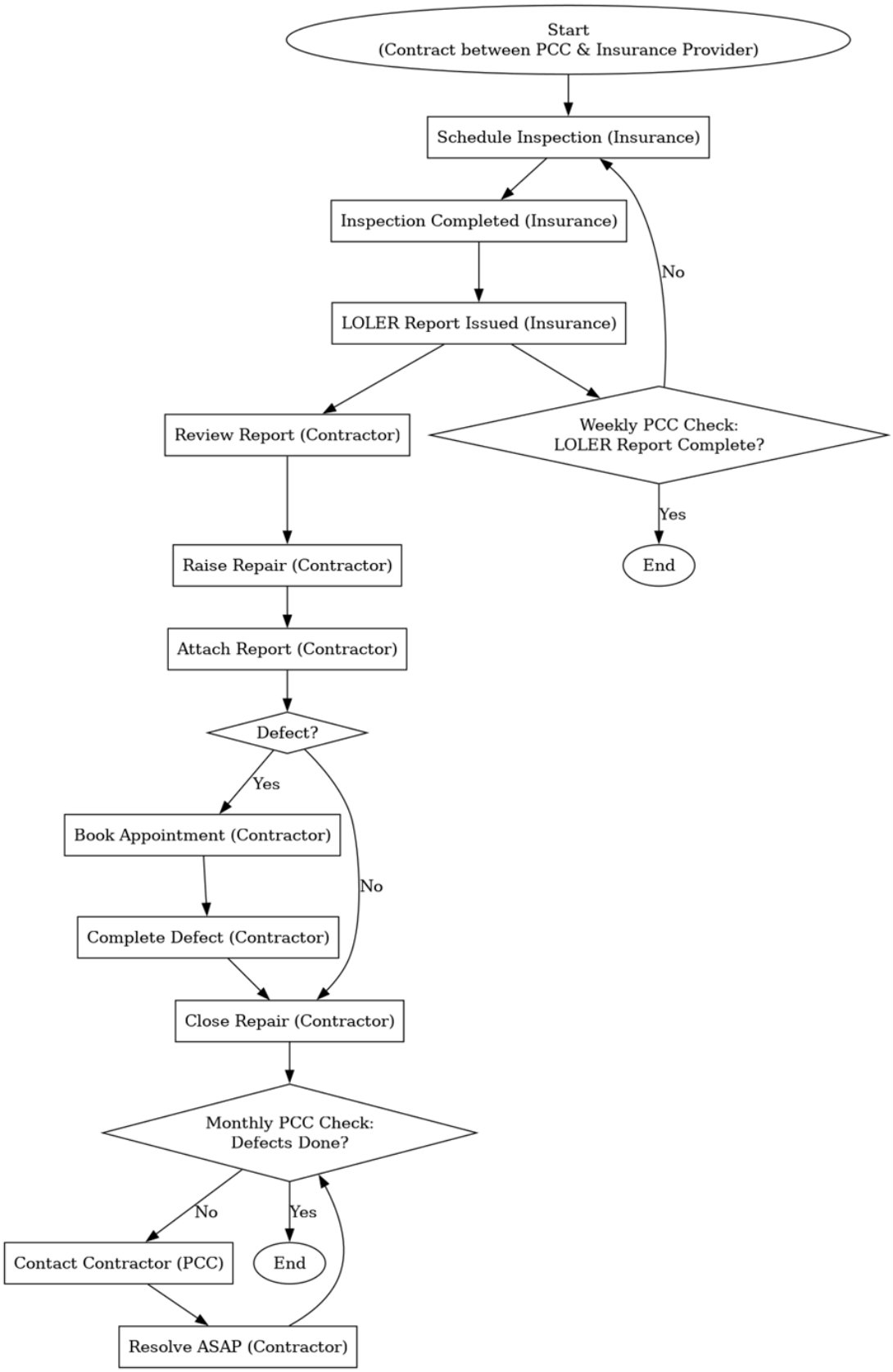
9.1.1 This process will be reviewed as a minimum annually. It will also be reviewed if there is reason to believe that circumstances have changed, for example:

- Changes to organisation or personnel
- Changes to process
- Changes to legislation
- Lift related incident

10. Appendix A- Monthly Servicing Flowchart


Start (PCC)
Create Service Plan (Contractor)
Schedule Servicing (Contractor)
Service Visit (Contractor)
Record Data (Contractor)
Upload Database (Contractor)
Validation Check (PCC)
Issues? (PCC)
Yes
No
Contact Contractor (PCC)
Resolved? (PCC)
No
Yes
Escalate (PCC)
End

11. Appendix B - LOLER Process Flowchart


Start
(Contract between PCC & Insurance Provider)
Schedule Inspection (Insurance)
Inspection Completed (Insurance)
No
LOLER Report Issued (Insurance)
Review Report (Contractor)
Weekly PCC Check:
LOLER Report Complete?
Yes
End
Raise Repair (Contractor)
Attach Report (Contractor)
Defect?
Yes
Book Appointment (Contractor)
No
Complete Defect (Contractor)
Close Repair (Contractor)
Monthly PCC Check:
Defects Done?
No
Yes
Contact Contractor (PCC)
End
Resolve ASAP (Contractor)

Portsmouth Homes

Portsmouth CITY COUNCIL

Portsmouth Homes

Damp & Mould - Data Governance

August 2026

DRAFT

Portsmouth Homes

Portsmouth CITY COUNCIL

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Portsmouth Homes

Portsmouth CITY COUNCIL

Document Control Information

Document Control Information	
Version:	1.0
Status:	Draft / ~~Approved~~
Owner:	Repairs Service- Building Services, Housing, Neighbourhood and Building Services
Authors:	Building Repairs Manager- Portsmouth City Council (Housing Neighbourhood and Building Services)
Approval:	Head of Building Repairs- Housing, Neighbourhood and Building Services
Audience:	PCC Employees, PCC Building Services Technical Staff Contractors
Applicability:	This procedure is applicable to all council employees, Local Authority maintained schools and other services within Council owned and/or occupied buildings where the Council is the duty holder for legionella.
Issue Date:	XXXXX
Last Reviewed:	n/a
Next Review:	Annual, XXXX 2027
Master location (restricted):	ADD LINK

DRAFT

Portsmouth Homes

Portsmouth CITY COUNCIL

Document Review and Change Log Information

Document Review and Change Log			
Version	Date of Amendment	Amended By	Amendment Detail
1.0	August 2026	Building Repairs Manager	Original document

DRAFT

1. Purpose of this Document

1.1.1. The purpose of this document is to outline PCC's routine checks, processes and procedures for managing damp and mould cases to ensure that all data and records held by PCC are both accurate and correct.

1.1.2. Portsmouth City Council's responsibility under Awaab's Law is to investigate damp and mould, provide a written summary and complete necessary work to make the property safe and that all associated documentation is recorded and stored correctly and communicated to the appropriate parties.

1.1.3. The aim of this document is to implement a process to ensure that all damp and mould cases and associated documentation is completed and stored correctly and in compliance with relevant legislation by:

- Checking that the quality of surveys being completed.
- Ensuring data is uploaded to the database correctly.
- Completing internal audits of damp and mould surveys and related works.
- Complying with any internal or external audits

1.1.4. The following legislation, policies and guidance documents are applicable to this procedure:

- Social Housing (Prescribed Requirements) (England) Regulations 2025 (also known as Awaab's Law)
- Social Housing (Regulation) Act 2023.
- Housing Act 2004
- Decent Homes Standard

2. Scope and Data Governance Principles

2.1. Service Covered

2.1.1 This procedure applies to all damp and mould cases reported by Portsmouth Homes tenants, from the initial report through to investigation, communication of findings, completion of remedial works, and follow-up reviews. It covers the management of appointments, survey inspections, hazard assessments, written summaries, repair actions, performance monitoring, data quality assurance, and governance arrangements.

2.1.2 The procedure ensures that damp and mould cases are managed consistently, that accurate records are maintained, and that Portsmouth Homes meets its obligations under Awaab's Law and associated housing legislation.

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2.2. Data Governance Principles

Principle	Description
Compliance with Data Policy	Repairs and asset data is held within defined and controlled systems, ensuring compliance with organisational data governance requirements.
Defined Source	Each information type has one authoritative location. Other systems may hold a link, reference or essential reporting fields but do not reproduce the full record unless there is a justified business need.
Accuracy and Completeness	Information is validated against source evidence, mandatory data fields are completed, and quality checks are undertaken to ensure records are accurate and reliable.
Currency	Live information is updated when received and reviewed at least weekly, and prior to reporting cycles to maintain an accurate position.
Standardisation	Consistent naming conventions and processes are applied across all records to support clarity, accessibility and reporting.
Accountability	Named data owners are assigned responsibility for the accuracy, completeness and maintenance of each dataset.
Auditability	The source information, and the subsequent actions on the R&M database are retained to provide a clear and traceable audit trail.
Security and Compliance	Sensitive and personal data is managed in accordance with Portsmouth City Council data protection policies, GDPR requirements and relevant information security standards.
Lifecycle Management	Information is managed throughout its lifecycle, from first receiving information through the actions being undertaken to completion

DRAFT

3. Roles and Responsibilities

Role	Responsibility
Customer Repairs Officer	Receive reports of damp and mould, triage cases, raise repairs on the database, arrange survey appointments within 10 days, maintain accurate records
Surveyor	Undertake damp and mould investigations, assess hazards and vulnerabilities, complete survey forms, diagnose causes, raise repairs, determine repair priority, provide recommendations and review summary reports before issue.

Role	Responsibility
Business Administrator	Monitor appointment allocation, manage no-access cases, review and quality check written summaries, issue correspondence in line with resident preferences, monitor shared mailboxes and maintain communication records.
Building Repairs Manager	Monitor performance, undertake audits and "in the work" reviews, oversee escalated cases, identify service improvements, manage internal audit actions and report performance through governance arrangements.
Portsmouth Homes HHSRS Panel	Oversee damp and mould strategy, legislative compliance, complaints learning, training, resident information and policy effectiveness.

4. Damp and Mould Cases

4.1. Damp and Mould Appointments

4.1.1. Investigation appointments for surveyors are raised on the repairs database and a timeslot agreed with the customer within 10 days of the reported damp and mould. The appointment timeslot is entered into a shared outlook calendar 'Surveyor Appointments' by the Customer Repair Team and the appointment is then self-allocated by the surveying team.

4.1.2. Appointment timeslots are pre-entered into the shared calendar to match the available resource of surveyors for each working day. The shared calendar is monitored daily by the business administrators to ensure that all appointments have been allocated to an investigating officer.

4.1.3. Should there be no available timeslot or appointments that are required within a 10-working day period, the Customer Repairs team will escalate to their Line Manager who will then liaise with either the Duty Surveyor, Senior Surveyor, or Building Repairs Manager who will review the shared calendar and advise a timeslot.

4.1.4. Where there are unsuccessful customer contact cases, a letter is sent to the customer with a 'suggested' date and time for a surveyor's appointment, to investigate the hazard. The letter for a 'suggested' date and a cold call will also be added as a further log uploaded to database to record the resident communication attempt(s). If all contact communication attempts have been exhausted the case will be escalated to the Building Repairs Manager to gain support and assistance from the Housing Management Team.

4.2. Damp and Mould Surveyor Investigation

4.2.1. At the property inspection the surveyor will investigate and diagnose the cause of damp and deliver effective solutions dealing with the cause of the damp and not just the symptoms. The survey to assess the extent of the damp and mould, the location of the damp/mould and how

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the room(s) it is present in are used, how long the damp and mould has been present, the ventilation in the property and the insulation of the property. At the property inspection we will assess if there are any Housing Health and Safety Rating System (HHSRS) category 1 hazards.

4.2.2. The surveyor will take reasonable steps to understand the circumstances of the resident, including any vulnerabilities of the household which could worsen the potential impact of the hazard such as age, health conditions or disability. We will then categorise the hazard and assess whether the damp and mould are a significant or emergency hazard or a routine repair (outside the scope of Awaab's Law). We will then arrange for the works identified to address the damp and mould to be raised within the appropriate repair category for the hazard identified.

4.2.3. A written summary of the investigation findings will be provided to the named resident within 3 working days of the conclusion of the investigation.

4.3. Damp and Mould Action

4.3.1. If an emergency or significant hazard is identified, then an emergency or urgent repair will be raised as appropriate at the conclusion of the investigation. If any other works are required or the damp or the mould is outside the scope of Awaab's law, then a routine or planned repair will be raised as appropriate.

4.3.2. We will follow up each completed damp and mould repair within six months of any damp and mould investigation, to assess if any work undertaken and/or advice provided, has been completed and/or effective. If works are incomplete, a further follow up will be arranged. If the completed repairs have not resolved the damp and mould a new investigation will be arranged.

5. Managing Damp and Mould Performance

5.1. No Access

5.1.1. If a customer has not been able to meet the surveyor's appointment and allow access, the resident will be contacted directly by the surveyor. If the customer does not respond to the surveyor, the surveyor will leave a calling card at the property and update the database to confirm a 'No Access' appointment.

5.1.2. The Business Administrator will review and continue to contact the customer agree another appointment for no access appointments. a letter is sent to the customer with a 'suggested' date and time for a surveyor's appointment, to investigate the hazard.

5.1.3. If all contact communication attempts have been exhausted the case will be escalated to the Building Repairs Manager to gain support and assistance from the Housing Management team

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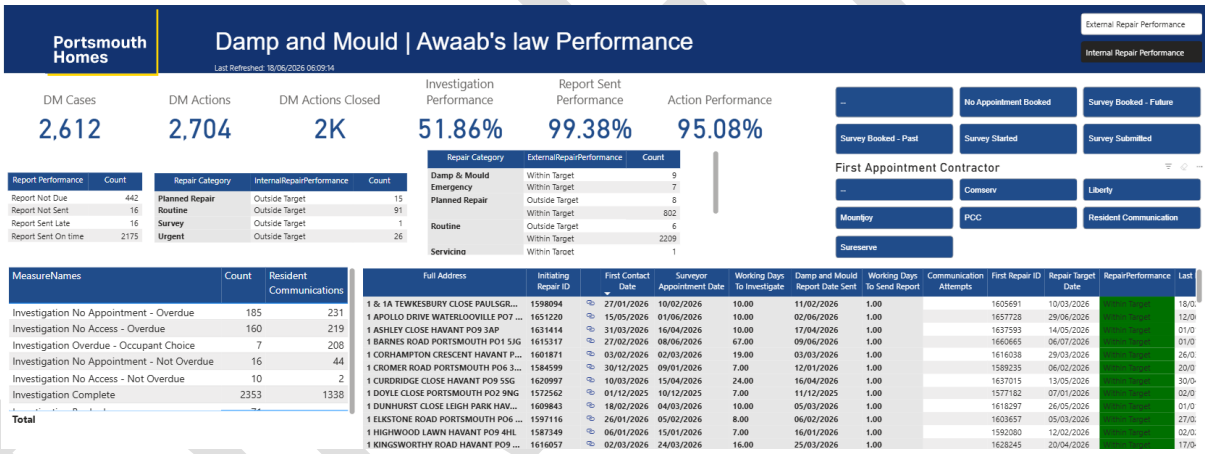
5.2. Dashboard

5.2.1. The Damp & Mould Power BI dashboard is utilised in monitoring, review and performance of all actions with each damp and mould case.

5.2.2. The dashboard highlights all properties with reported hazards without a surveyor's appointment or access issues. The Business Administrator will review and continue to contact the customer to triage the hazard and agree an appointment. The repairs database is updated to record the resident communication attempt(s).

5.2.3. The dashboard is used to assess demand for damp and mould surveys and inform the surveyor capacity for appointments to be available to meet the timeframes stated in the damp and mould policy. Using data from the Repairs Database the dashboard can highlight if performance is not in accordance with the policy timescales (10 days to inspect and 3 days to issue a summary report) as well as highlight if the Repairs database has not been updated correctly or in a timely manner.



Audits

5.3. Summary Report Review

5.3.1. Upon attending a property to investigate a reported damp and mould hazard, a surveyor will complete a 'Renewed Investigation Report' to diagnose and raise the required action. The report can only be saved to the database once all fields are updated, this forms a check list to ensure that all required information is entered and recorded. The database will generate a draft PDF report which is reviewed by the surveyor to check all the information entered is correct.

5.3.2. The database will generate a draft PDF letter from the information entered in the report by the surveyor. The summary letter will be reviewed by the surveyor to check all the information entered is correct. Once the report is submitted as final by the surveyor, the database will send an email with the attached PDF copy of the summary letter to a shared mailbox 'Damp and Mould Summary'

5.3.3. The mailbox is monitored daily by the Business Administrator who reviews each summary letter and will carry out final checks on correct customer information, spelling and grammar inaccuracies and to ensure that the letter has the following clear and precise details. Checks undertaken include:

- Customer Name and Address
- Repair ID
- Date of Survey
- Diagnosis of Hazard
- Cause of Hazard
- Location of Hazard
- Category of Hazard (Emergency/Significant)
- Category of Repair Action(s) (Emergency/Urgent/Routine/Planned)
- Repair Action(s) and Target Date(s)
- Further Investigation(s)
- Advice Provided (For condensation only)
- Call Back Follow Up Date
- Contact Details for Portsmouth Homes

5.3.4. Revision(s) to the summary letter will be actioned by the Business Administrator. The Business Administrator will check any agreed customer contact communications and will issue the summary letter accordingly to the customer within a 3 working day period from the completion of the survey.

5.4. Damp and Mould Case Review

5.4.1. All issued repairs to the service provider, to action damp and mould hazards, are to be completed within the required target date, as instructed by the surveyor within the renewed investigation report and the summary letter issued to the customer.

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5.4.2. Each damp and mould hazard case will have a customer follow up (call back) within six months of the initial surveyor inspection. This will be a letter issued requesting that should customers' still be experiencing a problem with damp and mould, and the hazard has returned, to contact the Customer Repairs Team who will re-triage the hazard, review our records on actions previously taken, and make the necessary arrangements for either a surveyor appointment, to reattend and investigate the hazard further, or raise a repair work action accordingly.

5.4.3. The management team will periodically evaluate repairs and stock data to identify property archetypes that are more prone to damp and mould, to inform its asset management strategy. This proactive approach will either inform future planned programmes or identify properties to be targeted that require regular stock condition surveys.

5.5. 'In The work' Reviews

5.5.1. To understand surveying competency, identify issues, and address training or performance-related concerns, the building service management team shall undertake an 'In the Work' (ITW) session with each surveyor on a quarterly basis. Sessions may be scheduled in advance; however, additional sessions may be conducted where circumstances indicate a need, including in response to specific incidents or emerging themes.

5.5.2. The surveyor in the work sessions will include assessing all surveying skills, including damp and mould surveys.

5.5.3. As part of the ITW session, managers shall observe surveys to assess the quality of the inspection, confirm adherence to the agreed policies and processes, and identify coaching and development requirements.

5.5.4. Managers shall complete the ITW template with each team member, documenting observations, feedback provided, agreed actions, and any training needs identified. Findings and actions from ITW sessions shall be used to support colleague development and to inform service improvement activity across the Building Repairs service.

5.6. Internal Audit

5.6.1. All services within PCC are subject to an internal audit which are typically aimed to be completed every five years.

5.6.2. PCCs Building Repairs Manager and senior managers of the Building Repairs Service work with internal audit to resolve issues and actioned identified.

5.6.3. All actions from internal audits are recorded in an action log for monitoring and learning purposes by the HHSRS panel.

5.6.4. The outcome of audits carried out by the PCC Internal Audit Team are shared at the Portsmouth Homes HHSRS Panel and at the Building Repairs Damp and Mould Meetings.

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6. Governance

6.1. Building Repairs Damp & Mould Meeting

6.1.1. Building Repairs service meet monthly to assess the current damp and mould repair performance and discuss any issues. The meeting agenda includes

- Dashboard Performance Review
- Damp and Mould Demand
- Policy and Processes

6.2. Portsmouth Homes HHSRS Panel

6.2.1. The panel will coordinate and communicate response to damp and mould across all Housing, Neighbourhood and Building teams to ensure risks are managed consistently and are appropriately resourced, complying with all legislation and providing appropriate information to residents, staff and contractors. The panel will have oversight of the process, changes to the legislation and effectiveness of the damp and mould policy.

6.2.2. The panel will review the following key areas and implement changes required to processes, policies or communication to residents as appropriate:

- Our response to damp and mould, surveys undertaken and data about our stock to proactively manage damp and mould.
- Training provided to staff and information provided to residents
- Record all damp and mould complaints and disrepair claims to review any learning

6.3. Portsmouth Homes, Private Sector Housing and Corporate Assets Safety and Quality Strategic Group

6.3.1. Housing, Neighbourhood and Buildings quarterly strategic meeting of Directors and Heads of Service to provide an oversight of all aspects of building compliance by reporting on and escalating key issues discussed at the directorate safety panels.

6.4. Corporate Governance

6.4.1. Quarterly return regarding damp and mould performance with RAG rating to reflect current position and trend assessment to compare the quarterly reported performance with previous quarters.

6.5. Cabinet for Housing and Tackling Homelessness

6.5.1. Monthly briefing and presentation to the Cabinet Member for Housing and Tackling Homelessness to discuss monthly performance and highlight any issues impacting on performance and any plans to address performance.

6.5.2. Annual Information Only report to the Cabinet for Housing and Tackling Homelessness to provide an update to the Cabinet Member regarding a review of damp and mould investigations undertaken the previous year and highlight any learning or changes to policy for the forthcoming year.

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7. Future Development and Learning

7.1. Future Development

7.1.1. External audits are being investigated to be undertaken by a third party to provide additional assurance regarding the data governance.

7.1.2. Accredited training courses are being explored to provide additional assurance that the surveyors are appropriately trained to assess damp and mould cases.

7.1.3. Once the review of damp and mould performance for the previous year has been undertaken, the damp and mould policy will be reviewed and updated as appropriate by the HHSRS panel.

8. Review of Document

8.1.1. This process will be reviewed as a minimum annually. It will also be reviewed if there is reason to believe that circumstances have changed, for example:

- Changes to organisation or personnel
- Changes to process
- Changes to legislation
- Legionella related incident

9. Appendix A- Damp and Mould Flow Chart

Damp and Mould Audit Flowchart Draft.

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Portsmouth Homes

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Stock Condition Surveys

And HHSRS - Data Governance

July 2026

Portsmouth Homes

Portsmouth CITY COUNCIL

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Portsmouth Homes

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Document Control Information

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Document Review and Change Log Information

Document Review and Change Log			
Version	Date of Amendment	Amended By	Amendment Detail
1.0	August 2026	Asset Manager	Original document

1. Purpose of this Document

1.1.1. To document the process for Managing Stock Condition Surveys of Portsmouth Homes (PH) Social Housing stock from 3rd Party providers and for actioning the HHSRS hazards reported via the AMS inbox by 3rd party providers during the stock condition surveys.

1.1.2. The Housing Regulator Judgement of January 2025 resulted in a C3- "serious failings in the landlord delivering the outcomes of the consumer standards and significant improvement is needed"
Among the Summary of findings was this section:
Portsmouth CC reported that it does not have up to date information about the condition of the majority of its homes and is therefore unable to evidence the accuracy of its reported compliance with the DHS. At the time of the self-referral, less than 40% of its homes had been surveyed within the last five years, more than a third had been surveyed more than ten years ago, and nearly 10% had no record at all. Additionally, stock condition surveys undertaken prior to 2024 did not include an assessment of hazards using the Housing Health and Safety Rating System

1.1.3. From November 24th, 2025, Ridge and Partners LLP commenced Asset Management surveys on approximately 12,000 PCC HRA dwelling stock. Their remit was to collect stock condition data to help inform Portsmouth Homes' 30 year Asset Management Strategy

1.1.4. As part of the surveys, individual surveyors are expected to identify deficiencies that could cause a Hazard as defined in the HHSRS (Housing Health and Safety Rating System) guidance. They will identify these potential hazards as Typical, Slight, Moderate, and Severe.

1.1.5. The aim of this document is to implement a process to ensure that all data related to the stock condition surveys is completed and stored correctly and in compliance with relevant legislation by:

- Checking the quality of the data received
- Ensuring data is uploaded to the database correctly.
- Completing internal audits of the surveys
- Complying with any internal or external audits

1.1.6. The following legislation, policies and guidance documents are applicable to this procedure:

- Housing Act 2004
- Landlord and Tenant Act 1985 (Section 11)
- Homes (Fitness for Human Habitation) Act 2018
- Social Housing (Regulation) Act 2023
- Regulator of Social Housing Consumer Standards
- Decent Homes Standard (DHS)
- Building Safety Act 2022
- Fire Safety Act 2021
- Awaab's Law

2. Scope

2.1. Projects and services covered

2.1.1. Housing Revenue Account (HRA) Stock Condition Surveys.

2.1.2. Repairs Raised to resolve HHSRS hazards

2.1.3. R&M Database

2.2. Data in scope

2.2.1. The following data categories, locations and purposes are within scope:

Data category	Examples	Location	Primary purpose
Stock Condition data from 3rd Party provider	Commentary of component condition and remaining life	Sharepoint	To update R&M asset Data
HHSRS information from 3rd party provider	Type and severity of hazard	Outlook	To ensure hazards can be rectified
Asset and stock data	Key component information, installations, condition, dates, asset identifiers and compliance attributes.	R&M database – Stock Context	Ongoing asset management, maintenance and investment.
Repairs Data	Type and nature of hazard, works carried out. Cost of works.	R&M database – Repairs Context	Ensuring hazards are addressed and managing efficiency of repairs – timescales and costs

3. Data governance principles

Principle	Description
Compliance with Data Policy	Repairs and asset data is held within defined and controlled systems, ensuring compliance with organisational data governance requirements.
Defined Source	Each information type has one authoritative location. Other systems may hold a link, reference or essential reporting fields but do not reproduce the full record unless there is a justified business need.
Accuracy and Completeness	Information is validated against source evidence, mandatory data fields are completed, and quality checks are undertaken to ensure records are accurate and reliable.
Currency	Live information is updated when received and reviewed at least weekly, and prior to reporting cycles to maintain an accurate position.
Standardisation	Consistent naming conventions and processes are applied across all records to support clarity, accessibility and reporting.
Accountability	Named data owners are assigned responsibility for the accuracy, completeness and maintenance of each dataset.
Auditability	The source information, and the subsequent actions on the R&M database are retained to provide a clear and traceable audit trail.
Security and Compliance	Sensitive and personal data is managed in accordance with Portsmouth City Council data protection policies, GDPR requirements and relevant information security standards.
Lifecycle Management	Information is managed throughout its lifecycle, from first receiving information through the actions being undertaken to completion

4. Data Storage Categories and Arrangements

4.1.1. The following allocation removes unnecessary duplication between data storage locations and clarifies where data should be stored and kept up to date.

Location	Information Held
Stock Condition data from 3rd Party provider	Data extracts from 3rd party stock condition survey software – all fields are retained
HHSRS information from 3rd party provider	Details of hazards identified whilst onsite
Asset and stock data	The Stock Database contains structured asset and compliance information including key component information, installations, condition, dates, asset identifiers and compliance certification. Where fields exist on the Stock Database, information should be kept up to date. Examples of relevant data include: • Asbestos • Gas • Electrics • Legionella • Lifts • Fire • Emergency lighting • EPCs, DECs and other sustainability standards • New installation dates • Sprinklers • Condition information
Repairs Data	• Tenants name and contact details • Description of repair issue • Dates of contractor and PCC staff appointments and who attended • Notes on repairs carried out • Cost of works

5. Project Data Lifecycle

5.1. HHSRS Hazard Reporting

5.1.1. Emails will be sent daily from HHSRS@ridge.co.uk. The email subject header will contain the R&M database asset ID and address. The body of the email will state the category of the hazard, which of the 21 hazards apply, and a brief description of the issue. It may or may not contain photographs.

5.1.2. The email should be opened and the details assessed. The issue will require one of the following actions:

- Raise a repair
- Raise a Surveyor visit
- Raise a Damp and Mould visit
- Raise an action to be passed to the local Housing Office
- Investigated- No action (desktop review)

5.1.3. A repair will be raised if a clear repair issue is identified from the email. If more info is required, the tenant will be contacted to obtain that information

5.1.4. Repairs are carried out, and the repair is closed on the repair system by the contractor

5.1.5. Stock information is updated by AMS team Administrator

5.2. Slight Hazards

5.2.1. All HHSRS hazards are sent through to Ridge on a weekly basis by the field surveyors. This information is entered into a Power BI dashboard which Ridge update mid-week each week. PCC have access to this and will use it to assess all the slight HHSRS hazards identified by the Ridge Surveyors and check that all moderate, severe and damp & mould hazards have been emailed and repairs raised if necessary.

5.3. Stock Condition Information

5.3.1. Stock Condition information is collated weekly by Ridge Data Analysts and checked for compatibility with the Ridge systems. This information is then relayed to PH on a monthly basis in the form of an excel spreadsheet.

5.3.2. Upon receipt of the data, PH data analysts import the data into a proforma which aligns the individual elements of the data into columns acceptable to the R&M database. Data that does not match is identified at this stage.

5.3.3. This is then uploaded directly into the database via the Uploads page

6. Roles and Responsibilities

Role	Responsibility
Data administrator	Monitors incoming information, processes it in accordance with guidance. Quality checks initial information before actioning. Collates Monthly reporting data
Data Analyst	Creates the proforma for converting and checking Stock Condition data. Creates and maintains Power Bi reporting dashboards
Asset Manager	Weekly checks on AMS inbox. Weekly checks on Hazards/Repairs raised Validates Monthly reporting data ahead of dissemination across the relevant parts of HNB
Receiving services – Repairs, Compliance and Projects or External Client.	Repairs, Compliance and Projects accept, validate and incorporate relevant handover data into their governance arrangements.
Contractors and consultants	Provide complete, accurate, timely and correctly formatted information in accordance with contract requirements and respond to identified errors or omissions.

7. Data Input, Review and Correction Process

7.1. Stock Data input

7.1.1. Upon receipt of the data, PH data analysts import the data into a proforma which aligns the individual elements of the data into columns acceptable to the R&M database. Data that does not match is identified at this stage

7.1.2. This is then uploaded directly into the database via the Uploads page

7.1.3. A further automated check occurs at upload to the database stage. Any data not meeting the criteria is flagged with an error message and user intervention is required to proceed further with the data upload

7.1.4. If the errors are small in number, a manual correction can be carried out, and the upload retried, if the number of errors is extensive, the upload will be rejected by the user, and the data sent back to Ridge.

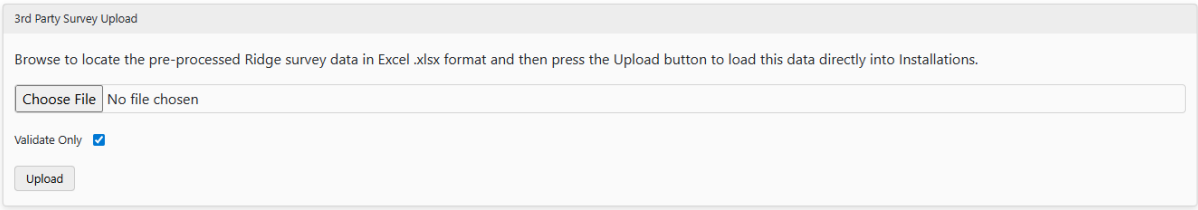


Figure 1- R&M stock data upload page

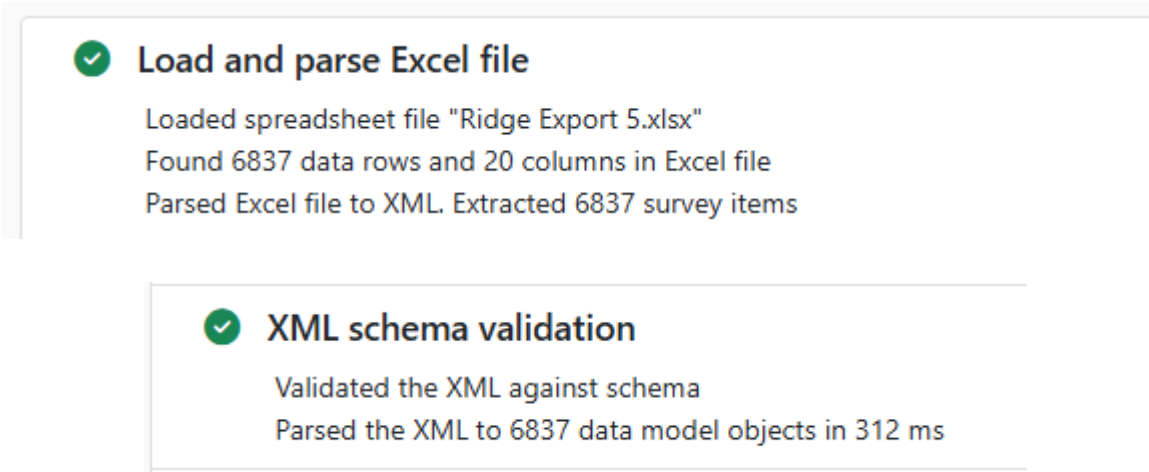


Figure 2- results of data checking displayed

Import to Database (validate only)

Warning: Row: 695 (Asset 5189) - Matched multiple existing Installations of type Kitchen | Adequate therefore a new Installation will be created.
Warning: Row: 1125 (Asset 11215) - Matched multiple existing Installations of type Kitchen | Adequate therefore a new Installation will be created.
Warning: Row: 1935 (Asset 4417) - Matched multiple existing Installations of type Over-Bath Shower therefore a new Installation will be created.
Warning: Row: 2083 (Asset 5706) - Matched multiple existing Installations of type Bath therefore a new Installation will be created.
Warning: Row: 2222 (Asset 6672) - Matched multiple existing Installations of type Bath therefore a new Installation will be created.
Warning: Row: 2683 (Asset 14917) - Matched multiple existing Installations of type Over-Bath Shower therefore a new Installation will be created.
Warning: Row: 2863 (Asset 15961) - Matched multiple existing Installations of type Bath therefore a new Installation will be created.
Warning: Row: 2988 (Asset 31721) - Matched multiple existing Installations of type Over-Bath Shower therefore a new Installation will be created.
Warning: Row: 2991 (Asset 31724) - Matched multiple existing Installations of type Over-Bath Shower therefore a new Installation will be created.
Warning: Row: 3016 (Asset 37902) - Matched multiple existing Installations of type Over-Bath Shower therefore a new Installation will be created.
Warning: Row: 3049 (Asset 41418) - Matched multiple existing Installations of type Bath therefore a new Installation will be created.

Figure 3 - Examples of warning pages

Row 404: Failed to match one or more of the following values to any of the accepted List Field Item values for Main Roof : [Not visible estimated, Pitched, Good]
Row 412: Failed to match one or more of the following values to any of the accepted List Field Item values for Main Roof : [Not visible estimated, Pitched, Good]
Row 413: Failed to match one or more of the following values to any of the accepted List Field Item values for Main Roof : [Not visible estimated, Pitched, Good]
Row 414: Failed to match one or more of the following values to any of the accepted List Field Item values for Main Roof : [Not visible estimated, Pitched, Good]

Figure 4- Example of data errors

7.2. HHSRS Data

7.2.1. Information received via email is checked by Admin.

7.2.2. Any required clarifications are sent back to 3rd Party provider

7.2.3. Any email that has insufficient information to determine a course of action is flagged for checking by a technical resource or passed back to consultant

7.2.4. A power Bi dashboard is checked daily for any hazard that has not been actioned

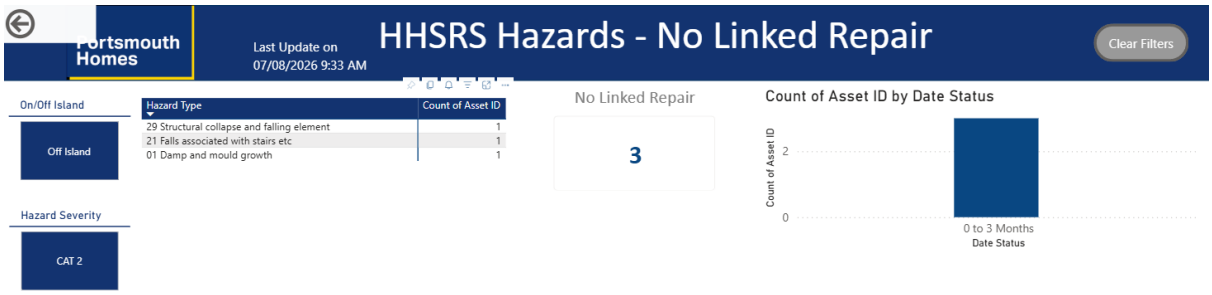
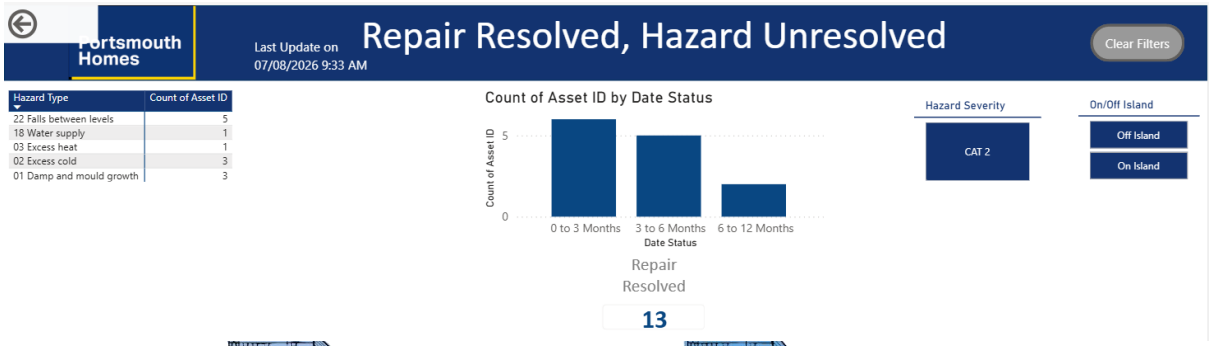


Figure 5- Hazard not linked to a repair

7.2.5. Repairs data is checked daily for closed HHSRS repairs, and hazard is resolved on Stock.



7.3. Asset Manager Review

7.3.1. Asset Manager conducts random dip tests on each area periodically, and not less than every month

7.3.2. Monthly the Asset Manager runs extracts from the R&M database to compare with the results showing on the Power Bi dashboard

8. Audit

8.1. Internal Audit

8.1.1. All services within PCC are subject to an internal audit which are typically aimed to be completed every five years.

8.2. External Audit

8.2.1. PH may be subject to external audits by bodies such as the Regulator of Social Housing.

9. Governance

9.1. Contractor Meeting

9.1.1. A monthly field meeting is held with the suppliers contract manager.

9.2. Portsmouth Homes HHSRS Panel

9.2.1. The panel will coordinate and communicate response to HHSRS hazards across all Housing, Neighbourhood and Building teams to ensure risks are managed consistently and are appropriately resourced, complying with all legislation and providing appropriate information to residents, staff and contractors. The panel will have oversight of the process, changes to the legislation and effectiveness of policy

9.3. Portsmouth Homes, Private Sector Housing and Corporate Assets Safety and Quality Strategic Group

9.3.1. Housing, Neighbourhood and Buildings quarterly strategic meeting of Directors and Heads of Service to provide an oversight of all aspects of building compliance by reporting on and escalating key issues discussed at the directorate safety panels

9.4. Corporate Governance

9.4.1. Quarterly return regarding HHSRS performance with RAG rating to reflect current position and trend assessment to compare the quarterly reported performance with previous quarters

9.5. Cabinet for Housing and Tackling Homelessness

9.5.1. Monthly briefing and presentation to the Cabinet Member for Housing and Tackling Homelessness to discuss monthly performance and highlight any issues impacting on performance and any plans to address performance.

9.5.2. Annual Information Only report to the Cabinet for Housing and Tackling Homelessness to provide an update to the Cabinet Member regarding a review of damp and mould investigations undertaken the previous year and highlight any learning or changes to policy for the forthcoming year

10. Future Development and Learning

10.1.1. External audits are being investigated to be undertaken by a third party to provide additional assurance regarding the data governance.

10.1.2. Accredited training courses are being explored to provide additional assurance that the surveyors are appropriately trained to assess HHSRS.

11.Review of Document

11.1.1. This process will be reviewed annually. It will also be reviewed if there is reason to believe that circumstances have changed, for example:

- Changes to organisation or personnel
- Changes to process
- Changes to legislation
- Significant receiving service feedback.

Portsmouth Homes

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Repairs - Data Governance

August 2026

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Document Review and Change Log Information

Document Review and Change Log			
Version	Date of Amendment	Amended By	Amendment Detail
1.0	August 2026	Building Repairs Manager	Original document

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1. Purpose of this Document

1.1.1. The purpose of this document is to outline PCC's routine checks, processes and procedures for managing response repairs to ensure that all data and records held by PCC are both accurate and correct.

1.1.2. Portsmouth City Council are responsible for maintaining the structure of our properties and maintaining the installations by carrying out repairs, enabling repairs and maintenance issues to be reported easily with timescales for completion of repairs.

1.1.3. The aim of this document is to implement a process to ensure that all repairs and associated documentation is completed and stored correctly and in compliance with relevant legislation by:

- Checking that the quality of repairs being completed.
- Ensuring data is uploaded to the database correctly.
- Completing internal audits of repairs and related works.
- Complying with any internal or external audits

1.1.4. The following legislation, policies and guidance documents are applicable to this procedure:

- Social Housing (Regulation) Act 2023.
- Housing Act 2004
- Decent Homes Standard
- Fire Safety Act 2021
- Building Safety Act 2022

2. Scope and Data Governance Principles

2.1 Service Covered

2.2.1 This procedure applies to the management of responsive repairs to Portsmouth Homes properties, from the initial report of a repair through to completion of the work and closure of the repair record. It covers the receipt and triage of repair requests, categorisation of repairs, appointment management, surveys, repair completion, contractor updates, performance monitoring, data quality assurance, audit activities and governance arrangements.

2.2.2 The procedure is intended to ensure that repairs are managed consistently, records are accurate and complete, and Portsmouth Homes can demonstrate compliance with its statutory and landlord responsibilities for maintaining its housing stock.

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2.2 Data Governance Principles

Principle	Description
Compliance with Data Policy	Repairs and asset data is held within defined and controlled systems, ensuring compliance with organisational data governance requirements.
Defined Source	Each information type has one authoritative location. Other systems may hold a link, reference or essential reporting fields but do not reproduce the full record unless there is a justified business need.
Accuracy and Completeness	Information is validated against source evidence, mandatory data fields are completed, and quality checks are undertaken to ensure records are accurate and reliable.
Currency	Live information is updated when received and reviewed at least weekly, and prior to reporting cycles to maintain an accurate position.
Standardisation	Consistent naming conventions and processes are applied across all records to support clarity, accessibility and reporting.
Accountability	Named data owners are assigned responsibility for the accuracy, completeness and maintenance of each dataset.
Auditability	The source information, and the subsequent actions on the R&M database are retained to provide a clear and traceable audit trail.
Security and Compliance	Sensitive and personal data is managed in accordance with Portsmouth City Council data protection policies, GDPR requirements and relevant information security standards.
Lifecycle Management	Information is managed throughout its lifecycle, from first receiving information through the actions being undertaken to completion

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3. Roles and Responsibilities

Role	Responsibility
Customer Repairs Officer	Receive repair requests, diagnose and categorise repairs, raise repairs on the Repairs and Maintenance database, ensure appropriate repair categories are assigned, and maintain accurate records.

Role	Responsibility
Customer Repairs Manager	Monitor repair performance, undertake sample audits, review overdue repairs, identify process issues, provide feedback and implement service improvements.
Surveyor	Attend survey appointments where further investigation is required, diagnose repair requirements, raise appropriate follow-on repairs and link repairs to survey records.
Contractor	Manage appointments, update repair records, record costs, maintain repair progress information and close repairs when work is completed.
Building Repairs Management Team	Undertake 'In the Work' reviews of Customer Repairs Officers and service providers, assess competency, identify training needs, monitor compliance with procedures and drive service improvements.
Repairs Contract Service Manager	Review contractor performance issues, manage improvement plans, oversee contractual performance and manage risks through contract governance arrangements.
Repairs Panel	Review repair performance, KPIs, customer feedback, audit outcomes and emerging issues on a monthly basis.

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4. Repairs Process

4.1. Raising a Repair

4.1.1. All repair demands are received by the Customer Repairs team, who raise a repair on the Repairs and Maintenance database.

1	Has the caller come through to the right department? Having the knowledge to assist with transferring to the relevant team
2	Confirming **tenants address and name** - do they match with the database/select correct address
3	**Click over the more** dropdown to check Tenants name (may be different from caller)
4	**Click over the more** dropdown - any EICR's, smoke detector tests, Gas services out of date? Book in same time as repair request
5	**Do they have a Contact Condition or Communication adjustment? Understand Vulnerabilities.** Check Systems and inform service provider over the phone.
6	Does this repair fall under the **repair scope of service/ is it proportionate?**
7	**What is the repair responsibility** for the site? - HRA Full, internal/external only? GRA/ CRA, leaseholder. If GRA, do we need a cost code?
8	If school repair, hover over **traded services** to check if they have PAYG - Building Maintenance for this school year
9	Check repair history before raising new repair: **(Control+F)**
10	Is the repair being reported have any links to planned works? Hover over planned summary to double check.
11	Gather **relevant and concise information, asking effective questions** to raise the repair and ensure database is tidy. Listen carefully and understand what the tenant is explaining. Checking stock data base to help gain clarificatio on certain repairs.
12	Ensure you add the correct **Repair Category**
13	Is the number they are calling on the best contact number?
14	If repair description is not clear, are they able to send pictures into the repair's inbox?
15	**Managing expectations** - do not make any promises
16	Inform the tenant on what you are doing instead of leaving silent gaps
17	Does the repair fall under a **keyword?** Add if required
18	If more information is needed from Surveyor, technical advisor ask caller if they are they okay to hold or would they prefer a call back.
19	Depending on the repair - **check asbestos records**, does this repair need to b done under regs, if so, write this on job and clarify with operatives
20	Arrange a suitable and date and time based on tenants' availability **(Emergency Repairs Only)** what kind of dates would be suitable to book in - Customers Nominal Value.
21	If **Urgent or Routine** category explain to tenant timescale of category and that you will transfer to service provider to arrange convenient appointment.
22	Having a **positive attitude** on the phones and treating people with respect.
23	When you have finished typing up repairs, **reiterate the repair** and ask if this is all correct information to avoid miscommunications
24	**Would they like a text** confirming the appointment - minimises appointment failures/call backs regarding appointments.
25	Have they got any **other repairs to report** whilst they are on the phone
26	Do they **consent** for us to give them a call back to get some feedback when the repair is complete
27	Ask if you can help with anything else (one point of contact policy)
28	Passing on the repair to the **correct service provider** with the right trade base on HRA, GRA off island/on island
29	Add storm completion code

4.1.2. All repairs raised must have a repair category associated with the repair before it can be saved on the database. The repair categories include.

- Emergency
- Urgent
- Routine
- Damp & Mould
- Planned Repair
- Servicing
- Survey

4.1.3. There cannot be more than one category applied. Many emergency and urgent repairs may need follow on work. The follow-on work MUST be raised as a separate repair, with a new appropriate repair category applied. The repairs are linked by copying the repair ID into the description of the new repair.

Description of Original Repair	1376417 Follow on works from roof leak

4.1.4. If a request is made for a surveyor visit, or if a visit is required to determine the nature of a repair, then this should be raised with the category 'Survey'. The surveyor will attend, determine the right repair and raise a new repair with the appropriate category and link the repair to the survey.

5. Managing Damp and Mould Performance

5.1. Dashboard

5.1.1. The Repairs Power BI dashboard is utilised in monitoring review and performance of all repairs raised.

5.1.2. The dashboard is used to assess demand for repairs and the performance to complete repairs for each of the repair categories. Performance can be assessed repair category, service provider and local area housing office.

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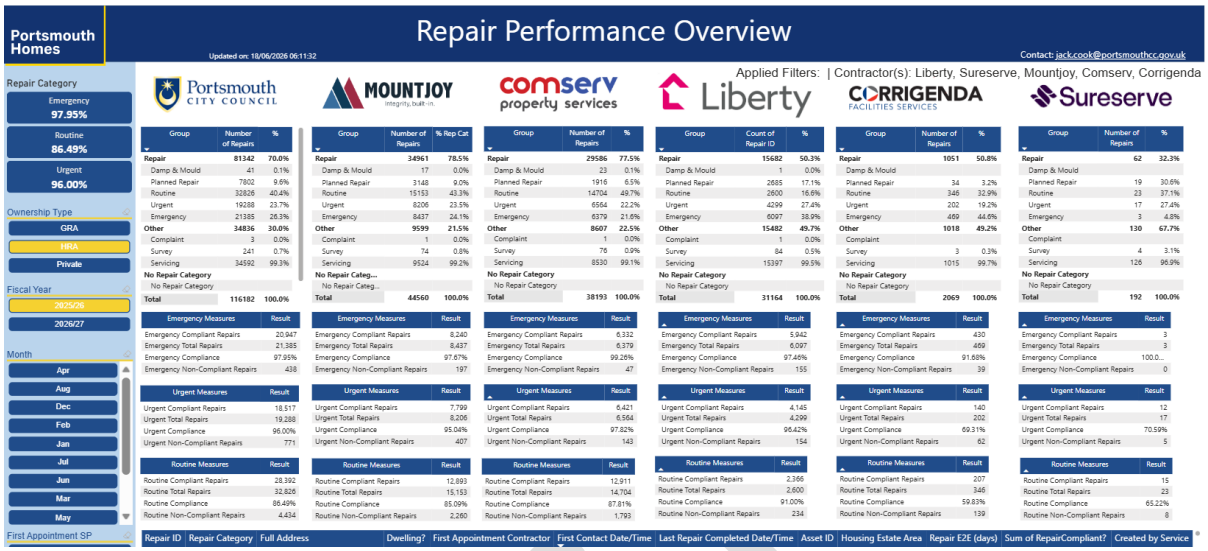

6. Audits

6.1. 'In The work' Reviews Customer Repairs

6.1.1. To understand Customer Repairs team competency, identify issues, and address training or performance-related concerns, the building service management team shall undertake an 'In the Work' (ITW) session with each customer repairs officer monthly. Sessions may be scheduled in advance; however, additional sessions may be conducted where circumstances indicate a need, including in response to specific incidents or emerging themes.

6.1.2. The customer repairs officer in the work sessions will include assessing all call handling skills, including how a repair is raised.

6.1.3. As part of the ITW session, managers shall observe phone calls to assess the quality of the call and subsequent repair raised, confirm adherence to the agreed policies and processes, and identify coaching and development requirements. All calls received by the Customer Repairs team are recorded, these will also be played back and reviewed for training purposes.

6.1.4. Managers shall complete the ITW template with each team member, documenting observations, feedback provided, agreed actions, and any training needs identified. Findings and actions from ITW sessions shall be used to support colleague development and to inform service improvement activity across the Building Repairs service.

6.2. Repairs Sample Audits

6.2.1. The Customer Repairs management team will review Repairs and Maintenance database extracts and PowerBI dashboards to review samples of repairs that have exceeded the repair category timescale to assess if the repair has been managed in accordance with the policy and process. Where issues have been identified they will be feedback to the appropriate team or service provider to address.

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6.3. 'In The work' Reviews Service Providers

6.3.1. The service providers make appointments, raise repairs and update all repairs with appropriate repair information including appointments and cost details, until they close the repair with the completion date.

6.3.2. To understand service provider call centre team competency, identify issues, and highlight training or performance-related concerns, the building service management team shall undertake an 'In the Work' (ITW) session with each service provider quarterly. Sessions may be scheduled in advance; however, additional sessions may be conducted where circumstances indicate a need, including in response to specific incidents or emerging themes.

6.3.3. The service provider in the work sessions will include assessing how appointments are made and the repairs are updated on the PCC Repairs and Maintenance database.

6.3.4. As part of the ITW session, managers shall observe phone calls to assess the quality of the call and subsequent updates to the Repairs and maintenance database., confirm adherence to the agreed policies and processes, and identify issues or concerns.

6.3.5. The Repairs Contract Service Manager will be advised of any issues or concerns, which will initially be raised at the monthly operational contract meeting to agree service improvement plans. If the issues are not addressed and will impact on the performance, cost or timings of the repair service, then an early warning notice will be issued in accordance with the contract, and the issues will be managed as part of the contract risk register.

6.4. Internal Audit

6.4.1. All services within PCC are subject to an internal audit which are typically aimed to be completed every five years.

6.4.2. PCCs Building Repairs Manager and senior managers of the Building Repairs Service work with internal audit to resolve issues and actioned identified.

6.4.3. All actions from internal audits are recorded in an action log for monitoring and learning purposes by the HHSRS panel.

6.4.4. The outcome of audits carried out by the PCC Internal Audit Team are shared at the Portsmouth Homes HHSRS Panel and at the Building Repairs Damp and Mould Meetings.

7. Governance

7.1. Building Repairs Meeting

7.1.1. Building Repairs service meet monthly to assess the current repair performance and discuss any issues. The meeting agenda includes

- Dashboard Performance Review
- Key Performance Indicators Review

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- Customer Feedback
- Audits

7.2. Portsmouth Homes, Private Sector Housing and Corporate Assets Safety and Quality Strategic Group

7.2.1. Housing, Neighbourhood and Buildings quarterly strategic meeting of Directors and Heads of Service to provide an oversight of all aspects of building compliance by reporting on and escalating key issues discussed at the contractor meetings.

7.3. Corporate Governance

7.3.1. Quarterly return regarding repairs performance with RAG rating to reflect current position and trend assessment to compare the quarterly reported performance with previous quarters.

7.4. Cabinet for Housing and Tackling Homelessness

7.4.1. Monthly briefing and presentation to the Cabinet Member for Housing and Tackling Homelessness to discuss monthly performance and highlight any issues impacting on performance and any plans to address performance.

7.4.2. An annual Information Only report to the Cabinet for Housing and Tackling Homelessness to provide an update to the Cabinet Member regarding repairs performance the previous year and highlight any learning or changes to policy for the forthcoming year.

8. Future Development and Learning

8.1. Future Development

8.1.1. External audits are being investigated to be undertaken by a third party to provide additional assurance regarding the data governance.

9. Review of Document

9.1.1. This process will be reviewed as a minimum annually. It will also be reviewed if there is reason to believe that circumstances have changed, for example:

- Changes to organisation or personnel
- Changes to process
- Changes to legislation
- Legionella related incident

10.Appendix A- Repairs Flow Chart

Raising a repair Flowchart Draft.pdf

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Title of meeting:	Cabinet Member for Housing and Tackling Homelessness
Subject:	Portsmouth Homes Landlord Complaints Update
Date of meeting:	23rd September 2026
Report by:	Sally Scattergood, Assistant Director of Housing Management Natalie Beckett, Portsmouth Homes Complaints Lead
Cabinet Member:	Councillor Darren Sanders, Cabinet Member for Housing and Preventing Homelessness
Wards affected:	All

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1. Requested by Cllr Darren Sanders, Cabinet member for Housing and Tackling Homelessness

2. Purpose

2.1 This report provides an update on Portsmouth Homes landlord complaints, including complaint volumes, performance against the Housing Ombudsman Complaint Handling Code, resident scrutiny findings, governance arrangements and the improvement activity being taken forward. It highlights the progress made in strengthening complaint handling, while recognising the areas where further improvement is required to improve residents' experience of the complaints process.

3. Background

3.1 The Portsmouth Homes Complaints Team is responsible for ensuring complaints are handled fairly, consistently and in line with the Housing Ombudsman's Complaint Handling Code. The team provides independent oversight of landlord complaints, supports service areas with investigations, monitors performance, identifies learning opportunities, and ensures residents receive clear outcomes when things go wrong.

3.2 This work also supports compliance with the Regulator of Social Housing's Transparency, Influence and Accountability Standard by helping residents to access the complaints process, receive clear and timely information, have their concerns listened to and acted upon, and understand how complaint learning is used to

improve services. By monitoring complaint performance, identifying themes, reporting outcomes and involving residents in scrutiny and improvement activity, Portsmouth Homes is strengthening transparency, tenant influence and accountability across landlord services.

3.3 The Complaints Team works closely with operational teams across Portsmouth Homes to promote a positive complaint handling culture, support continuous improvement, and ensure residents' voices are used to shape and improve services.

3.4 Learning from complaints is embedded within service improvement plans and monitored through regular review processes. The Complaints Lead meets with service teams on a regular basis to discuss complaint outcomes, identify themes and trends, share learning from individual cases, and challenge areas where improvements are required. These discussions help ensure that lessons learned from complaints are translated into meaningful actions, with progress tracked and monitored to completion. This approach supports continuous service improvement, promotes accountability, and helps prevent similar issues from recurring for residents.

3.5 The Housing Ombudsman Complaint Handling Code sets out the standards landlords must meet when handling complaints. The Code aims to ensure complaints are dealt with fairly; things are put right where service failures have occurred and that complaints are used as an opportunity to learn and improve services. Key requirements include acknowledging complaints promptly, responding within specified timescales, communicating clearly with residents, and demonstrating how feedback has driven service improvements.

4. Portsmouth Homes Annual Complaints Performance and Service Improvement Report

4.1 The annual report for Portsmouth Homes complaints for the 2025/26 financial year has now completed and will be published on the Portsmouth Homes web pages in October 2026. It shows that Portsmouth Homes received 492 complaints about landlord services. This equates to approximately 28.1 complaints per 1,000 homes, or 2.81% of our total housing stock. This compares to 249 complaints received during 2024/25.

4.2 While this represents an increase in complaint volumes, it is not necessarily an indicator of declining service performance. The increase also reflects improvements in complaint awareness, accessibility and recording practices, as well as growing resident confidence that concerns will be listened to and acted upon. We actively encourage feedback from residents, as complaints provide valuable opportunities to learn, identify areas for improvement and enhance the services we deliver.

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4.3 The higher number of complaints received also demonstrates our commitment to transparency and ensuring residents can easily raise concerns when things go wrong.

4.4 Of the 492 complaints 263 were related to the Building Services. The Building Service completed 81,354 repairs during the same period. This equates to around 3.23 complaints per 1,000 repairs, or approximately 0.32% of all repairs carried out. This is encouraging, as it shows that complaints make up only a very small proportion of overall activity and reflects the service's continued ability to deliver a high volume of repairs while keeping dissatisfaction levels low.

4.5 Complaint volumes, themes and outcomes are being closely monitored through regular performance reporting and review meetings with service areas to ensure that any emerging patterns are understood and acted upon. This includes checking whether increases in complaints indicate underlying issues with service delivery, so that targeted improvement action can be taken where required.

4.6 Portsmouth Homes recorded 1,380 anti-social behaviour (ASB) cases 2025/26. Of these, 93 led to formal complaints, representing approximately **67 complaints per 1,000 cases**, or **6.7%** of all ASB cases. This shows that the vast majority of ASB cases were resolved or managed without the need for residents to escalate their concerns through the complaints process.

4.7 The learning identified through ASB complaints is helping to shape the ASB improvement plan, ensuring that residents' experiences and feedback are used constructively to strengthen the service and drive continuous improvement.

4.8 Under the complaints' procedure, the team will aim to provide a full response within 10 working days. If the issue is complex and requires further investigation, this may be extended to 20 working days, in line with the Complaint Handling Code.

4.9 Portsmouth Homes staff are expected to tailor their responses to the nature and complexity of each complaint, ensuring that investigations are thorough and proportionate.

4.10 Below shows the breakdown of complaints received between 1 April 2025 - 31 March 2026:

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Stage 1:

- **492 complaints received**
- **21** complaints were withdrawn by the complainant
- **12** complaints remain open (and within timescales) at the time of reporting
- **459 received a response**
- **406** of the complaints were responded to within the Complaint Handling Code timescales (including 152 extensions)
- **30** complaints exceeded the agreed extension
- **23** complaints exceeded the 10 working day timescale, without an agreed extension
- The above breakdown shows a **response compliance rate of 88%,** which compared to 55% in 2024/25, demonstrates a significant improvement in complaint handling performance, despite increased complaint volumes.

Stage 2:

- **90 complaints were escalated to stage 2**
- **2** complaints were withdrawn by the complainant
- **10** complaints remain open (and within timescales) at the time of reporting
- **78 received a response**
- **77** of the complaints were responded to within the required timescales (including 28 extensions)
- **1** complaint exceeded the agreed extension
- The above breakdown shows a **response compliance rate of 98.7%,** which compared to 79% in 2024/25, demonstrates a significant improvement in complaint handling performance.

4.11 Portsmouth Homes acknowledges that improving response times remains a priority. Through the implementation of a Complaints Improvement Plan, complaint handling performance has improved significantly, with compliance rates increasing across both stages of the process.

4.12 Of the 459 complaints concluded, 176 (38%) were upheld, 91 (20%) were partially upheld, and 192 (42%) were not upheld. This means that 58% of concluded complaints identified at least some level of service failure. While this demonstrates that complaints provide important insight into where services have not met expected standards, it also supports a clear focus on learning, accountability and targeted improvement action.

4.13 The Complaints Lead will continue to promote timely and effective complaint handling across the service, Staff will be encouraged to adopt a positive approach to complaints, recognising their value in driving service development.

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5. Compliments

5.1 **72 compliments** were received for this period:

Leasehold/Right to Buy	16
Housing Office On Island:	14
Landlord Complaints Team	10
Repairs On Island	6
Play & Youth	6
Housing Office Off Island	6
Sheltered Housing	4
Estate Services On Island	4
Estate Services Off Island	2
Repairs Off Island	2
Resident Engagement:	1

5.2 Please see appendix A for further information.

6. Tenant Satisfaction Measures

6.1 Tenant Satisfaction Measures are a set of mandatory performance indicators that all social housing providers are required to collect and report to the Regulator of Social Housing each year. The measures are intended to improve transparency for tenants by showing how well landlords are performing across key areas of service delivery.

6.2 The Landlord Complaints Team contributes to the annual Tenant Satisfaction Measures (TSM) return. This includes providing data on the percentage of complaints responded to within the regulatory timescales set out in the Housing Ombudsman's Complaint Handling Code. This information helps provide a wider picture of complaint handling performance, service quality and residents' experience of Portsmouth Homes.

6.3 The 2025/26 Tenant Satisfaction Measures results show an improvement in satisfaction with complaint handling, increasing from 42.7% in 2024/25 to 45.5% in 2025/26. While further improvement is still needed, this is an encouraging step forward and suggests that the actions being delivered through the Complaints Improvement Plan are beginning to have a positive impact on residents' experience of the complaints process.

6.4 A separate report will be presented to housing cabinet 23rd September 2026 with the detailed TSM results 2025/26.

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7. Housing Ombudsman Self-Assessment

7.1 In addition to the Housing Ombudsman's policy review, the Complaints Team is required to complete and submit an annual self-assessment to the Housing Ombudsman. This self-assessment reviews Portsmouth Homes' complaint handling arrangements against the requirements of the Housing Ombudsman's Complaint Handling Code, helping to evidence ongoing compliance and identify any areas where further improvement may be required. The latest self-assessment completed by Portsmouth Homes indicates that we are fully compliant with the code.

7.2 In December 2025, the Housing Ombudsman carried out a policy review of our Landlord Complaints Policy as part of its wider oversight activity. The review identified a number of recommendations to ensure continued alignment with the Ombudsman's Complaint Handling Code and sector good practice. All recommendations were fully implemented, and the Housing Ombudsman subsequently confirmed in writing that the policy meets their requirements and that the review has been concluded. The updated policy has been published on our website, ensuring it is clear, accessible, and transparent for residents.

8. Complaints and Compliment Governance

8.1 Complaints data is compiled and reported on a quarterly basis. This information is shared with the Portsmouth Homes Customer Services Group, presented to the Cabinet Member for Housing and Tackling Homelessness in their role as Member Responsible for Complaints and included in reports to the Governance, Audit and Standards Committee. This provides regular oversight of complaint volumes, response performance, complaint themes, learning outcomes and improvement actions. It also ensures that complaint handling remains visible at both operational and governance levels, supporting accountability, transparency and continuous service improvement.

8.2 Residents are kept informed of complaint performance and learning through *House Talk*, the Portsmouth City Council website, and planned updates through the resident e-bulletin.

9. Resident Engagement - Scrutiny of Complaints Process

9.1 Supported by an independent chair, residents carried out an investigation into complaint handling. This provided an objective review of how our complaints service operates and how it is experienced by residents.

9.2 The scrutiny included:

- Visiting housing offices and speaking with staff where appropriate
- Reviewing information available on the Portsmouth City Council (PCC) website
- Reviewing all housing complaints information, including posters, leaflets, the complaints policy, reports and *House Talk*
- Analysing complaints data and performance reports
- Developing and issuing a questionnaire to residents who had made complaints
- Reviewing complaint case studies provided by the Complaints Team

9.3 Examples identified through the scrutiny included that complaint responses generally appeared fair and considered but could sometimes feel process-led and lacked a more personal touch. Residents also found that staff awareness of the complaints process was low in some area housing offices, highlighting the need for clearer guidance, consistent frontline knowledge and further training to support residents at first point of contact.

9.4 The resident scrutiny group fed back their findings and recommendations. Their insight has helped us understand what is working well and where improvements are needed, with resident feedback and independent challenge strengthening our service.

9.5 We are undertaking a detailed review of our complaints processes to address the findings, strengthen good practice and make improvements where needed, developing a complaints improvement plan which sets out the actions we will take.

This includes:

- Reviewing and improving our website content to make information clearer and more accessible
- Developing new posters to clearly explain the difference between a complaint and a service request
- Reviewing and updating our complaint response templates to improve clarity, tone and consistency
- Developed a complaints feedback survey, issued alongside complaint responses, to gather resident feedback and identify opportunities for service improvement.
- Providing complaints training to frontline staff and enhanced training to those responsible for investigating complaints.

9.6 These steps will help ensure our landlord complaints service remains clear, accessible and focused on residents' experiences. Portsmouth Homes is committed to taking forward all recommendations identified through complaints, resident feedback, scrutiny activities and Housing Ombudsman learning. These actions have been incorporated into our Complaints Improvement Plan, which will be monitored

throughout the year to drive continuous improvement and deliver better outcomes for residents.

10. Internal audit of Landlord Complaints

10.1 Portsmouth City Council's Internal Audit completed a review of the Landlord Complaints Service to assess compliance with the Social Housing (Regulation) Act 2023, the Housing Ombudsman Complaint Handling Code, and Portsmouth Homes Landlord Complaints Policy. The audit examined complaint handling processes at Stage 1, Stage 2 and Housing Ombudsman stages, alongside governance arrangements, policy compliance, performance monitoring, and learning from complaints.

10.2 The audit provided an overall Reasonable Assurance rating, concluding that the landlord complaints process presents a low risk to the authority. Auditors found that the Landlord Complaints Policy is well aligned with the Housing Ombudsman Complaint Handling Code and wider legislative requirements, with robust arrangements in place for monitoring complaint trends, reporting lessons learned, and driving service improvements. Evidence was also found of regular reporting to senior management, Cabinet Members, and customer governance groups, demonstrating compliance with statutory requirements.

10.3 Testing confirmed that complaints were generally handled appropriately, escalated correctly, and that Housing Ombudsman recommendations were implemented where required. The audit also recognised positive work undertaken to increase resident awareness of the complaints process and strengthen resident engagement.

10.4 One low-risk exception was identified relating to adherence to complaint response timescales. Audit testing found that a number of complaints required extensions at both Stage 1 and Stage 2, with a small number exceeding target timescales due to service pressures, staff absence, system errors, and the need for additional investigation. While these cases did not represent significant non-compliance, Internal Audit highlighted the importance of ensuring extensions remain exceptional rather than routine.

10.5 The report acknowledged the actions already implemented by the Portsmouth Homes to improve performance, including monthly performance meetings with Repairs and Housing Managers and the introduction of a dedicated repairs complaints responder. Internal Audit concluded that these measures are expected to strengthen complaint handling, improve response timeliness, and support continued learning and service improvement across Portsmouth Homes.

11. Learning from Complaints and Actions Taken

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11.1 Analysis of complaint themes has been used to drive targeted service improvements.

11.2 Learning from complaints has driven a number of improvements across Portsmouth Homes. Within repairs, there is now a stronger focus on accurate diagnosis, oversight of complex cases, reducing repeat repairs, and ensuring issues such as damp, mould and leaks are fully resolved before cases are closed. Partnership working with contractors has also been strengthened through regular performance reviews, sharing complaint outcomes and resident feedback, and using complaints data to improve first-time fix rates and communication. Learning from Housing Ombudsman cases has also led to the introduction of a new process for assessing cases where significant or invasive repairs are required. This assessment ensures that residents' individual needs and circumstances are considered when deciding whether a temporary decant is necessary while repairs are completed.

11.3 Staff guidance and procedures have been reviewed and updated to improve consistency and service standards, while targeted training has been delivered to surveyors and contractors to enhance diagnostic accuracy, professionalism, and the overall resident experience. Improvements have also been made to repair planning, communication, and systems, including the introduction of habitability checks and enhanced diagnostic training.

11.4 Complaint learning has reinforced the importance of clear, proactive communication with residents, supported by staff training and improved coordination between teams. In ASB cases, communication has been strengthened around landlord powers, evidential requirements, and likely outcomes, alongside a revised ASB Policy, additional staff training, and increased case reviews to improve consistency and oversight. We have also improved the identification and recording of additional needs, ensuring greater consideration of individual circumstances and reasonable adjustments when delivering services and handling complaints.

11.5 As a result of the feedback received through complaints, Portsmouth Homes is introducing external complaints and customer service training for staff to further strengthen communication skills, empathy, resident engagement, and complaint handling practices. The training will support staff to take ownership of issues, make informed decisions, and deliver services with confidence and consistency. This will help ensure residents receive a positive experience and that concerns are handled professionally, respectfully, and effectively from first contact.

12. Summary areas for improvement

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12.1 It is recognised that response times are not yet where they should be. This has been acknowledged within the Complaints Improvement Plan and the importance of meeting complaint timescales will continue to be reinforced across all services. Where delays are unavoidable, teams will be reminded to proactively request extensions to ensure transparency and maintain trust with residents.

12.2 Complaint learning has also highlighted the need to strengthen customer service skills across the organisation, particularly in relation to communication, taking ownership of issues, building confidence in decision-making, and improving knowledge of services and processes. In response, Portsmouth Homes is introducing customer service training to support staff in delivering a more consistent, resident-focused experience and resolving issues at the earliest opportunity.

12.3 Complaints remain a critical source of insight into how services are experienced by residents. Portsmouth Homes remains committed to using learning from complaints to:

- Improve service outcomes
- Reduce repeat complaints
- Strengthen trust and confidence in complaint handling
- Meet the expectations of the Housing Ombudsman Complaint Handling Code

12.4 The Landlord Complaints Team remains committed to supporting operational staff and managers in effectively handling and responding to complaints. Complaints provide valuable insight into residents' experiences and help identify where services can improve. By learning from these experiences, sharing best practices, and driving service enhancements, we aim to deliver even better outcomes for our customers and teams.

13. Improvement Plans 2026/2027

13.1 Over the coming year, Portsmouth Homes will continue to deliver the actions set out in the Complaints Improvement Plan, with progress monitored through regular review and scrutiny arrangements. We will continue to strengthen complaint handling performance, improve response times, and ensure that learning from complaints leads to meaningful service improvements.

13.2 A key focus will be the delivery of customer service training across the organisation to improve communication, increase confidence in decision-making, promote ownership of issues, and strengthen staff knowledge of services and processes. This will help ensure residents receive a consistent, professional, and resident-focused experience.

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13.3 We will also continue to share learning from complaints across teams through regular meetings, performance reviews, and service improvement discussions. The Complaints Lead will work with service areas to identify trends, monitor actions, and ensure that lessons learned are embedded into everyday practice. Resident involvement will remain central to this approach, including through scrutiny activities and resident engagement opportunities, helping to shape and improve services for the future.

……
Signed by James Hill, Director of Housing, Neighbourhood and Building Services

Appendices:

1. Appendix A - Portsmouth Homes Annual Complaints Performance and Service Improvement Report
2. Appendix B - Landlord Complaints Final Audit report 26/27

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location
Portsmouth Homes complaints report for the 2025/26 financial year	Will be published on Portsmouth Homes web pages in October 2026

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Portsmouth Homes

Portsmouth CITY COUNCIL

Annual Complaints Performance and Service Improvement Report

Complaints and Compliments

1 April 2025 – 31 March 2026

Authored by: Natalie Beckett, Complaints Lead

Purpose

To provide analysis of all complaints and other contacts, including service requests, received during the period of 1 April 2025 to 31 March 2026 for Portsmouth Homes.

Portsmouth Homes values complaints and feedback as vital opportunities to learn, improve, and strengthen our relationship with residents. Every concern raised is a chance for us to listen, understand, and take meaningful action to put things right.

We are committed to treating all feedback with respect and urgency, ensuring that residents feel heard and supported throughout the process. By embracing complaints as a positive force for change, we continuously strive to deliver better services and build trust within our communities.

This report is written in the context of obligations under the Housing Ombudsman Complaint Handling Code (the Code) and the Social Housing Regulator which both came into effect from 1 April 2024.

Prior to 1 April 2024 complaints were dealt with by the corporate complaints team however, the directorate has recruited a specialist role of Complaints Lead in response to the revised requirements, the service has also recruited a complaints officer to manage the complaints process in line with the ombudsman's code.

As of 1 April 2024 all Portsmouth Homes (landlord specific) complaints are administered by the Landlord Complaints Team in line with the Housing Ombudsman Complaints Code. Working as part of Portsmouth Homes we have an established complaints handling culture and tools to support this, such as the intranet complaints hub.

From January 2025, Councillor Darren Sanders, Cabinet Member for Housing and Tackling Homelessness, took on the role of Member Champion for Portsmouth Homes complaints, providing dedicated oversight and strengthening governance and accountability for complaint handling across the service.

Identified learning is being fed back to the relevant staff. Analysis of compliments, complaints, and service request data is helping to build a clear picture of where learning needs to be shared. Appropriate training sessions are planned for frontline staff and will be delivered regularly. Ongoing training will continue to be informed by continuous learning as the service develops.

Complaints Handling Code

Under section 8.1 of the Code, the Council in its role as a social housing landlord must produce an 'Annual Complaints Performance and Service Improvement Report' for scrutiny and challenge, which must include:

1. **An annual self-assessment against the housing ombudsman code** to ensure our complaint handling policy remains in line with their requirements. A self-assessment of our adherence to the housing ombudsman complaint handling code can be found on page three.

2. **A qualitative and quantitative analysis of our complaint handling performance**, which must include a summary of the types of complaints we have refused to accept.

3. **Any findings of non-compliance with the code by the ombudsman.**

4. **The service improvements** made as a result of the learning from complaints.

5. **Any annual report about the landlord's performance** from the ombudsman; and

6. **Any other relevant reports or publications** produced by the ombudsman in relation to the work of the landlord.

In addition, section 8.2 of the Code states that the annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.

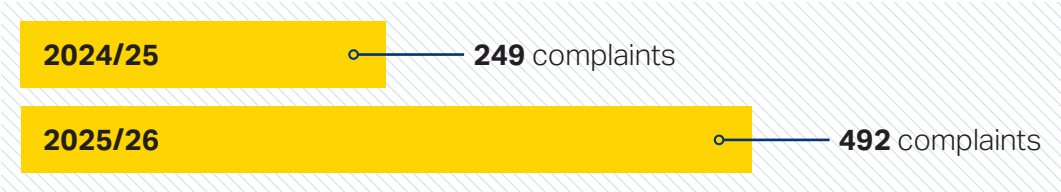
In December 2025, the Housing Ombudsman carried out a policy review of our Landlord Complaints Policy as part of its wider oversight activity. The review identified a number of recommendations to ensure continued alignment with the Ombudsman's Complaint Handling Code and sector good practice. All recommendations were fully implemented, and the Housing Ombudsman subsequently confirmed in writing that the policy meets their requirements and that the review has been concluded. The updated policy has been published on our website, ensuring it is clear, accessible, and transparent for residents.

Our self-assessment is published on our website[1]

1 https://www.portsmouth.gov.uk/services/housing/portsmouth-homes/our-landlord-performance/

Analysis of complaints

Complaints relating to landlord services



In the 2025/26 financial year, Portsmouth Homes received 492 complaints relating to landlord services, compared with 249 complaints in 2024/25.

This represents an increase of 243 complaints, equivalent to a 97.6% year-on-year rise. Overall, this equates to approximately 28.1 complaints per 1,000 homes, or 2.81% of the total housing stock.

Of these, 263 complaints were related to the **Repairs service**, which completed 81,354 repairs during the same period. This equates to around **3.23 complaints per 1,000 repairs**, or approximately **0.32% of all repairs carried out**.

This highlights that complaints represent only a very small proportion of overall activity, demonstrating the service's ability to deliver a high volume of repairs while maintaining a consistently low level of dissatisfaction.

Portsmouth Homes also logged a total of 1,380 anti-social behaviour (ASB) cases. Of these, 93 resulted in formal complaints, equating to approximately 67 complaints per 1,000 cases, or 6.7% of all ASB cases. This indicates that the vast majority of ASB cases were managed without escalation to a complaint.

The increase in complaints reflects the improved visibility and accessibility of the Landlord Complaints Team, making it easier for residents to raise concerns and engage with our services.

This has been supported by the introduction of an online complaints hub, the use of leaflets and posters in communal areas, and the delivery of online positive complaint handling training for staff. Alongside this, improved staff awareness and clearer signposting have ensured residents are consistently directed to the appropriate channels.

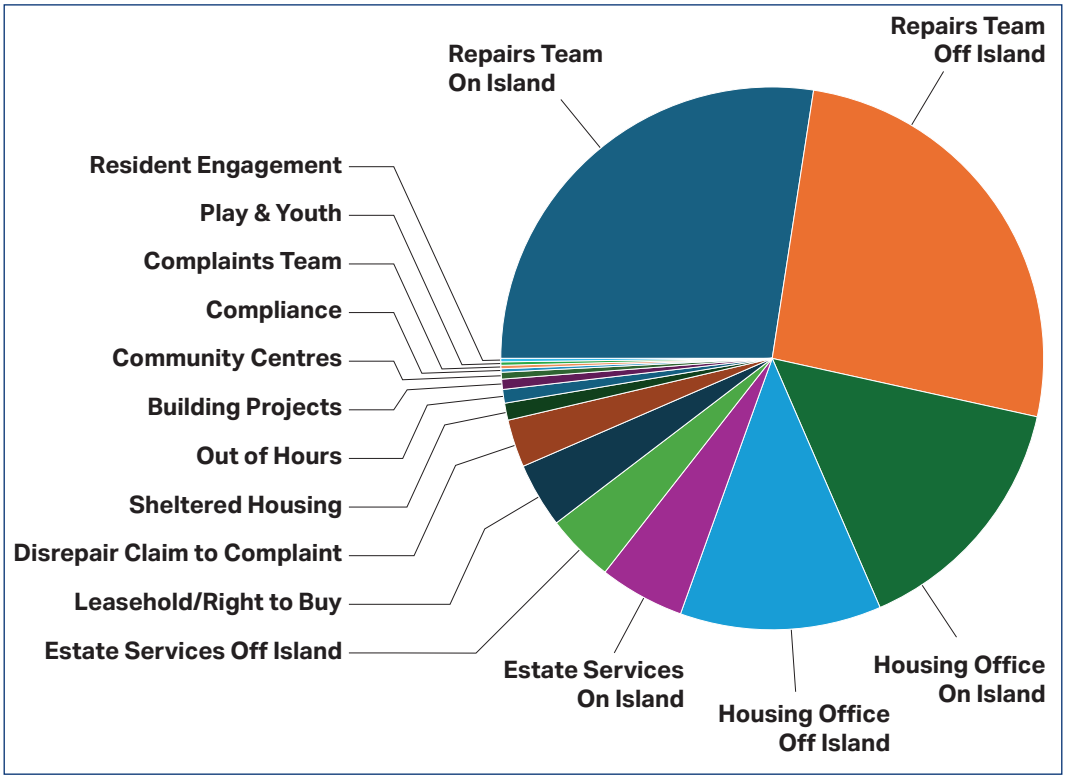
More broadly, there is increasing public awareness of complaints processes. Over the past two to three years, there has been a noticeable shift towards actively encouraging tenants to report repair issues and raise complaints.

This has been driven by heightened regulatory focus, alongside high-profile cases that have brought national attention to housing standards, and the introduction of Awaab's Law, all of which have reinforced the importance of landlords responding promptly and effectively.

National campaigns and communications from the Housing Ombudsman and the Ministry of Housing, Communities and Local Government have further strengthened awareness of residents' rights, with public-facing messaging often using repairs as a key example of when and how to complain. In addition, information is now more accessible than ever, with simple online searches providing clear guidance on how to escalate concerns.

Taken together, this increased visibility, accessibility, and awareness is contributing to higher volumes of complaints, reflecting a more informed and empowered resident base.

Breakdown of Stage 1 Complaints



Team	Number of complaints
Repairs Team On Island	135
Repairs Team Off Island	128
Housing Office On Island	74
Housing Office Off Island	59
Estate Services On Island	25
Estate Services Off Island	20
Leasehold/Right to Buy	19
Disrepair Claim to Complaint	14
Sheltered Housing	5
Out of Hours	4
Building Projects	3
Community Centres	2
Compliance	1
Complaints Team	1
Play & Youth	1
Resident Engagement	1

The majority of complaints were attributed to frontline service areas, with Repairs Teams accounting for the highest proportion (263 complaints combined across on-island and off-island services), followed by Housing Offices (132 complaints). Estate Services also contributed a notable volume (45 complaints across both locations). Smaller volumes were recorded across specialist and support services, including Leasehold/Right to Buy (19), Disrepair (14), and Sheltered Housing (5), with very low numbers across other service areas.

This distribution reflects that complaints are most concentrated in high-demand, resident-facing services, particularly repairs, where the volume and complexity of work increases the likelihood of service failure or dissatisfaction. The higher numbers within Housing also indicate the breadth of tenancy-related interactions, whereas lower volumes in specialist areas suggest more limited customer contact or more controlled service delivery environments.

Root Causes

The complaints received during the reporting period were predominantly concerned with repairs and property condition, with a significant number referencing multiple or ongoing repair issues, delays, poor workmanship, and incomplete works. Common specific issues included leaks (particularly from neighbouring properties), damp and mould, fencing problems, boiler failures, and general property disrepair. This indicates that repairs performance and contractor management remain the most significant driver of dissatisfaction.

A second key theme relates to anti-social behaviour (ASB) and the perceived management of ASB cases, including reports of lack of action, delays, and dissatisfaction with outcomes. This was often linked with communication concerns and support from Housing Officers, suggesting that both response quality and resident engagement are influencing escalation.

There is also a consistent theme around communication and customer experience, including concerns about staff conduct, lack of updates, delays in response, and dissatisfaction with decisions or service handling. This spans both Housing and contractor services, reinforcing the importance of clear, timely, and empathetic communication across all touchpoints.

Additional recurring issues include:

- **Estate and communal services** (cleaning, bins, grounds maintenance)
- **Pest infestations** (particularly bed bugs, rodents, and pigeons)
- **Parking and garages** (allocation, damage, access, and enforcement)
- **Tenancy and leasehold matters** (Right to Buy, charges, mutual exchange, and tenancy changes)

Lower-volume but notable complaints relate to compliance, safeguarding, data handling, and policy decisions, which, while less frequent, may carry higher risk and reputational impact.

Key Insight

Overall, the profile of complaints demonstrates that dissatisfaction is most heavily driven by high-volume, high-impact services, particularly repairs, where delays, repeat issues, and contractor performance have a cumulative effect on resident experience.

This is compounded by communication gaps and perceived lack of action, particularly in ASB cases, suggesting that improving end-to-end case handling, communication, and contractor oversight would have the greatest impact on reducing complaint volumes and improving resident satisfaction.

Performance

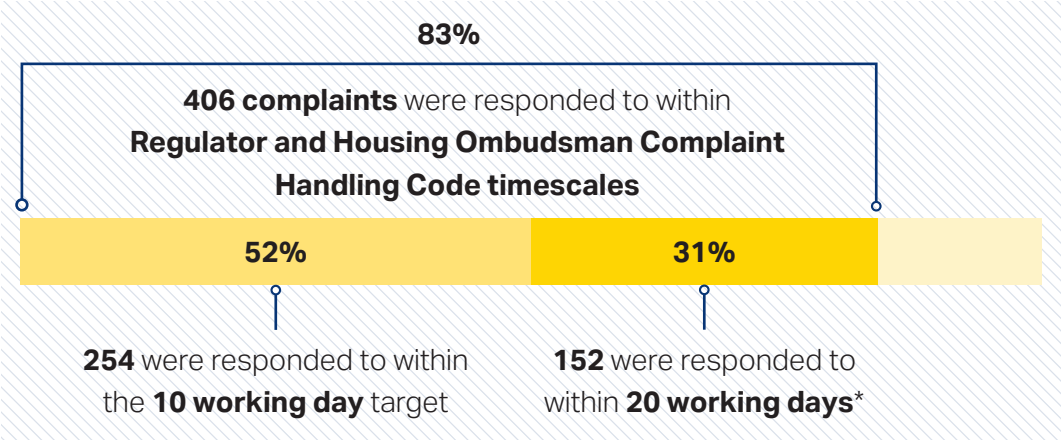
Under our complaints procedure, we aim to provide a full response within 10 working days.

Where a complaint is more complex and requires additional investigation, we may extend this timeframe to 20 working days, in line with the Housing Ombudsman's Complaint Handling Code. Our staff are expected to exercise professional judgement in each case, tailoring their approach to the nature and complexity of the complaint, in line with the Complaint Handling Code, to ensure that investigations are thorough, proportionate, and fair.

Between 1 April 2025–31 March 2026, we received 492 complaints. Of these:

Stage 1

Of the **492 Stage 1 complaints** received during the year:



* Where an extension had been agreed.

This compares to **138 out of 249 complaints (55%)** responded to within timescales in 2024/25, demonstrating a **significant improvement in overall compliance**, despite a higher complaint volume.

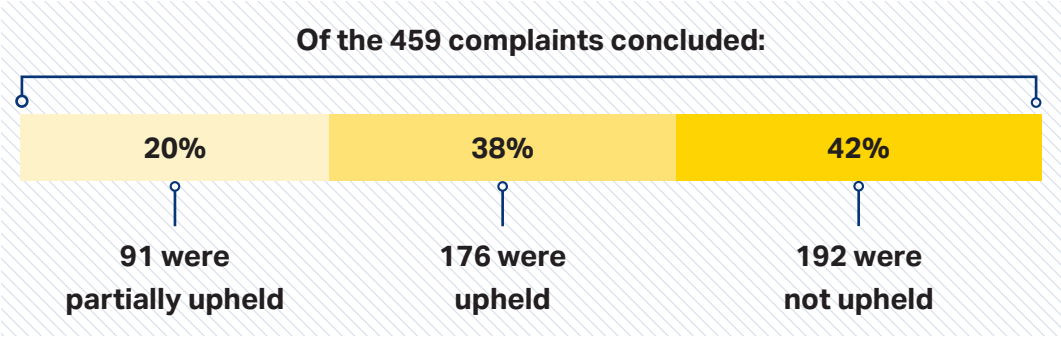
Cases outside agreed timescales

- **30 complaints went beyond the agreed extension of 10 working days.**
- **23 complaints** exceeded the **10 working day** timescale **without an agreed extension**.
- **21 complaints** were **withdrawn** by the complainant.
- **12 complaints** remained **outstanding** at the time of reporting.

Stage 2

During 2025/26, 90 complaints were escalated to Stage 2 from a total of 492 Stage 1 complaints (18.3%). Of these, 49 were responded to within 20 working days and 28 were responded to within 40 working days where an extension had been applied.

There are currently 10 open Stage 2 complaints and 2 complaints were withdrawn. Of the 78 concluded Stage 2 complaints, 77 were responded to within the required timescales, representing a 98.7% compliance rate; 1 complaint exceeded the agreed extension. This compares with 2024/25 where 19 complaints were escalated to Stage 2 out of 249 Stage 1 complaints (7.6%). Of these, 15 were responded to within the required timescales (including 7 with extensions), equating to a 79% compliance rate. The remaining 4 complaints exceeded the 20 working day timescale and an extension was not requested.



Indicating that 58% of complaints resulted in at least some level of service failure being identified. This highlights the value of feedback in helping us improve our services. The Complaints Lead will continue to promote timely and effective complaint handling across the service. Staff will be encouraged to adopt a positive approach to complaints, recognising their value in driving service improvement.

Examples of positive attitudes include:

- Viewing complaints as opportunities to improve services rather than as criticism.
- Responding with empathy and professionalism, even in challenging situations.
- Taking ownership of issues and working collaboratively to resolve them.
- Using feedback constructively to inform future decisions and practices.
- Using the Housing Ombudsman's compensation guidance to inform decisions.

Managers will also be supported to make quick initial assessments when a complaint is received, enabling prompt action on urgent issues and ensuring the complaint is directed to the appropriate person.

Compliments

We received 72 compliments for this period compared to 41 for the period of 2024/25:

Team	Number of Compliments
Leasehold/Right to Buy	16
Housing Office On Island	14
Landlord Complaints Team	10
Repairs On Island	6
Play & Youth	6
Housing Office Off Island	6
Sheltered Housing	4
Estate Services On Island	4
Estate Services Off Island	2
Repairs Off Island	2
Resident Engagement	1

Examples of Resident Feedback

- A Paulsgrove resident praised the empathy, professionalism, and support they received from staff, noting that it made a real difference during a particularly difficult time.
- A resident shared their thanks for the support provided by their Housing Officer, which enabled them to remain in employment during challenging circumstances.
- A leaseholder expressed appreciation for the swift response to an emergency water leak, highlighting how operatives acted quickly to prevent further damage and provided excellent support on the day.
- A resident recognised the high standards of one of our cleaners, praising their attention to detail and friendly approach, and noting the noticeable difference when they are not present.

Tenant Satisfaction Measures

Tenant Satisfaction Measures are mandatory performance indicators that all social housing providers must collect and report annually to the Regulator of Social Housing.

These measures are designed to give tenants greater transparency about how well their landlord is performing in key service areas, including:

- **Repairs**
- **Complaints handling**
- **Building safety**

The Landlord Complaints Team plays a vital role in supporting this process by feeding into the TSM data each year. This ensures that our complaints performance contributes to a broader understanding of service quality and tenant experience.

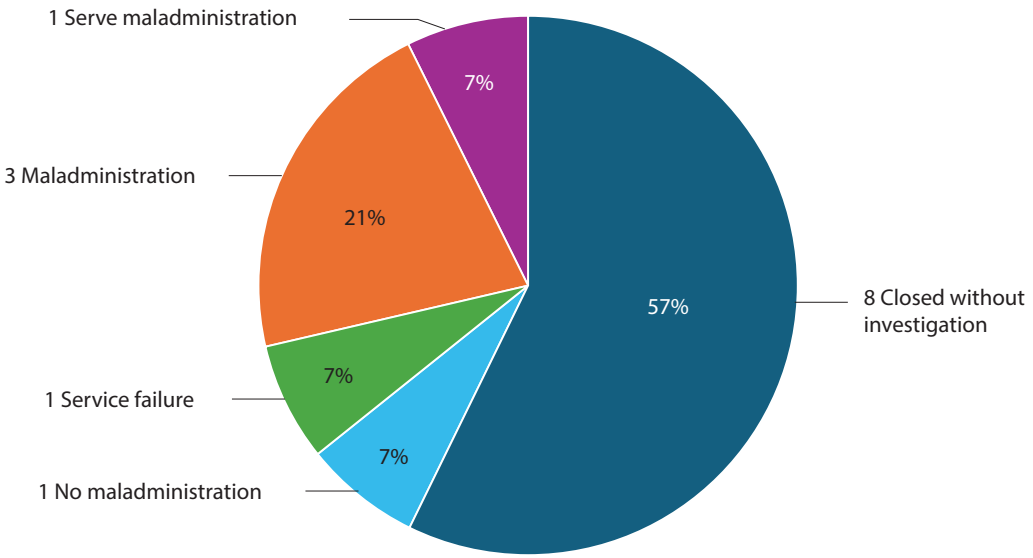
The 2025/26 Tenant Satisfaction Measures results show an improvement in satisfaction with complaint handling, increasing from 42.7% in 2024/25 to 45.5% in 2025/26.

While further improvement is still needed, this is an encouraging step forward and suggests that the actions being delivered through the Complaints Improvement Plan are beginning to have a positive impact on residents' experience of the complaints process.

Housing Ombudsman

If the resident remains unhappy following a stage 2 complaint investigation, we will signpost them to the Housing Ombudsman.

There were a total of 14 Housing Ombudsman referrals concluded.



Eight cases were closed without investigation, primarily due to jurisdictional reasons, lack of a completed Stage 2 complaint, or issues falling outside the Ombudsman's remit or timescales. Of the six investigations that progressed to full determination, outcomes included one finding of no maladministration, one service failure, three findings of maladministration, and one case of severe maladministration.

The findings primarily related to repairs (including damp and mould), ASB case management, and complaint handling. Common themes included delays in service delivery, poor communication, and weaknesses in risk assessment. Ombudsman remedies included apologies, compensation, learning reviews, and service improvements. While most actions have been completed or are being monitored, a small number of historic cases require confirmation that compliance evidence is clearly recorded.

In response to Ombudsman findings, particularly where maladministration or severe maladministration is identified, the landlord has introduced a senior manager review meeting. These meetings are used to review the decision in detail, agree accountability, and ensure learning and service improvement actions are identified, tracked, and embedded across the organisation.

Severe maladministration cases are also shared by the Director of HNB with the Corporate Governance Group with corrective actions. You can view Ombudsman's findings on their website: **housing-ombudsman.org.uk**

These results demonstrate that the implementation of the Landlord Complaints Process is having a positive impact. We are increasingly able to resolve complaints locally, and where cases are escalated, the Ombudsman often supports our decisions and outcomes.

Learning from complaints

Every complaint is an opportunity to learn and improve. For Portsmouth Homes, they serve as a vital form of feedback that helps us enhance the services we provide to residents across Portsmouth.

In response to the high volume of repairs-related complaints, we have strengthened our approach to performance monitoring, learning, and accountability across the service.

This includes the introduction of a dedicated repairs complaints dashboard to track demand, trends, and outcomes, alongside a structured monthly meeting to review performance and embed learning. A centralised learning log has been established to ensure lessons are captured, monitored, and followed through.

We have also strengthened contractor engagement by making complaints a standing agenda item at operational meetings and core group discussions, supported by regular toolbox talks and team meetings to reinforce expectations and share good practice. In addition, a dedicated Repairs Manager lead role for complaints has been created to provide clear oversight, drive accountability, and ensure a consistent and coordinated approach to improving service delivery.

The insights gained from complaints often lead to meaningful changes, whether it's refining our working practices, updating policies, improving service delivery, or investing in staff development. We're committed to listening, learning, and acting on what our residents tell us.

Learning from complaints remains a key driver of service improvement across Portsmouth Homes. Analysis of Stage 1 complaint data for 2025/26 shows that complaints most often arise where residents have experienced repeat service failure, particularly in relation to repairs and neighbourhood management, or where communication has not met resident expectations.

While many complaints are resolved at Stage 1, the learning identified highlights systemic issues rather than isolated errors. Complaints therefore continue to provide valuable insight into where services require improvement and where earlier intervention may prevent dissatisfaction from escalating.

Learning from complaints and actions taken

Analysis of complaint themes has been used to drive targeted service improvements. Key areas of learning and the actions taken include:

Repairs and First Time Fix

- Strengthened focus on accurate diagnosis and oversight of complex repairs

- Increased monitoring of repeat repairs and reviewing repairs history including damp, mould and leaks

- Emphasis on confirming issues are fully resolved before closing cases

- We have established clearer and more consistent mechanisms for sharing complaint outcomes and resident feedback with contractors, ensuring that learning is embedded and acted upon.

- Feedback is regularly reviewed with contractors to identify recurring issues, improve first-time resolution, and enhance communication with residents.

- We are strengthening partnership working through regular performance discussions, using complaints data alongside operational metrics to drive accountability and improvement.

General learning actions from repairs complaints

Updating guidance and policies for staff

- Internal guidance and procedures have been reviewed and refined to ensure clarity, consistency, and alignment with expected service standards.

Targeted training for surveyors

- Additional training has been delivered to improve diagnostic accuracy, decision-making, and oversight of repair works.

Contractor toolbox talk

- Regular sessions have been introduced with contractors focusing on:

- Scope of service and expectations

- Driving and parking protocols

- Professional conduct while on site

These sessions reinforce standards and promote a more consistent resident experience.

Improved planning of repairs

- Greater emphasis has been placed on effective planning to reduce delays, minimise repeat visits, and ensure repairs are completed efficiently.

Enhanced communication with residents

- Learning has driven improvements in communication at all stages of the repair journey, including clearer explanations at the outset and more consistent updates throughout.

Process improvements and system changes

- Updates include revised survey forms to incorporate habitability checks and enhanced training on repair diagnosis

These changes support better decision-making and help ensure risks to residents are identified earlier.

Communication During Service Delivery

- Reinforced expectations for clear, consistent and proactive updates to residents

- Delivered training to improve communication standards across teams

- Encouraged better coordination between services to avoid conflicting information

Managing Expectations in ASB Cases

- Improved early communication with residents about landlord powers and limitations

- Clearer explanation of evidential thresholds and likely outcomes

- Focus on maintaining resident engagement throughout longer investigations

- Revised ASB Policy which strengthens clarity around approach, responsibilities, and available interventions.

- Increased training to improve confidence and consistency in managing ASB cases and communicating effectively with residents.

- Increased case reviews have been troduced to ensure appropriate oversight, timely action, and continuous learning.

Identifying and Responding to Vulnerability

- Improved early identification and recording of vulnerabilities

- Increased awareness of the need for reasonable adjustments

- Embedded consideration of individual rcumstances in case handling

Learning is routinely shared with service managers, and trends are monitored to inform ongoing service improvements. Where complaints identify service failure, learning is recorded and fed back to teams to support continuous improvement.

Continuous Improvement

Complaints remain a critical source of insight into how services are experienced by residents. Portsmouth Homes remains committed to using learning from complaints to:

- Improve service outcomes
- Reduce repeat complaints
- Strengthen trust and confidence in complaint handling
- Meet the expectations of the Housing Ombudsman Complaint Handling Code

The Landlord Complaints Team remains committed to supporting operational staff and managers in effectively handling and responding to complaints.

We view complaints as a valuable source of insight, offering free market research that helps us identify areas for improvement. By learning from these experiences, sharing best practices, and driving service enhancements, we aim to deliver even better outcomes for our customers and teams.

Service improvements – resident complaints scrutiny

As part of improving the landlord complaints service, the resident's scrutiny group, supported by an independent chair carried out an investigation into complaint handling. This provided an objective review of how our complaints service operates and how it is experienced by residents.

The scrutiny included:

- Visiting housing offices and speaking with staff where appropriate
- Reviewing information available on the Portsmouth City Council (PCC) website
- Reviewing all housing complaints information, including posters, leaflets, the complaints policy, reports and House Talk
- Analysing complaints data and performance reports
- Developing and issuing a questionnaire to residents who had made complaints
- Reviewing complaint case studies provided by the Complaints Team

The resident scrutiny group fed back their findings and recommendations. Their insight has helped us understand what is working well and where improvements are needed, with resident feedback and independent challenge strengthening our service.

We are undertaking a detailed review of our complaints processes to address the findings, strengthen good practice and make improvements where needed, developing a complaints improvement plan which sets out the actions we will take.

This includes:

Reviewing and improving our website content to make information clearer and more accessible.	Developing new posters to clearly explain the difference between a complaint and a service request.	Reviewing and updating our complaint response templates to improve clarity, tone and consistency.

These steps will help ensure our landlord complaints service is clear, accessible and consistently focused on residents' experience.

Keeping our residents up to date

We are committed to being open and transparent with residents about how we handle complaints and the improvements we are making. Information is shared through a range of channels, including our website, House Talk, and wider resident communications. We also shared the findings from our Annual Complaints Report with the Resident Consortium on 4 June 2026.

We will publish our full Annual Complaints Report, providing a clear and accessible account of our performance, the learning identified, and the actions we are taking to improve services.

These steps help ensure our landlord complaints service remains accessible, transparent, and consistently focused on residents' experience.

Improvement plans 2026/27

Moving forward we want to improve the following in 2026/2027.

Continued compliance with the Housing Ombudsman Code

Timely responses

Ensure complaints are responded to within 10 working days.

Clear communication

Inform complainants when investigations require more time, including revised timelines and reasons for delay.

Staff training

Ensure all Housing staff complete the complaints e-learning module.

Cross-department coordination

Improve collaboration and consistency in responses to complaints involving multiple council departments.

Complaints improvement plan

Following the findings of the resident scrutiny review, we have developed a structured complaints improvement plan. This sets out clear actions to address identified areas for improvement, strengthen good practice, and ensure that learning from both scrutiny and complaints is translated into measurable service improvements.

Natalie Beckett	Sally Scattergood	Cllr Darren Sanders
Complaints Lead Portsmouth Homes Portsmouth City Council	Assistant Director Portsmouth Homes	Portsmouth Homes Member Complaints Champion Deputy Leader & Cabinet member Housing & Tackling Poverty

Portsmouth
CITY COUNCIL

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Portsmouth CITY COUNCIL

Landlord Complaints

2627 - 010

Assurance

Author Lucy Hoolihan (Senior Auditor)

Version Final

Dated 8th July 2026

Recipient(s) James Hill (Director of Housing Neighbourhoods and Building Services), Sally Scattergood (Assistant Director - Housing), Danika Hall (Compliance and Projects Manager) and Natalie Beckett (Complaints Lead)

Approved by Paul Somerset (Deputy Chief Internal Auditor)

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Executive Summary
Assurance Levels
Objectives & Scope
Exceptions
Exception Ratings

Landlord Complaints	Overall Assurance Level
	Assurance

Exceptions Raised

Critical	High	Medium	Low
			1

Exception Title	Risk Level	Key Risk	Person Responsible	Agreed Action by date	IA Follow up or Self declaration
Adhering to Timeframes	Low	Operational and Reputational	Natalie Beckett (Complaints Lead)	Already implemented - monthly meetings	Self-Declaration

Executive Summary

Portsmouth City Council, through Portsmouth Homes, has a statutory duty as a social landlord to provide an effective, fair and transparent complaints handling process. This audit has reviewed the policy in place and operational processes in respect of complaints at stage one, stage two and when escalated to the Housing Ombudsman.

Achievement of Organisation's Strategic Objectives	Assurance

Policy Review

Testing established that from 1 April 2024, all social landlords must comply with the Housing Ombudsman's Complaint Handling Code by law. The Housing Ombudsman Complaints Handling Code was soured and reviewed. Testing reviewed the PCC policy against the requirements of the code, confirming the policy is well aligned to the Social Housing Regulation Act and Complaint Handling Code. It provides a clear process and strong focus on fairness when processing complaints. The PCC policy shows alignment to the Housing Ombudsman principles, and it is written under the headings provided in the code.

A further review of the annual self-assessment published on the PCC website identified "The Complaints Lead reports complaints trends and learning identified through to the Customer Services Board on a quarterly basis to inform process and policy change or team wide training plans. This information is also reported through to the Cabinet member responsible for Complaints as well as the Director". Meeting the requirements of section 8 of the Complaint Handling Code.

Compliance with Policies, Laws and Regulations	Assurance

Acknowledging Complaints

A review of the Landlord Complaints Policy identified that each complaint is reviewed when received and if deemed as a complaint that this should be acknowledged in writing within 5 working days. Testing sourced a report of all stage 1 complaints that had been actioned in 2025/2026, a total of 429 complaints were received. A sample of 15 complaints were selected to ensure that they had been acknowledged within the 5 working day timescale.

A walkthrough of the eCase system was undertaken to establish the process in which complaints are logged and documents are recorded. The Complaints Lead confirmed that all information for a complaint is held on the system. Following a review of the eCase system for the

sample of 15 complaints, for 1 complaint testing noted that this was acknowledged at 6 days. The Complaints Lead advised that this was because they needed to gather further information from the tenant following initial contact to establish if there was a complaint to process.

Stage One Complaints

Following the complaint being acknowledged by the Landlord Complaint Team they trigger the 10 days for the complaint to be investigated by sending notification of the complaint to the Manager involved.

For the sample of 15 complaints selected testing noted 8 complaints were extended, 7 were completed within 20 days. Extensions of a further 10 days are approved by the Complaints Team, each one is reviewed on its own merit. The extensions in the sample selected include 'high demand in the repairs service', a need to 'visit the property' before answering the complaint and 'staff sickness', this has been noted in the exception raised.

For the remaining one complaint this was completed at 26 working days from acknowledging the complaint and issuing a stage one letter. Testing reviewed the eCase system with the Complaints Lead and identified that for this case this was extended due to a high demand in the repairs service. The Complaints Lead advised that not agreeing with an extension isn't really an option, as they are trying to get the complaint resolved for the tenant. Working with staff across the Housing Service is more advantageous to resolving an issue.

A review of the Housing Ombudsman Code identified a landlord can extend the timeframe, but 'they must explain why in writing and they must give a clear new deadline'. Testing reviewed the code to establish that 'extensions are considered exceptional, not routine' and that 'any extension at Stage 1 should not exceed an additional 10 working days (i.e. up to 20 total) unless there is a good reason'.

Stage Two Complaints

If the tenant isn't satisfied with the response at stage one of the complaints process, they have the option to escalate the complaint to stage two. A review of the policy notes; 'this is the final stage of the complaint's procedure. The complaint will be further considered by either: the appropriate director, or an appropriate senior manager and reviewed by the director'. Testing notes from the policy that once logged there is 20 working days to response to the tenant at stage two.

Testing reviewed a sample of 9 stage 2 complaints against the policy requirements, to ensure that the complaint had been escalated within 30 days of stage one being issued. And that the stage two complaint had been completed on or before the 20 working days deadline for a response as per the policy guidance. All 9 complaints had been escalated to stage two of the process within the 30 working day timeframe from issuing the stage 1 complaint. Five complaints were investigated and completed within the 20 working day period. For the remaining 4

testing notes 2 cases were extended as the management required further time. For one, there was an error on the eCase system where the complaint was logged but not sent through to the manager for investigation, delaying the process. For the final complaint that was answered after 23 working days, there was no extension granted, it overran as the Assistant Director needed to review it before issuing. The tenant was informed of the delay via telephone, this was noted on the eCase system.

Housing Ombudsman

The Housing Ombudsman are an independent body that helps resolve disputes between tenants or leaseholders and their landlords. If a customer with a housing complaint is unhappy following stage two of the process, they can seek advice and guidance from the Housing Ombudsman Service. PCC are not responsible for the complaint at this stage, however they are required to provide information to the Housing Ombudsman. The Complaints Lead advised that when a request for information, this is uploaded through a portal.

PCC are notified of the outcome from the Housing Ombudsman as to whether they believe that the complaint has been handled correctly. Where recommendations are made, these will be listed for PCC to act upon. The tenant received the same letter detailing how the issue(s) can be resolved.

Testing reviewed the period 1st April 2025 to 31st December 2025, there were 9 complaints closed and 9 complaints that were open at the time of testing. Only 1 of the 9 cases was reviewed by the Housing Ombudsman, testing reviewed these records. The Housing Ombudsman provided a response and requirements the PCC should meet to resolve the complaint, evidence of this was sighted and evidence confirming that the actions were addressed by PCC by the required date was also sighted. Testing noted that the complaint was closed with the ombudsman.

For the remaining 8 complaints, the status of the closed complaint is listed as 'Ombudsman didn't investigate'. The Complaint Lead advised that the Ombudsman tirage complaints and if they feel that the complaint has been handled at stage 2, or the complaint hasn't been through the correct process, stage 1 and stage 2 with the authority then they wouldn't look at the complaint.

One low risk exception has been raised in relation to adhering to the timeframes published in the Housing Ombudsman Code and documented in the PCC Landlord Complaints Policy.

Effectiveness and Efficiency of Operations	Assurance

Trends and Lessons Learnt

Testing sourced the Annual Complaints Performance and Service Improvement Reports for 2023/2024 and 2024/2025 from the PCC external website. The 2023/2024 report was completed on work undertaken prior to the existence of the current service being introduced from 1st April 2024. A review of these notes that the requirements of the Housing Ombudsman's Complaint Handling Code have been met.

Audit were also provided with the 2025/2026 annual report for which remained in draft at the time of the audit. The report states 'insights gained from complaints often lead to meaningful changes, whether it's refining our working practices, updating policies, improving service delivery, or investing in staff development. We're (Portsmouth City Council) committed to listening, learning, and acting on what our residents tell us'.

On reviewing the stats provided in each report, there is a big increase in complaints received. In 2023/2024 204 complaints were received, in 2024/2025 249 complaints were received, however in 2025/2026 492 complaints were received. The Complaints Lead advised that there are a number of factors thought to have caused the increase of 97.6% from the previous year. These include residents having a greater awareness of the complaints process, improvements in how dissatisfaction is identified and logged. The Complaints Lead advised that she has been attending Resident Consortium Meetings, Resident Engagement Meetings and the Residence Security Group, being more visible to residents and informing they of the process of making a complaint. Work has also been undertaken to develop working relationships, following the changes from April 2024. Each report reviewed documents improvement plans for the following year, based on lessons learnt from that year's complaints and service improvement plans.

Testing also reviewed the quarterly presentations made to the Senior Management Team Meetings by the Complaints Lead. This shows that the number of complaints received rose significantly across the year, as expected with the new service bedding in. The resolution of a complaint escalated to the Housing Ombudsman in quarter 3, increased the amount paid out in compensation significantly, with £3,089.19 paid to this claim. A total of £12,978.15 was paid out in respect of a total of 48 complaints. The stats reported also show that there was an increase in stage 1 complaints being completed after the 10-working date timeframe. A discussion with the Complaints Lead confirmed that completing work within the timeframe and not extending cases has been a focus for 2025/2026, this has been noted in the exception raised.

Audit were also provided with a report from the Resident Scrutiny Group published in February 2026. The scrutiny group had been tasked with reviewing the complaints process to assess its accessibility, performance, and effectiveness from a resident perspective. The review found that, while the complaints framework was established and showing improvement in response times, there were significant challenges affecting consistency and overall resident experience. Access to information about how to complain is inconsistent across housing offices, and

both residents and staff lacked clarity on the distinction between complaints and service requests. The Complaints Lead advised that the outcomes from this have been taken into consideration as the team are always striving to improve the service.

Completion of the audit	Assurance

One low risk exception has been raised as a result of testing under compliance with policies, laws and regulations.

Based on the testing conducted assurance can be given that the Landlord Complaints process is of low risk to the authority.

Please be aware that summaries of all exceptions are routinely reported to the Governance & Audit & Standards Committee who may call in any Audit report they wish. Where any critical exceptions are found and/or the audit receives an overall level of 'No Assurance' these will be reported in their entirety to the Governance & Audit & Standards Committee along with the Directors comments. It is the wish of the current Chair that Directors or their representatives attend the meeting to enable clarification and discussion. These exceptions may also be reported to the relevant Portfolio holder.

This report provides an opinion on the effectiveness of internal controls and may provide reasonable, but not absolute assurance. This report has been prepared solely for the managers listed above and as such should not to be circulated beyond those named above without the express permission of the report author. No liability is therefore offered to third parties receiving a copy of the report. All or part of this document may be released under Freedom of Information Act 2000".

Portsmouth City Council's Internal Audit Service is performed in compliance with the Global Internal Audit Standards (GIAS). Compliance to the standard was externally assessed in March 2023.

Assurance Levels

The overall assurance is given on the activity that has been audited.
These levels are based on the areas tested within the audit as noted with the Objectives & Scope.

Levels	Description / Examples
Assurance	No issues or minor improvements noted within the audit but based on the testing conducted, assurance can be placed that the activity is of low risk to the Authority.
Reasonable Assurance	Control weaknesses or risks were identified but overall the activities do not pose significant risks to the Authority.
Limited Assurance	Control weaknesses or risks were identified which pose a more significant risk to the Authority.
No Assurance	Major individual issues identified or collectively a number of issues raised which could significantly impact the overall objectives of the activity that was subject to the Audit.

Objectives and Scope

The objectives of the audit were:

Achievement of organisation's Strategic Objectives

- Complaints are handled in line with the requirements under the Social Housing (Regulation) Act 2023 and following the Housing Ombudsman's Complaint Handling Code. Testing reviewed the requirements of the regulations and reviewed these against policies and processes in place for landlord complaints.

Compliance with Policies, Laws and Regulations

- Landlord complaints are identified, accepted, and recorded in accordance with the Landlord Complaints Policy. Testing reviewed a sample of complaints to identify how they were received, timeliness of accepting and when they are recorded.

- Complaints are handled fairly, consistently and within policy timescales at both Stage One and Stage Two. Testing reviewed a sample of complaints at both sages of the process to ensure compliance with timescales and consistency across the process.

- Complaints are escalated appropriately, including signposting to the Housing Ombudsman and other regulators. Testing identified a sample of complaints that were escalated and reviewed the path that the complaint took to ensure compliance with procedures.

Effectiveness and Efficiency of Operations

- Trends and lessons learnt from complaints received are monitored and used to improve the service. Testing identified how data is collected, the frequency of this and how this is reported to assist in service improvements.

Exceptions

2627 - 010-001	Adhering to Timeframes	Low

Compliance with Policies, Laws and Regulations

Exception

The Landlord Complaints policy provides timescales for acknowledging a complaint, completion of the process at stage one and stage two.

Across these stages of the process testing identified the following examples:

- 1 (7%) complaint was acknowledged at 6 days, a day late due to gathering further information.
- 8 (53%) of complaints were extended to stage one to be completed within 20 working days. One complaint exceeded this timeframe and was answered at 26 days.
- 4 (44%) of complaints at stage two were extended. For 2 of these an extension had been granted. For one, there was an error on the eCase system where the complaint was logged but not sent through to the manager for investigation, delaying the process. For the final complaint that was answered after 23 working days, as the Assistant Director needed to review the letter before sending.

Although not breaching the requirements of the policy and code, best practice is to work to the timeframe stipulated and only apply for an extension to the prescribed timeframe when necessary.

Risks and Consequences

Operational and reputational risk, if complaints are being handled outside of the documented timeframe there is a potential that his may cause reputational damage to the Housing Service.

Agreed Action	Person Responsible / Action by Date
The Repairs Service was experiencing a high volume of complaints, which added to the complexity of some repairs complaints resulted in a significant number of requests for extensions to complaint response times. To address this, the Complaints Lead meets monthly with the Repairs Team and Area Housing Managers to review complaint performance, identify trends, and monitor progress against agreed actions. In addition, the Repairs Service has appointed a dedicated complaints responder to	Natalie Beckett (Complaints Lead) - ongoing monthly meetings.

focus on improving complaint handling, reducing response delays, and driving service improvements. These measures have been implemented to help reduce complaint volumes, improve response timeliness, and strengthen learning from complaints across the service.

Exception Ratings

The following tables outline the exceptions from the recent audit and are reported in priority order. Internal Audit report regularly to the Governance Committee on findings and management actions. However, in accordance with agreed protocols, all critical exceptions are brought to the attention of the Committee.

Priority Level	Description
Critical Risk	Control weakness that could have a significant impact upon not only the system function or process objectives but also the achievement of the organisation's objectives in relation to: The efficient and effective use of resources. • The safeguarding of assets. • The preparation of reliable financial and operational information. • Compliance with laws and regulations. And corrective action needs to be taken immediately.
High Risk	Action needs to be taken to address significant control weaknesses but over a reasonable timeframe rather than immediately. These issues are not 'show stopping' but are still important to ensure that controls can be relied upon for the effective performance of the service or function. If not addressed, they can, over time, become critical. An example of an important exception would be the introduction of controls to detect and prevent fraud.
Medium Risk	These are control weaknesses that may expose the system function or process to a key risk but the likelihood of the risk occurring is low.
Low Risk (improvement)	Very low risk exceptions or recommendations that are classed as improvements that are intended to help the service fine tune its control framework or improve service effectiveness and efficiency. An example of an improvement recommendation would be making changes to a filing system to improve the quality of the management trail.

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Title of Meeting:	Housing and Tackling Homelessness
Subject:	Portsmouth Homes Resident Engagement Outcomes 2025/26
Date of Meeting:	23rd September 2026
Report by:	Sally Scattergood, Assistant Director of Housing (Portsmouth Homes)
Cabinet Member:	Councillor Darren Sanders
Wards affected:	All

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1. Purpose

1.1 The purpose of this report is to summarise Portsmouth Homes' resident engagement activity and outcomes during 2025/26 and to demonstrate how residents are helping shape, scrutinise and improve housing services.

1.2 The engagement and consultation activity described in this report is not intended to be an exhaustive record of every activity undertaken during the year. It provides illustrative examples of the range of ways residents have been involved, the culture of engagement Portsmouth Homes is continuing to embed, and how resident feedback is being used to inform decisions, strengthen accountability and support service improvement.

2. Background

2.1 The Transparency, Influence and Accountability Standard require landlords to listen to tenants, provide meaningful opportunities for involvement and show how tenant views influence decisions, services and improvement.

2.2 Portsmouth Homes has used a systems thinking approach to service design for many years, helping the service to understand residents' needs by using data and insight to inform change and improvement. This approach has created clear statements of customer purpose and views our service from the customer perspective.

2.3 The work to meet the regulatory expectations of the Transparency, Influence and Accountability Standard has built on this foundation, expanding the ways in which residents can share their views, influence decisions and help shape the services they receive.

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2.4 This report summarises engagement activity during the year, including resident meetings, focus groups, scrutiny activity, consultation projects, neighbourhood walkabouts and community events, and highlights the outcomes achieved from resident feedback.

2.5 This work aims to ensure engagement is not limited to consultation, but supports ongoing relationships, effective scrutiny and practical service improvement.

3. Link to the Consumer Standards

3.1 Resident engagement supports Portsmouth Homes' compliance with the consumer standards, particularly the Transparency, Influence and Accountability Standard. The activity described in this report shows how residents are supported with opportunities to influence decisions, scrutinise services and access information about landlord performance.

3.2 This is supported through the Residents Consortium, focus groups, workshops, scrutiny reviews, walkabouts, surveys, community activity and resident communications, giving residents varied ways to share experiences, comment on proposals and shape improvements.

3.3 The report also links to the Safety and Quality Standard, through resident feedback on repairs, communal safety and urgent works, and to the Neighbourhood and Community Standard, through scrutiny, walkabouts and feedback on neighbourhood cleanliness. Feedback on service access, complaints and housing management proposals also supports accessible and responsive services shaped around residents' needs.

3.4 By setting out both activity and outcomes, the report describes how resident insight is informing decisions, strengthening accountability and supporting continuous improvement.

4. Assurance summary: resident engagement and outcomes

4.1 This report explains Portsmouth Homes active and structured approach to resident engagement, supporting the expectations of the Transparency, Influence and Accountability Standard. Residents are offered meaningful opportunities to share views, scrutinise services, influence decisions and shape improvements.

4.2 Portsmouth Homes also uses insight from a range of resident feedback sources, including complaints, customer satisfaction data and Tenant Satisfaction Measures, alongside direct engagement activity. Considering these sources together helps identify common themes, build a fuller understanding of residents' experience of services and inform priorities for improvement. Feedback from different sources often aligns, reinforcing where change is needed and helping to focus action. For

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example, recommendations made through resident scrutiny of complaints have supported officer findings from reviews of stage 1 complaints, while case review findings from anti-social behaviour cases have also been reflected in customer satisfaction survey feedback and complaint themes. This then ensures our improvement plans are based on a triangulation of resident feedback.

4.3 Portsmouth Homes maintains a live service improvement plan which is reviewed and updated regularly as further learning emerges from resident feedback, complaints, scrutiny, satisfaction data and case reviews. This ensures that improvement activity remains current, evidence led and focused on the issues that residents tell us matter most. In addition to the overarching improvement plan, targeted improvement plans are in place for specific service areas, including anti-social behaviour and complaints, where feedback and case review findings have identified opportunities to strengthen consistency, communication, responsiveness and resident experience.

4.4 Portsmouth Homes is also currently exploring opportunities to bring together, more closely within its structure, the different teams involved in collecting, managing and analysing resident feedback and insight. This will support a more joined-up understanding of the data available across the service, strengthen the ability to identify common themes and emerging trends, providing more detailed analysis of resident data and use this to enable clearer recommendations about areas where further focus or improvement may be needed.

4.5 Engagement is increasingly embedded in policy development, performance reporting, service design and responses to resident priorities. Residents have influenced the draft Housing Strategy, landlord performance information, repairs priorities, complaints processes and future service delivery arrangements.

4.6 Resident feedback is generating practical outcomes, including changes to repairs categorisation, resident-shaped performance information, implementation of complaints scrutiny recommendations and service access proposals reflecting residents' preferences. All of these improvements will lead to an improved experience for the wider residents group when accessing Portsmouth Homes services.

4.7 A recent Housing and Social Care scrutiny review found that Portsmouth Homes is actively working to meet the Transparency, Influence and Accountability Standard, particularly through its approach to resident engagement, performance information and support for tenants. The Panel recognised positive work already underway, including direct engagement with residents, support around financial wellbeing, and efforts to offer different ways for residents to get involved. Its recommendations focus on strengthening this further by improving accessibility, broadening communication and engagement channels, involving residents in digital developments, and ensuring residents both within and outside Portsmouth can

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influence services in ways that work for them. Recommendations from the scrutiny will be incorporated into our improvement plans.

5. Portsmouth Homes Resident Engagement Offer

5.1 Portsmouth Homes offers a range of ways for tenants and leaseholders to get involved, including the Residents Consortium, focus groups, walkabouts, surveys and direct contact with the resident engagement team. This flexible model recognises that residents engage in different ways and helps ensure feedback informs decisions and service development.

5.2 Portsmouth Homes has a dedicated resident engagement team of six Resident Engagement Officers, one Resident Engagement Assistant and a Resident Engagement Manager. The team leads engagement activity and coordinates monthly Consortium meetings, including agendas and guest speakers.

5.3 The majority of the team have been in their roles for many years and so have been able to build strong relationships with the communities that they serve and an understanding of the best ways to work with our residents to encourage active engagement.

6. Resident Consortium

6.1 The Portsmouth Homes Resident Consortium is well attended, with an average of 20 residents at each monthly meeting and a core group attending regularly. The meeting is chaired by an independent Chair and is attended by senior officers supporting two-way discussion on housing matters and enabling residents to raise local issues and priorities.

6.2 The Consortium elects three representatives to attend Housing and Tackling Homelessness meetings, receiving the reports ahead of the council meeting to enable them to scrutinise the reports, and prepare for the meeting where they are able to ask questions and provide resident feedback or challenge as part of the decision making process.

6.3 The consortium is part of the consultation process for all key decision-making, including: rent setting, repairs and neighbourhoods.

6.4 The Consortium also votes on how their meetings are run and on key agenda items. Recent examples include votes on signing up to the Stop Social Housing Stigma campaign, moving to hybrid meetings to create a dial-in option for residents who are unable to attend in person, and holding workshops to review the group's name.

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6.5 The Consortium have also developed a resident stamp logo that can be added to all documents that they have contributed to so that their contributions can be more visible across Portsmouth Homes and the wider resident group.

7. Workshops

7.1 Resident workshops bring residents together to explore specific issues, proposals or service areas in more detail. They allow residents to share experience, test options, ask questions and shape proposals before decisions are made.

7.2 <u>Example outcomes from resident workshops</u>

7.2.1 During the year, residents attended a Housing Strategy workshop to identify the issues most important to them. Their feedback informed the draft strategy, including objectives on customer service, staff skills and knowledge, quality and safety of homes, and management of anti-social behaviour.

7.2.2 Resident engagement staff and senior managers held workshops to understand how residents preferred to access services and to seek their views on what should change in terms of the housing management service delivery approach. Resident Engagement staff also held informal “Chips and Chat” sessions in community spaces to capture the views of wider resident groups. Resident feedback supported proposals for more flexible access to housing teams through regular drop-in sessions in community venues and helped inform future drop-in locations.

8. Focus Groups

8.1 Portsmouth Homes has nine regular focus groups, which give residents opportunities to consider specific service areas in more detail and provide feedback directly to relevant service managers. The groups cover:

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a. Building Services
b. Policies
c. Rents
d. House Talk
e. Anti-social behaviour
f. Homeownership
g. Landlord Performance
h. Communications, including noticeboards and reviewing leaflet
i. Repairs

8.2 Focus groups were developed in response to residents wanting more opportunities to look at specific topics in detail. They provide a focused space for residents to review information, test ideas, give early feedback and identify practical improvements.

8.3 Through these groups, residents are influencing both strategic and operational areas of housing management. Examples of this influence are set out below.

8.4 Landlord Performance Focus Group

8.4.1 The Landlord Performance Focus Group met three times during the year, with 24 resident attendees. Residents reviewed current performance information and discussed which measures were most useful, accessible and meaningful to them.

8.4.2 As a result, Portsmouth Homes developed a revised resident-focused performance dataset for publication on the website, focusing on the performance areas residents were most interested in and presenting the information in a way residents felt was clearer and more transparent.

8.5 Policies Focus Group

8.5.1 The Policies Focus Group enables residents to comment on draft housing policies before they are finalised, consulted on more widely or submitted for approval. During 2025/26, residents reviewed and contributed to approximately 21 policies.

8.5.2 Resident feedback helped make policy wording clearer and more accessible, reduce technical language and identify where further explanation was needed.

8.5.3 For example, feedback on the Succession Policy resulted in simplified language, clarified eligibility criteria and improved explanations about how succession decisions are made.

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8.5.4 Consultation on the Damp and Mould Policy strengthened information about reporting concerns, inspections, follow-up actions and the support available to residents.

8.6 Repairs Focus Group

8.6.1 The Repairs Focus Group met six times during the year, with 49 resident attendances. Residents discussed repairs categorisation, prioritisation and opportunities to improve responsiveness and confidence.

8.6.2 One example of resident influence through this group was feedback that some communal repairs, particularly those affecting safety, security or access, were not always being prioritised quickly enough under the proposed repair categories.

8.6.3 In response, the urgent repairs category was extended to include additional works, such as repairs to door entry systems, so communal repairs affecting safety and security are identified and prioritised more appropriately.

9. Resident Scrutiny Group

9.1 Resident scrutiny enables tenants and leaseholders to examine services, gather evidence and make recommendations for improvement. During the year, the Resident Scrutiny Group reviewed:

a. Neighbourhood Cleanliness
b. Landlord Complaints.

9.2 Residents gathered evidence through surveys, site visits and mystery shopping, combining wider resident feedback with their own observations.

9.3 Following each review, residents produced a report setting out findings and recommendations, which were presented to senior managers to inform service improvement.

9.4 The scrutiny review of landlord complaints contributed to a wider review of the complaints process. All the recommendations made by residents were accepted and are being implemented as part of that review including improved letter templates to add a more personal tone and enhanced complaint training for frontline staff.

9.5 The neighbourhood cleanliness scrutiny review resulted in the team improving the way that they communicate with residents and exploring a web-based system to allow residents to check when their block was last cleaned.

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9.6 Together, these scrutiny reviews show the value of resident-led challenge in turning lived experience into practical service improvements, strengthening accountability and helping Portsmouth Homes make changes that improve the experience of residents across the service.

9.7 Portsmouth Homes is working with TPAS to arrange tailored scrutiny training for residents and staff which will take place during October and will help to strengthen effective resident-led challenge supporting residents to build on the work already achieved.

10. Neighbourhood Walkabouts

10.1 In 2025 we held 16 neighbourhood walkabouts with 8 completed so far in 2026 and a further 8 booked for September and October.

10.2 Walkabouts review buildings, grounds maintenance, bin areas and communal spaces, and remind residents how to report communal issues. They may also be used to review completed or planned works. These have resulted in practical follow-up actions, including additional pest control measures, clearance of bulk waste/fly-tipping, contaminated bin issues being resolved, and some winter cleaning/grounds maintenance works being adjusted to look at whole blocks more holistically rather than isolated issues.

10.3 Residents also completed three Housing Depot visits at their request, with eight residents attending, to understand how the Green and Clean service operates. Feedback from these visits included:

"Housing Depot visits are engaging and insightful"

"I found it absolutely amazing and very interesting and informative. I definitely need to get involved more with other groups."

11. Summary of the impact of resident engagement and consultation - outcomes

11.1 The examples below demonstrate how resident engagement is influencing both strategic and operational decisions, from the Housing Strategy and service delivery model to repairs, complaints, performance reporting and neighbourhood management. The additional column has been included to show how each engagement activity and resulting outcome contributes to the priorities within Portsmouth Homes' Resident Engagement Approach and Plan 2024-27, providing a clear line of sight between the commitments set out in the Plan, the engagement activity undertaken, and the outcomes and improvements achieved as a result of resident influence.

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Engagement activity	What residents told us / did	Positive outcome generated	Contributes to Resident Engagement Plan 24/27 Objective
Residents Consortium	Residents used monthly meetings to raise local issues, comment on service proposals, shape agendas and provide challenge to senior officers. Residents also voted on matters such as signing up to the Stop Social Housing Stigma campaign, moving to hybrid meetings and reviewing the name of the Consortium. Residents also contributed to the decision making process through their contributions to the Housing and Tackling Homelessness council meeting.	Residents have a regular and structured route to influence housing services and decisions. The move to hybrid meetings supports wider participation, while resident-led agenda setting strengthens transparency, accountability and two-way communication.	2) Engage with more residents, providing you with the opportunity to share feedback in ways that suit your needs & 3) Ensure that residents are better able to scrutinise our performance and hold us to account
Housing Strategy workshops	Residents identified the issues most important to them, including customer service, repairs, anti-social behaviour, and the skills and knowledge of staff.	Resident priorities directly informed the draft Housing Strategy, helping ensure the strategy reflects the things residents said matter most to them and supports improvement in the areas they experience most directly. The draft strategy has been shared with residents for further feedback before being finalised.	1) Improve the way we communicate with you, our residents, providing greater transparency about the services we provide

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Service delivery model engagement	Residents gave feedback through workshops, informal "Chips and Chat" sessions and community conversations about how they want to access housing services in future.	Resident feedback helped shape proposals to move away from reliance on area housing offices and develop more flexible access through community-based drop-in sessions. Residents also helped inform the location of the drop in sessions.	2) Engage with more residents, providing you with the opportunity to share feedback in ways that suit your needs 4) Get to know our communities better and empower you to make positive changes to address local issues
Landlord Performance Focus Group	Residents reviewed current performance information and discussed which measures were most useful, understandable and relevant to them including how they should be presented.	Portsmouth Homes developed a revised set of resident-focused performance information for publication on the website, helping make landlord performance more transparent, accessible and meaningful to residents.	3) Ensure that residents are better able to scrutinise our performance and hold us to account
Repairs Focus Group	Residents raised concerns that some communal repairs, particularly those affecting safety, security or access, may not always be prioritised quickly enough.	The urgent repairs category was extended to include additional types of work, such as repairs to door entry systems, ensuring safety and security concerns are better reflected in repair prioritisation.	1) Engage with more residents, providing you with the opportunity to share feedback in ways that suit your need
Policies Focus Group	Residents reviewed draft policies and commented on clarity, accessibility, wording and how proposed approaches would work in practice.	Resident feedback helped make policies clearer and easier to understand, reduced technical language and identified where additional explanation or clarification was	1) Improve the way we communicate with you, our residents, providing greater transparency about the services we provide

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		needed before policies were finalised. You Said We Did summaries are published in relation to each policy to record the changes made following resident feedback and suggestions.	2) Engage with more residents, providing you with the opportunity to share feedback in ways that suit your needs
Resident scrutiny – landlord complaints	Residents reviewed the complaints process, gathered evidence and made recommendations for improvement.	All recommendations from the resident scrutiny review were accepted and are being implemented as part of the wider complaints review, demonstrating that resident-led scrutiny is directly contributing to service improvement which should improve the complaints process experience for all complainants.	3) Ensure that residents are better able to scrutinise our performance and hold us to account
Resident scrutiny – neighbourhood cleanliness	Residents reviewed the cleanliness of neighbourhoods and communal areas through evidence gathering, surveys, site visits and observations.	Residents suggested improved visibility of cleaning schedules and in response the service is exploring a web-based system to allow residents to check when their block was last cleaned.	3) Ensure that residents are better able to scrutinise our performance and hold us to account
Neighbourhood walkabouts	Residents took part in walkabouts to review communal spaces, grounds maintenance, bin areas, buildings and local environmental issues.	These have led to practical follow-up actions, including additional pest control measures, clearance of bulk waste/fly-tipping, contaminated bin issues being	4) Get to know our communities better and empower you to make positive changes to address local issue

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		resolved, and some winter cleaning/grounds maintenance works being adjusted to look at whole blocks more holistically rather than isolated issues.	2) Engage with more residents, providing you with the opportunity to share feedback in ways that suit your need
Housing Depot visits	Residents visited the depot to better understand how the Green and Clean service operates and how neighbourhood maintenance is coordinated.	The visits improved transparency and resident understanding of how local services are delivered, helping build trust and encouraged residents to become more involved in other engagement activities.	1) Improve the way we communicate with you, our residents, providing greater transparency about the services we provide
House Talk and communications activity	Residents contributed to communications activity and helped review information for clarity and accessibility.	Resident input supports clearer, more relevant and more accessible communication, helping residents better understand services, decisions and opportunities to get involved.	
Community engagement and informal feedback	Residents engaged through community spaces, informal events, surveys, conversations and direct contact with the resident engagement team.	Informal engagement helps reach residents who may not attend formal meetings, broadening the range of voices heard and strengthening Portsmouth Homes' understanding of local priorities and lived experience.	

12. Learning and next steps

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12.1 The activity described in this report shows positive progress and seeks to provide the cabinet member assurance that resident voice is influencing priorities, decisions and service improvements. It also identifies where Portsmouth Homes can strengthen how outcomes are recorded, evaluated and reported back.

12.2 The key learning from 2025/26 is that residents are more likely to engage when the purpose is clear, involvement is accessible, interactive and they can see how feedback has made a difference.

12.3 Portsmouth Homes will continue to use its improvement plan as a live document, regularly reviewed and updated as new learning emerges from resident engagement, complaints, scrutiny activity, satisfaction data and operational case reviews. This approach supports continuous improvement by ensuring that learning is translated into clear actions, progress is monitored, and service managers remain accountable for delivering change. Targeted improvement plans for areas such as anti-social behaviour and complaints will also continue to be reviewed and refreshed as learning develops.

12.4 Portsmouth Homes is also reviewing how resident feedback, satisfaction information, complaints learning, scrutiny findings and engagement insight are brought together across the service. This includes exploring opportunities within the organisational structure to align the teams that collect and manage this information more closely, so that insight can be considered collectively, trends can be identified more clearly, and evidence-based recommendations can be made about future areas of focus and improvement.

12.5 Looking ahead, Portsmouth Homes has a programme of planned engagement activity to build on the work described in this report. This includes resident scrutiny of the anti-social behaviour process, work with residents to improve the consistency, accessibility and usefulness of notice boards, continued resident involvement in the review and development of housing policies, and engagement to inform the procurement of a new housing IT system. These areas have been identified because they directly affect residents' experience of services and provide further opportunities for residents to influence how services are designed, communicated and delivered.

12.6 To build on this progress, Portsmouth Homes will focus on the following next steps:

a. strengthening the recording of "you said, we did" outcomes so that resident influence is captured more consistently and reported more clearly;
b. broadening participation by continuing to offer a range of engagement routes, including formal meetings, workshops, focus groups, surveys, community conversations and neighbourhood activity;

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c. developing resident scrutiny further through tailored TPAS training for residents and staff, helping residents to build confidence and provide effective constructive challenge;
d. improving how engagement data is used to understand who is taking part, identify any gaps in participation and support more representative resident involvement;
e. continuing to publish resident-focused performance information so residents can more easily understand landlord performance and hold Portsmouth Homes to account; and
f. ensuring learning from engagement activity is shared with service managers and used to inform policy development, service design, communications and local improvement activity.

12.7 These steps will help Portsmouth Homes evidence the impact of resident engagement, support continuous improvement and demonstrate compliance with the Transparency, Influence and Accountability Standard.

12.8 Going forward, an annual resident engagement outcomes report will be brought to the Housing and Tackling Homelessness meeting to provide regular updates on resident engagement activity, outcomes achieved, learning identified and how resident feedback continues to influence service improvement.

12.9 Meaningful resident engagement continues to be a priority for Portsmouth Homes, not only because it supports compliance with regulatory requirements, but because residents' lived experience should shape how housing services are designed, delivered and improved. Listening to residents and acting on their feedback helps ensure services are more responsive, accessible and focused on the things that matter most to the people who use them.

……
Signed by **James Hill, Director of Housing, Neighbourhood and Building Services**

Appendices:

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location

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Regulatory consumer standards for social landlords	Regulatory standards for landlords - GOV.UK
Transparency Influence and Accountability Standard	Transparency, Influence and Accountability (including Tenant Satisfaction Measures) - GOV.UK
Resident Engagement Plan 24/27	2024-2027 Resident engagement plan

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Official

Portsmouth
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Title of meeting: Housing and Tackling Homelessness

Date of meeting: 23rd September 2026

Subject: Portsmouth Homes Staff Competence and Professional Conduct policy.

Report by: Sally Scattergood Assistant Director of Housing Management

Cabinet Member: Cllr Darren Sanders

Wards affected: All

Key decision: No

Full Council decision: No

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1. Purpose of report

1.1 The purpose of this report is to seek approval for the Portsmouth Homes Staff Competence and Professional Conduct Policy and new Code of Conduct, which together set out the standards of knowledge, skills, behaviours and professional conduct expected of employees delivering housing services.

1.2 The report explains why the policy and code are required, how they support compliance with the forthcoming social housing Competence and Conduct Standard, and how they will help embed a consistent, respectful and resident-focused culture across Portsmouth Homes.

2. Recommendations

2.1 That the Cabinet Member approves the Portsmouth Homes Staff Competence and Professional Conduct Policy attached at Appendix A.

2.2 That the Cabinet Member approves the new Portsmouth Homes Code of Conduct attached at Appendix B and notes the proposed approach to implementation, communication, training and ongoing assurance.

3. Background

3.1 The Social Housing Regulation Act 2023 strengthened the consumer regulation framework for social housing and created the basis for new requirements relating to the competence and conduct of staff working in the sector. The forthcoming Competence and Conduct Standard is intended to ensure that registered providers have effective arrangements in place so that relevant staff have the skills,

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knowledge, experience and behaviours needed to deliver good quality, professional and respectful services to Portsmouth Homes tenants, leaseholders and shared owners.

3.2 The Standard will require registered providers to maintain a written policy setting out how they will ensure relevant staff have, or are supported to develop, the appropriate skills, knowledge, experience and behaviours for their roles. This includes arrangements for induction, learning and development, supervision, appraisal, performance management and addressing poor performance where standards are not met. It will also require providers to adopt or develop a code of conduct for relevant staff, ensure that it is communicated and understood, keep it under regular review, and demonstrate that staff are expected to act in a way that is professional, respectful, accountable and focused on the needs of tenants. In addition, the Standard places importance on tenant involvement, requiring providers to give tenants meaningful opportunities to influence and scrutinise both the policy and the code so that expectations are informed by the experience of residents and the quality of services they receive.

3.3 Portsmouth Homes already has a strong focus on professional standards, resident engagement, service improvement and regulatory assurance. The proposed policy and code bring these commitments together into a single framework, making clear what is expected of staff, how Portsmouth Homes will support competence and professional development, and how concerns about conduct or performance will be addressed fairly and consistently.

3.4 The Code of Conduct reinforces the behaviours expected of everyone working within Portsmouth Homes, including treating residents with dignity and respect, listening and responding to concerns, acting with integrity, maintaining appropriate professional boundaries, working collaboratively, and taking responsibility for the quality of the service provided.

4. Portsmouth Homes compliance update

4.1 Portsmouth Homes has undertaken a review of relevant leadership roles against the requirements of the new Competence and Conduct Standard. All identified leaders who fall within the scope of the qualification requirements have either completed, are currently studying towards or will be registering the relevant Level 5 housing Qualification during the transition period. An updated chart (Appendix C) has been included with this report to provide a clear record of those staff who are already qualified and those who are actively working towards completion.

4.2 This position demonstrates positive progress in meeting the qualification element of the Standard and provides assurance that Portsmouth Homes has identified the staff within scope, understands their current qualification status, and has arrangements in place to support completion where study is ongoing.

4.3 In addition to the qualification requirements, Portsmouth Homes is strengthening the wider learning and assurance framework that supports staff competence and

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resident-focused service delivery. Planned training includes further complaints training and customer service training, to ensure staff understand expectations around listening to residents, responding effectively to concerns, learning from complaints, and delivering services in a professional, fair and respectful way.

4.4 Clearer processes are also being developed to support staff knowledge and consistency of practice. These will help ensure that colleagues have access to up-to-date guidance, understand key housing policies and procedures, and know where to obtain advice when dealing with complex resident enquiries, complaints, tenancy matters or service issues. This will support a more consistent approach across teams and help embed the behaviours set out in the Code of Conduct.

5. Consultation and engagement

5.1 Residents have been involved in the development of both the Portsmouth Homes Competency and Conduct Policy and the new Code of Conduct. Their involvement has helped ensure that the standards set out in the documents reflect what matters to residents, including being treated with respect, being listened to, receiving clear communication, and having confidence that staff will act professionally and take responsibility for the quality of the service provided.

5.2 Resident feedback has been used to strengthen the resident-facing elements of the policy and code, particularly the expectations around fairness, accountability, empathy, accessibility and learning from complaints. This supports the regulatory expectation that tenants should have meaningful opportunities to influence and scrutinise the policy and code of conduct.

5.3 The policy and code also recognise that staff will still need to navigate difficult conversations with residents and, on occasion, explain decisions or outcomes that residents may be unhappy with. This is an important part of delivering housing services fairly and professionally. The policy and code will help ensure that staff are informed, supported and confident in managing these situations sensitively, while setting clear expectations about respectful communication, professional judgement, accountability and the reasons for decisions. This will help promote trust, reduce misunderstanding and support more consistent resident-focused services.

5.4 Staff and recognised trade unions have also been consulted on the proposed policy and code. This has provided an opportunity to test whether the expectations are clear, reasonable and capable of being applied consistently across different housing roles and service areas. Feedback from staff and unions has helped ensure that the documents are practical, proportionate and aligned with existing employment policies, learning and development arrangements, and service improvement priorities. Staff feedback has centred around how the new code

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will be implemented with staff requesting examples for each expectation the guidance notes to accompany it which will be implemented.

5.5 Feedback from recognised trade unions was supportive of the tone and language of the new Code of Conduct. The feedback confirmed that the code was not considered to place additional burdens on staff but was seen as consistent with PCC's existing expectations around behaviours and conduct. Trade union feedback has also helped shape the proposed approach to introducing the code to staff, including the importance of managers creating a working environment in which colleagues feel able to provide feedback, share ideas and, where appropriate, offer constructive challenge.

6. Reasons for recommendations

6.1 Approval of the policy and code will provide a clear and transparent framework for meeting the new regulatory expectations and for strengthening consistency in the way Portsmouth Homes supports staff competence, professional conduct and resident-focused service delivery.

6.2 The recommendations will support the Housing and Tackling Homelessness portfolio by promoting a culture in which residents are listened to, services are delivered professionally, and staff understand the standards expected of them when exercising responsibilities on behalf of the Council.

6.3 The policy will also help Portsmouth Homes evidence its approach to regulatory compliance, workforce development, performance management, resident involvement and continuous improvement. It will provide a basis for training, supervision, appraisal, recruitment, induction, service assurance and future reporting against implementation progress.

7. Integrated impact assessment

7.1 An Integrated Impact Assessment has been considered as part of the development of the policy and code. The proposals are intended to have a positive impact by strengthening expectations around respectful behaviour, inclusive communication, fairness, accountability and the delivery of accessible services to residents.

7.2 Resident involvement, together with staff and union consultation, has helped ensure that the policy and code are informed by a range of perspectives and are capable of being implemented fairly and consistently. Implementation will need to ensure that training, communication and guidance are accessible to staff, that expectations are applied consistently across teams and service areas, and that the views of residents are considered as the policy and code are reviewed and embedded.

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8. Legal implications

8.1 The proposed policy and code support the Council's duties as a registered provider of social housing and are aligned to the strengthened consumer regulation framework introduced through the Social Housing Regulation Act 2023. They will assist Portsmouth Homes in preparing for the forthcoming Competence and Conduct Standard and in demonstrating that appropriate arrangements are in place for staff competence, conduct, learning and accountability.

8.2 The policy and code should be applied alongside existing Council policies and procedures, including those relating to employment, equality and diversity, safeguarding, data protection, complaints, health and safety, disciplinary matters and capability. Legal advice should be sought where individual cases raise complex employment, tenancy, safeguarding or regulatory issues.

9. Director of Finance's comments

9.1 There are no immediate direct financial implications arising from approval of the policy and code. Any training, communication or implementation activity will be managed within existing service resources where possible.

9.2 There may be future resource implications associated with qualification requirements, workforce development, training capacity and assurance activity as the Competence and Conduct Standard is implemented. These will be considered through normal budget monitoring, workforce planning and governance arrangements.

……
Signed by: James Hill, Director of Housing, Neighbourhood & Building Services

Appendices:
Appendix A – Portsmouth Homes Staff Competence and Professional Conduct Policy
Appendix B – Portsmouth Homes Code of Conduct
Appendix C – Competence and Conduct Standard qualification record and training update
Appendix D - Staff Competence and Professional Conduct Policy - Feedback Log
Appendix E - Integrated Impact Assessment

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location
Competence and Conduct Standard for social housing:	https://wwww.gov.uk/government/consultations/competence-and-conduct-standard-for-social-housing-

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government response	consultation/outcome/competence-and-conduct-standard-for-social-housing-government-response

The recommendation(s) set out above were approved/ approved as amended/ deferred/ rejected by …… on ……

……
Signed by:

Portsmouth Homes

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Staff Competence and Professional Conduct Policy

Summary

We are committed to providing safe, respectful, professional and resident-focused housing services.

This policy explains how we support and ensure staff and others working on our behalf have the skills, knowledge, experience and behaviours needed to deliver high-quality housing services. It also sets out the standards of professional conduct we expect when working with residents, colleagues, contractors, councillors, partners and the wider community.

The policy supports Portsmouth Homes' compliance with the Competence and Conduct Standard by explaining how competence will be supported, assessed and monitored; how qualification requirements will be identified and managed; and how concerns, assurance information and resident feedback will be used to maintain and improve professional standards.

The standards set out in this policy align to Portsmouth Homes' housing-specific code of conduct for staff and others delivering housing services on our behalf. They complement Portsmouth City Council's Employee Code of Conduct and help ensure residents receive safe, respectful, consistent and high-quality services.

Effective date

1st October 2026

Review

We will review this Policy every 3 years or when there has been an update to legislative, regulatory, best practice or operational changes.

Version

Version 1.0

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Staff Competence and Professional Conduct Policy

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Who this policy applies to

This policy applies to all Portsmouth Homes employees, including permanent, temporary and fixed-term staff, temporary agency workers, contractors, consultants, partner organisations delivering housing services on our behalf and anyone representing Portsmouth Homes, including volunteers where applicable.

Where a third party delivers housing services on our behalf, we will take reasonable steps to make sure those services are delivered by people who meet appropriate competence and conduct standards.

These steps may include setting requirements through procurement processes, checking qualifications or training where appropriate, monitoring performance, reviewing complaints and resident feedback, carrying out quality assurance checks and taking action where standards are not met.

We remain responsible for the quality of services delivered on our behalf and will monitor performance accordingly.

Any reference in this policy to “we”, “our” or “us” means Portsmouth Homes.

Any reference to “resident” means a Portsmouth Homes tenant, leaseholder or shared owner.

Why we have this policy

The purpose of this policy is to set clear expectations for staff competence and professional conduct across Portsmouth Homes. It supports a culture where residents are listened to, valued and treated fairly and with respect.

The policy explains how we will support, assess, monitor and maintain the knowledge, skills, behaviours and professional standards needed to deliver safe, effective and resident-focused housing services.

It also sets expectations for contractors and other organisations delivering services on our behalf and explains how resident feedback, complaints, scrutiny and engagement will help us review and improve our approach to competence and professional conduct.

This policy supports compliance with the Regulator of Social Housing’s Competence and Conduct Standard and helps ensure residents receive services from competent, professional and accountable staff.

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Definitions

Term	What it means
Competence	Competence means having the right skills, knowledge, training and experience to do a job safely, effectively and professionally.
Professional Conduct	Professional conduct means behaving in a respectful, honest and professional way when working on behalf of Portsmouth Homes. It includes how we communicate, make decisions, treat people fairly, handle information and meet our responsibilities to residents, colleagues and partners.

Our professional standards and code of conduct

We are committed to creating and maintaining a positive culture where residents are at the heart of everything we do. We expect everyone delivering housing services on our behalf to demonstrate behaviours that promote trust, respect, accountability and continuous improvement.

The standards set out below describe the behaviours, attitudes and expectations required when delivering housing services. They form Portsmouth Homes' housing-specific expectations for professional conduct and should be followed alongside Portsmouth City Council's Employee Code of Conduct and Customer Promise.

Together, these standards help ensure residents receive safe, respectful, fair and high-quality services from people who are competent, professional and accountable.

We encourage everyone covered by this policy to engage with professional bodies, professional networks, continuous professional development and industry best practice to support ongoing competence and professional growth.

We believe positive relationships are built on mutual respect. While this policy sets standards for staff and those working on our behalf, we also ask residents, visitors and others interacting with our services to treat staff and contractors with courtesy and respect.

Act with integrity and respect

Staff and others working on our behalf must:

- Treat residents, colleagues, councillors, contractors and everyone fairly and with respect
- Communicate clearly, honestly and professionally

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- Listen to residents and take their concerns, views and feedback seriously.
- Act openly, lawfully and in line with Portsmouth Homes and Portsmouth City Council policies
- Declare conflicts of interest where required
- Protect confidential and personal information
- Never use their position for personal gain
- Challenge or report inappropriate, discriminatory, unlawful or unethical behaviour

Maintain professional competence

Staff must:

- Keep their knowledge, skills and training up to date
- Take responsibility for their own learning and development
- Seek advice or support when needed
- Work within their role, skills and authority
- Share learning and good practice with colleagues
- Be open to feedback, coaching and supervision and use it to improve performance and service delivery.
- Keep up to date with relevant legislation, regulation, policies, guidance and good practice relevant to their role.

Be responsible and accountable

Staff must:

- Take responsibility for their actions, decisions and professional conduct
- Ask questions and investigate concerns rather than making assumptions.
- Keep clear, accurate and appropriate records where required.
- Apply learning from complaints, feedback, audits, inspections and service reviews.
- Follow relevant policies, procedures, legislation and regulatory requirements
- Respond to resident enquiries and concerns professionally and within agreed timescales
- Raise concerns where something may be unsafe, unfair, unlawful or inappropriate
- Recognise and respond appropriately to safeguarding concerns and follow safeguarding procedures where required

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Make resident-focused decisions

Staff should make decisions that are fair, evidence based and focused on good outcomes for residents in line with Portsmouth Homes policies

This means staff should:

- Listen to residents and take their views or concerns seriously
- Consider resident feedback, lived experience and service outcomes when making decisions and improving services.
- Consider the impact of decisions on residents
- Explain decisions and next steps clearly
- Take account of individual circumstances, communication needs, accessibility requirements, individual needs and reasonable adjustments where appropriate.
- Signpost residents to relevant complaints, review or appeal routes
- Use feedback to improve services

Managers and leaders are expected to lead by example, promote these values and behaviours, and create an environment where residents and colleagues feel listened to, valued and respected.

We will regularly seek feedback from residents and staff to understand whether these expectations are being achieved in practice and will use this learning to drive service improvement.

How We Support, Assess and Maintain Staff Competence

We support, assess and maintain competence throughout employment through recruitment and induction, learning and development records, supervision and appraisal, quality assurance activities, learning from feedback and service reviews, and supporting everyone to achieve required professional qualifications where applicable.

We recognise that maintaining competence is a shared responsibility. Portsmouth Homes will provide clear expectations, appropriate training, supervision, guidance and development opportunities, while staff are expected to engage positively with this support and take responsibility for their ongoing professional development.

Where staff identify gaps in their skills or knowledge, managers will work with them to provide appropriate support, guidance and development opportunities. This may include training, coaching, supervision or other support to help staff achieve and maintain the competence required for their role.

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Workforce Planning

We will regularly review the skills, knowledge and qualifications needed across our workforce to ensure we can continue to deliver safe, effective and resident-focused services.

This includes planning for future service needs, developing staff and supporting succession planning where appropriate.

Recruitment and Induction

We support competence from the start of employment through clear role profiles, robust recruitment processes, appropriate pre-employment checks and structured induction programmes.

Induction helps staff understand their responsibilities, the standards of behaviour and conduct expected of them, the needs of our residents, our Customer Promise, and the policies, procedures, legislation and regulatory requirements relevant to their role.

Learning and Development

We provide learning and development opportunities to support staff in maintaining and developing the knowledge, skills and behaviours required for their roles.

This may include mandatory and role-specific training, refresher training, coaching, mentoring, continuous professional development, professional qualifications, team briefings, policy updates, peer learning and learning from complaints, audits, inspections, Ombudsman decisions and resident feedback.

Each service area will identify and maintain a competency framework that reflects the knowledge, skills, behaviours, qualifications and training needed to deliver safe, effective and resident-focused services. They will be used to:

- Support induction
- Identify training needs
- Inform supervision and appraisal
- Evidence competence
- Support career progression
- Review role expectations when services or regulation change

These frameworks will help managers and staff understand role expectations, identify development needs, support career progression and provide assurance that staff have the competence required for their roles.

Learning and development needs may be identified through supervision, appraisal, competency assessments, quality assurance activities, service reviews, resident feedback, complaints, changes in legislation or regulation, organisational priorities or changes to job roles and responsibilities.

We will support talent development and succession planning by providing opportunities for staff to develop leadership, management and specialist housing skills where appropriate.

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We maintain records of mandatory and role-specific training and monitor completion to help ensure staff remain competent to carry out their roles effectively.

Competence Assessment and Quality Assurance

Managers will work with staff through regular supervision, one-to-one meetings, feedback, performance information, appraisal and quality assurance activity to understand strengths, recognise progress and identify where further support or development may be helpful.

These conversations and activities will provide a constructive way to review performance, behaviours, resident feedback, complaint learning, development needs and service outcomes. Managers will consider both what has been achieved and how services have been delivered and will use this information to support staff to meet the expectations set out in this policy, our organisational values and Portsmouth City Council's Customer Promise.

Where competence gaps are identified, we will take proportionate action to provide support, development and improvement opportunities so staff can achieve and maintain the standards expected in their role.

We recognise that where someone is not yet meeting expected competence standards, this will often reflect an opportunity to provide further support, training, guidance or development to help them succeed in their role.

Where appropriate, support may include coaching, mentoring, additional supervision, training or improvement plans.

Continuous Learning and Improvement

We are committed to creating a positive learning culture where feedback, challenge and scrutiny are valued and used to improve services.

We will use information from complaints, compliments, resident feedback, audits, inspections, Ombudsman decisions, service reviews and performance monitoring to identify learning opportunities and improvements to service delivery, training, policies and working practices.

Learning will be shared with staff and, where appropriate, with residents to demonstrate how feedback has informed improvements and helped shape our services.

Senior housing qualification requirements

The Competency and Conduct Standard requires some senior housing managers and leaders to hold, or be working towards, professional housing qualifications.

These qualifications help ensure housing services are led by people with the knowledge and skills needed to make informed decisions and deliver high-quality services.

We will :

- Identify which roles are in scope
- Record who already holds relevant qualifications

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- Support affected staff to work towards qualifications
- Monitor progress and keep evidence of compliance
- Review requirements when roles change

Contractors and Others working on our behalf

Where services are delivered on our behalf, we will take reasonable steps to ensure appropriate competence and conduct standards are in place through procurement, contract management, performance monitoring, quality checks and review of complaints and resident feedback.

Where appropriate, contracts and service specifications will include requirements relating to staff competence, professional conduct, training, qualifications and compliance with relevant legal and regulatory requirements.

Everyone delivering services on our behalf are expected to act professionally and meet the standards set out in this policy.

Raising and Managing Concerns

Residents, staff, managers, councillors, contractors and others can raise concerns about competence, conduct, behaviour or professionalism.

We will investigate concerns fairly, proportionately and in line with our policies and procedures.

Where concerns relate to individual employment matters, these may be managed through separate internal procedures. Any action relating to individual staff members will remain confidential. We will ensure that concerns about competence, conduct or behaviour are considered objectively and fairly. Where lessons can be learned from concerns raised, we will use this information to improve services, training and working practices.

Residents who are concerned that a member of staff or someone working on our behalf has not met the standards set out in this policy can raise their concerns with us. Where appropriate, concerns will be considered through our landlord complaints process.

Equality, diversity and inclusion

We are committed to fair treatment and inclusive services.

Staff and others working on our behalf must:

- Treat people fairly and without discrimination
- Respect individual needs and circumstances
- Challenge discriminatory or inappropriate behaviour

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- Support services that are accessible and inclusive

Information handling and confidentiality

Staff and others covered by this policy must handle information responsibly by:

- Protecting resident, staff and our information
- Only accessing and sharing information when authorised, lawful and necessary
- Following data protection and confidentiality requirements
- Reporting data breaches or concerns through the appropriate process

Monitoring and Assurance

We will monitor compliance with this policy through supervision, appraisal, training and qualification records, competency assessments, resident feedback, complaints, compliments, audits, contractor monitoring, service reviews and performance reporting.

This monitoring will help us understand whether staff and others working on our behalf have the competence, behaviours and professional standards needed to deliver safe, respectful, fair and resident-focused services.

Information gathered through these arrangements will be used to identify risks, monitor compliance, support learning and development, improve service delivery and inform workforce planning.

Assurance information will be reviewed by managers and senior leaders to identify risks, monitor progress, support workforce planning and ensure appropriate action is taken where further development or improvement is needed.

Where monitoring identifies that further support or development may be needed, managers will work with staff in a fair, constructive and proportionate way. This may include additional training, supervision, coaching, guidance or agreed development actions to help staff meet the expected standards and continue to develop in their role.

Our Responsibilities

We will:

- Promote professionalism, accountability and continuous improvement across our services
- Provide the training, support and resources staff need to carry out their roles effectively
- Monitor competence, professional conduct and compliance with this policy and expected standards
- Respond appropriately when concerns are identified
- Involve residents in reviewing and shaping this policy

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- Encourage staff to raise concerns, share learning and use feedback to improve services

Responsibilities of Staff and Others Working on Our Behalf

Everyone covered by this policy is responsible for meeting the standards expected of them.

Staff and others working on our behalf must:

- Understand and follow this policy
- Follow Portsmouth City Council's Employee Code of Conduct and Portsmouth Homes Code of Conduct where applicable. Contractors, consultants, agency workers and others working on our behalf are expected to comply with the standards set out in this policy, as well as any conduct requirements set by their own organisation.
- Complete required training
- Seek advice or support when needed
- Treat people with respect
- Act honestly, fairly and professionally
- Protect confidential information
- Declare conflicts of interest where required
- Raise concerns promptly and appropriately
- Take part in supervision, appraisal and service improvement activities

Additional Responsibilities of Managers

Managers must also:

- Lead by example and model professional behaviour
- Set clear expectations
- Support learning and development through regular supervision and feedback
- Identify and address competence gaps
- Manage concerns fairly and proportionately
- Escalate risks or repeated concerns where necessary

Your voice

If you would like to be included in future resident engagement focus groups and would like to know how to get involved, please contact us for more information:

You can contact our team by:

- Email: **housing.engagement@portsmouthcc.gov.uk**

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- Phone: 02392 834835
- Website: visit the **Resident engagement and community resources on our website**

What have we done to make sure this Policy is fair?

We completed an Integrated Impact Assessment (IIA) to consider the positive and negative impacts this Policy may have on people with protected characteristics under the **Equality Act 2010**. This Policy should have direct and positive equality and diversity impacts.

Regulation and legislation

We recognise the variety of legislation, and we will continue to monitor relevant legal guidance. The list below reflects some of the existing legal framework and relevant publications:

- **Social Housing (Regulation) Act 2023**
- Housing and Regeneration Act 2008
- Direction on the Regulatory Standards (Competence and Conduct) 2025
- Regulator of Social Housing Consumer Standards
- Equality Act 2010
- Data Protection Act 2018
- UK General Data Protection Regulation (UK GDPR)
- Health and Safety at Work etc. Act 1974
- Bribery Act 2010
- Public Interest Disclosure Act 1998

Related documents

This policy should be read in conjunction with:

- **Portsmouth Homes policies, strategies and reports**
- Tenancy Agreement / Leasehold Agreement
- Portsmouth City Council Policies
- Portsmouth City Council Employee Code of Conduct
- Chartered Institute of Housing (CIH) Code of Conduct
- Chartered Institute of Housing (CIH) Code of Ethics

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How to feedback

If you have any questions around the policy or would like to know more about its application, please contact the relevant service in the first instance.

You can get this policy in large print, braille, audio or in another language by contacting your Housing Office. More information is available **translation, interpreting and audio information**.

Compliments

To help us provide the best service we can. We would like to hear customer views on the services that they use. If the customer is pleased with a member of staff or service, please let us know.

- Telephone: 02392 606383
- Email address: **HNBLandlordComplaints@portsmouthcc.gov.uk**

Complaints

If a customer is unhappy, they can refer to our Landlord Complaints Policy.

- Online complaint form at **Make a housing complaint**
- Telephone: 02392 606383
- Email address: **HNBLandlordComplaints@portsmouthcc.gov.uk**

Housing Ombudsman Service

If a customer is unhappy, they can contact the Housing Ombudsman Service for advice and guidance at any time.

- Online complaint form on **the Housing Ombudsman Service website**
- Telephone: 0300 111 3000
- For more information, visit **Housing Ombudsman's Complaint Handling Code**

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Portsmouth Homes

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Housing Services Code of Conduct

Purpose

This Code of Conduct sets out the standards of behaviour expected from all employees, managers, agency workers and contractors involved in delivering Portsmouth Homes services. It has been written in consultation with Portsmouth Homes residents and staff. It complements and should be read alongside Portsmouth City Council's Employee Code of Conduct. It does not replace any legal, professional or contractual obligations that apply to employees, agency workers, contractors or managers for example the Chartered Institute of Housing Code of Conduct, the Royal Institute of Chartered Surveyors rules of conduct etc.

This Code supports Portsmouth Homes' approach to meeting the Regulator of Social Housing's Competence and Conduct Standard by setting clear expectations for the conduct, behaviours, knowledge, skills and accountability required from people involved in delivering housing services. It applies alongside Portsmouth City Council's corporate policies, employment procedures, contractual requirements and any role-specific professional standards.

Portsmouth Homes is committed to fostering a culture of professionalism, openness, learning and continuous improvement. We encourage residents, colleagues and partners to raise concerns, provide feedback and challenge decisions constructively. We recognise that listening and responding positively to feedback helps us provide better services and improve outcomes for residents.

1. Act with Integrity and Respect

We will:

- Be honest, open and trustworthy in all our dealings.
- Treat residents, colleagues, partners and stakeholders with dignity and respect and recognise residents' knowledge and lived experience of their homes and communities.
- Actively listen to residents, value their experiences and use their views to inform decisions and improve services.
- Challenge social housing stigma, stereotypes or assumptions wherever they occur, including in language, behaviour, decision-making and service delivery.
- Treat people fairly and without discrimination.
- Respect confidentiality and use information appropriately.

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- Act in a way that promotes confidence in Portsmouth Homes and the housing profession.
- Declare any actual or potential conflicts of interest.

We will not:

- Mislead residents or colleagues.
- Abuse our position or authority.
- Use offensive, discriminatory or inappropriate language.
- Allow personal views or bias to influence professional decisions.
- Share confidential information without appropriate authority.

2. Maintain Professional Competence

We will:

- Maintain the knowledge, qualifications, skills and behaviours required for our role.
- Keep up to date with legislation, regulation, policy and good practice.
- Complete mandatory training and participate in continuing professional development.
- Seek advice, guidance or support where matters fall outside our expertise.
- Deliver services in accordance with organisational policies and procedures.
- Use evidence, professional judgement and resident insight when making decisions.

Managers will additionally:

- Support staff learning and development.
- Ensure staff have appropriate training and resources.
- Address competence and performance issues promptly and fairly.

3. Be Responsible and Accountable

We will:

- Take responsibility for our actions, decisions and behaviour.
- Design and deliver services around residents' needs, experiences and feedback.
- Prioritise the safety of residents and take timely action where health, safety or

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compliance risks are identified.

- Deliver services in a timely, fair and professional manner.
- Communicate clearly and keep residents informed.
- Maintain accurate and appropriate records to support transparent, fair and accountable decision-making
- Identify, assess and manage risks appropriately.
- Learn from complaints, feedback, compliments and service failures.
- Raise concerns where we identify poor practice, misconduct, service failures or risks to residents.

Creating a Culture of Openness

We recognise that delivering safe and effective services relies on openness, learning and constructive challenge. Concerns may be raised through management channels, the complaints process, safeguarding processes or Portsmouth City Council's Whistleblowing Policy where appropriate.

We are committed to creating an environment where colleagues feel able to:

- Raise concerns without fear of blame, retaliation or disadvantage.
- Report mistakes and learn from them.
- Challenge decisions respectfully and constructively.
- Suggest improvements to services and ways of working.
- Escalate concerns where risks are not being appropriately addressed.

All colleagues share responsibility for creating a culture where concerns are welcomed, listened to and acted upon appropriately.

Leaders and managers will:

- Lead by example and model the behaviours set out in this Code.
- Champion equality, diversity and inclusion
- Foster a culture of openness, learning and continuous improvement.
- Encourage staff to ask questions and seek clarification.
- Welcome differing views and constructive challenge.
- Listen to concerns raised by residents and colleagues.
- Respond to concerns fairly, objectively and promptly.

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- Ensure colleagues who raise genuine concerns are treated with respect and are not disadvantaged for doing so.

When Things Go Wrong

We will:

- Acknowledge mistakes.
- Apologise where appropriate.
- Take action to put things right.
- Share learning where appropriate.
- Use lessons learned to improve services and prevent recurrence.

4. Prevent Harassment and Promote Respect

We are committed to creating an environment where everyone is treated with dignity, feels safe and is respected.

We will:

- Promote equality, diversity and inclusion.
- Treat everyone courteously and professionally.
- Challenge inappropriate behaviour when we see it.
- Recognise and respond appropriately to safeguarding concerns and residents' individual needs or circumstances.
- Make reasonable adjustments where required.
- Support an environment in which people can raise concerns without fear of bullying, harassment, discrimination or victimisation.

We will not tolerate:

- Bullying.
- Harassment.
- Victimisation.
- Intimidation.
- Discrimination.
- Abusive, threatening or inappropriate behaviour.

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All allegations of bullying, harassment, discrimination or victimisation will be taken seriously and addressed in accordance with Portsmouth City Councils policies and procedures.

Review of the Code

This Code will be reviewed periodically to ensure it remains effective and reflects regulatory requirements, organisational values and resident expectations. Residents will be given opportunities to provide feedback and inform future reviews of the Code.

Compliance with the Code

Portsmouth Homes employees are expected to comply with this Code. Contractors, agency workers and service providers delivering services on behalf of Portsmouth Homes are expected to adhere to its principles and may be required to demonstrate compliance through contractual and performance management arrangements.

Failure to meet the standards set out in this Code may result in:

- Informal management action.
- Additional training, supervision or support.
- Performance management action.
- Disciplinary action.
- Contract management action for contractors or service providers.

Anyone who is concerned that this Code may have been breached should raise the matter promptly so it can be considered and addressed appropriately. Concerns should normally be raised with a line manager or relevant contract manager in the first instance. If this is not appropriate, or if the concern relates to serious wrongdoing, safeguarding, fraud, misconduct or a risk to residents, the concern should be escalated through the relevant Portsmouth City Council policy or procedure, including the complaints, safeguarding, disciplinary, grievance or whistleblowing arrangements where applicable. Concerns will be treated seriously, handled fairly and sensitively, and reviewed in line with the relevant policy or contractual arrangements.

Personal Commitment

I understand the requirements of the Housing Services Code of Conduct and agree to uphold its principles and values in my role.

Name: _____

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Role: _____

Signature: _____

Date: _____

Behavioural Summary

- Act with Integrity and Respect – Be honest, fair, inclusive and trustworthy, treating residents, colleagues and partners with dignity and respect.

- Maintain Professional Competence – Keep your knowledge, skills and behaviours up to date, and seek support or guidance when needed.

- Be Responsible and Accountable – Take ownership of your actions, put residents' safety and needs first, keep clear records and learn from mistakes.

- Prevent Harassment and Promote Respect – Help create a safe, inclusive and respectful environment where bullying, harassment and discrimination are not tolerated.

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Appendix C

Role Type	Qualification Requirement	Number of staff affected	Current Status
Director of HNB	Level 5	1	complete
AD of Housing Management	Level 5	1	complete
AD of Neighbourhood	Level 5	1	complete
AD of Building Services	Prof Qualification with top up	1	in progress
Head of Housing Management	Level 4or 5	1	New employee from Sept will complete post induction
Head of Neighbourhood Services	Level 4 or 5	1	complete
Head of Community Safety	Level 4 or 5	1	In progress
Head of Building Services	Prof Qualification with top up	1	Top up required
Head of Sheltered and Supported Housing	Level 4 or 5	1	Complete
Head of Compliance	Prof. Qualification with top up	1	In progress
Head of Capital Projects	Pro. Qualification with top up	1	In progress
Head of Housing Supply	Pro. Qualification with top up or Level 4 or 5	1	Top up required
Head of Decants	Level 4 or 5	1	Complete

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Portsmouth Homes

Staff Competence and Professional Conduct Policy

Shaped by Portsmouth Homes residents — Your voice matters

Consultation Feedback, Consideration and Action Log

Item	Detail
Original Policy Name	Staff Competence and Professional Conduct Policy
Final Policy Name	No changes
Feedback source	Resident workshops, resident consultation responses, staff consultation responses, written comments and survey feedback received during the consultation period.
Survey feedback	Survey findings from online/paper form
Purpose	To record feedback, themes, response/action and status for this policy.
Consultation period	22 July 2026 - 17 August 2026
Number of responses received	5
Resident responses	5
Staff responses	0
Main themes raised	Contractor standards, Implementation and consistency, Training and accountability, Mutual respect, Complaints and conduct concerns, Policy clarity
Changes made following consultation	4
Feedback noted but no policy change required	1

1. Key themes from current feedback

Theme	No. of comments
Contractors	1
Implementation	1
Training / Accountability	2
Mutual Respect / Complaints	1
Policy Clarity	1

2. Resident Focus Group - Feedback log

Ref	Feedback source	Theme	Resident feedback	Response	Status
1	Resident meeting / Word document	Contractors / clarity	Under section contractors and others working on our behalf take reasonable steps, what are these?	We reviewed the wording and added examples to explain the reasonable steps we take to make sure contractors and others working on our behalf understand and follow the standards set out in the policy.	Policy updated

3. All Survey feedback

Ref	Feedback source	Theme	Survey feedback	Response	Status
S1	Survey	General feedback	You felt the policy was clear and easy to understand and that its purpose and responsibilities were clearly explained. You also identified some repeated points.	We reviewed the policy for duplication and retained some related information where it supports understanding in different sections of the policy.	Noted - change required

S2	Survey	Implementation	You confirmed the policy was clear and easy to understand but commented that it may be difficult to implement all aspects of the policy consistently in practice.	We strengthened the policy by adding clearer information about monitoring, assurance, supervision, performance management and how we assess staff competence and professional conduct.	Policy updated
S3	Survey	Training / Accountability	You felt the policy was generally clear but was not reassured that all staff would always behave in line with the policy. You suggested making it clearer how staff will receive training and asked how staff will be held accountable if standards are not met. You also raised concerns that behaviours described in the policy are not always experienced in practice.	We expanded the policy to explain how staff receive training, supervision and support, how competence is monitored and assessed, and how concerns about conduct or professionalism can be raised and managed.	Policy updated
S4	Survey	Definitions / Mutual Respect	You suggested that it should be clearer that residents are also expected to treat staff with respect. You also suggested clarifying expectations regarding compliance with the policy and accountability where standards are not met. A reference was made to human rights legislation. You commented that complaints should be dealt with appropriately when staff do not follow the policy.	We updated the policy to make it clearer that respectful behaviour is expected from everyone, including residents, staff and contractors. We also expanded information about accountability, raising concerns and how complaints or conduct concerns are managed.	Policy updated

4. Draft You Said / We Did summary

You said	We did
You asked what reasonable steps means for contractors and others working on our behalf.	We added examples of the steps we take to make sure contractors and others working on our behalf meet appropriate competence and conduct standards.
You said the policy was clear and easy to understand, but there were a few repeated points.	We reviewed the policy for duplication and retained related information where it supports understanding in different sections of the policy.
You said the policy may be difficult to apply consistently in practice.	We strengthened information about monitoring, assurance, supervision and quality checks to show how standards will be applied consistently across services.
You said you were not fully reassured that all staff would always behave in line with the policy and asked how staff will receive training and be held accountable if standards are not met.	We expanded information about training, supervision, competence assessments, accountability and how concerns are investigated and managed.
You said it should be clearer that residents are also expected to treat staff with respect, and that complaints should be dealt with appropriately when staff do not follow the policy. You wanted reassurance that concerns or complaints about staff conduct will be dealt with appropriately.	We added clearer wording about mutual respect and expanded the section explaining how concerns, complaints and conduct issues can be raised and managed.
"You said, We did" - Summary for Communications Team	
You said: You wanted clearer information about the standards expected of staff and contractors, how those standards are monitored and applied consistently, what happens when standards are not met, and how concerns can be raised. You also wanted it to be clear that respectful behaviour is expected from everyone.	**We did:** We added clearer information about contractor standards, training, supervision, monitoring and accountability arrangements. We also strengthened information about raising concerns and complaints and clarified that residents, staff and contractors are all expected to treat each other with respect.

4. Cabinet Report

How consultation was undertaken

Portsmouth Homes has a duty to consult residents and take account of resident views when developing housing policies. The draft Staff Competence and Professional Conduct Policy was made available for consultation between 22 July 2026 and 14 August 2026. Residents were invited to provide feedback through consultation workshops, written comments and consultation survey responses. The consultation sought views on the clarity of the policy, the standards expected of staff and contractors, and whether residents felt the policy provided sufficient assurance regarding staff competence, professionalism and accountability.

Who responded

Feedback was received from residents through consultation meetings, written comments and survey responses. Residents were generally supportive of the policy and confirmed that it was clear and easy to understand. Feedback focused primarily on contractor standards, staff competence, accountability, training, implementation of the policy in practice and how concerns about staff conduct would be managed.

What the key themes were

The main themes raised during consultation were:

- Understanding what reasonable steps Portsmouth Homes takes to ensure contractors meet appropriate standards.
- How the policy will be applied consistently in practice.
- Staff training, competence and accountability.
- How residents can raise concerns about staff conduct and professionalism.
- The importance of mutual respect between residents, staff and contractors.
- General positive feedback regarding the clarity and purpose of the policy.

Residents generally supported the overall purpose of the policy but requested additional reassurance regarding how standards will be monitored, how concerns will be managed and how Portsmouth Homes will ensure staff and contractors consistently meet the standards set out within the policy.

How feedback influenced the final policy

Resident feedback directly informed the final version of the policy.
Following consultation, the policy was amended to:

- Add examples of the reasonable steps Portsmouth Homes takes to ensure contractors and others working on its behalf meet appropriate competence and conduct standards.
- Strengthen information about training, learning and development, supervision and competence assessment arrangements.
- Expand information regarding quality assurance, monitoring and assurance arrangements.

- Clarify how concerns relating to competence, conduct and professionalism can be raised and managed.
- Strengthen information on accountability and how learning from complaints, feedback and service reviews is used to improve services.
- Introduce clearer wording regarding mutual respect and the expectation that residents, staff, contractors and others treat one another with courtesy and respect.
- Review the policy to reduce duplication where appropriate while retaining supporting information where it assists understanding.

The final policy attached at Appendix A reflects the amendments made following resident consultation

Where feedback was considered but did not lead to policy changes and why

All feedback received during consultation was reviewed and considered. Most consultation feedback resulted in policy amendments, additional explanation or strengthened wording within the final document. Where comments related to wider organisational culture, individual behaviours or service experience rather than the content of the policy itself, these were considered as part of the overall review but did not require specific policy changes. Instead, the policy was strengthened to provide greater clarity on training, monitoring, accountability and how concerns can be raised and managed.

Portsmouth Homes is committed to meaningful resident engagement. Consultation feedback has been considered in line with the Transparency, Influence and Accountability Standard, and residents have been informed how their views have influenced the final policy and decision-making process.

Form name	Integrated Impact Assessment
Reference	IA867392826
Date	21/08/2026

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Policy details

Directorate	PCC Housing, Neighbourhood and Building Services
Service, function	Portsmouth Homes
Title of policy, service, function, project or strategy	Portsmouth Homes Competency and Conduct
Type of policy, service, function, project or strategy:	New
What is the aim of your policy, service, function, project or strategy?	The policy aims to ensure that everyone delivering housing services on behalf of Portsmouth Homes has the appropriate skills, knowledge, behaviours and professional standards to provide safe, respectful and high-quality services to residents, while supporting compliance with the Competence and Conduct Standard.
Has any consultation been undertaken for this proposal?	Yes
What were the outcomes of the consultations?	residents /customers have welcomed the policy and have given feedback which has lead to more clarity in the wording, Unions have been consulted and staff are being consulted but this is still under way although early feedback is supportive
Has anything changed because of the consultation?	Yes
Please provide details	more clarity to the wording and changes to the policy to include more supportive language for officers
Did this inform your proposal?	Yes
Please provide details	it will contribute to the way that the policy is implemented with managers re the emphasis being on ensuring staff are supported to achieve

Equality Impact Assessment

Confirm you've watched the webinar	☑
With the above in mind and following data analysis, who is the policy, service, function, project or strategy going to benefit or have a detrimental effect on and how?	The policy will support residents in the protected characteristic groups because it puts an emphasis on delivering fair and equitable services with respect and ensuring tenant voices are heard and their life experience and knowledge of their homes is valued in decision making . The policy will also support staff in that it puts an emphasis on providing appropriate support to allow the staff member to achieve.
Will any of those groups be affected in a different way to others because of your policy, project, service, function, or strategy?	no
If you are directly or indirectly discriminating, how are you going to mitigate the negative impact?	N/A
Who have you consulted with or are planning to consult with and what was/will be your consultation methodology?	residents, HR, Unions and staff in Portsmouth Homes
How are you going to review the policy, service, project or strategy, how often and who will be responsible?	the policy will be reviewed by the policy team and senior managers in HNB on a 3 yearly cycle or more frequently if legislation changes or feedback requires it

Crime

This section is not applicable to my policy	☑

Housing

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?	the policy will require decison makers to consider and act on where possible the feedback from residents of Portsmouth Homes when making key decisions about Portsmouth Homes housing assets
How are you going to measure/check the impact of your proposal?	an update on the implemntations and its impact will be provided in a report to the cabinet member for housing after one year

Health

This section is not applicable to my policy	☑

Income

This section is not applicable to my policy	☑

Carbon emissions

This section is not applicable to my policy	☑

Energy

This section is not applicable to my policy	☑

Climate change

This section is not applicable to my policy	☑

Natural environment

This section is not applicable to my policy	☑

Air quality

This section is not applicable to my policy	☑

Transport

This section is not applicable to my policy	☑

Waste management

This section is not applicable to my policy	☑

Culture and heritage

This section is not applicable to my policy	☑

Employment and opportunities

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?	the policy sets out HNBs approach to training induction and upskilling of staff and introduces the expectation for managers to support staff development including to complete qualifications where appropriate and to provide data to evidence this. This may require more manager time but will be mitigated by guidance being provided to managers and by time saved by having a more highly skilled team
How are you going to measure/check the impact of your proposal?	data will be used to track compliance with the policy and an update report submitted to housing cabinet member

Economy

This section is not applicable to my policy	☑

Social value

This section is not applicable to my policy	☑

Summary

Who was involved in the Integrated impact assessment?	AD's of HNB and Policy Team
Name of person completing this form	Sally Scattergood
Date of completion	21/08/2026

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Title of meeting:	Cabinet Member for Housing and Preventing Homelessness
Date of meeting:	23 September 2026
Subject:	Portsmouth Homes Data Management Policy
Report by:	James Hill Director of Housing Neighbourhood and Building Services
Authors:	Sally Scattergood Assistant Director of Housing Management Louise Jones, Business Compliance & Projects Manager
Cabinet Member:	Councillor Darren Sanders
Wards affected:	All
Key decision:	No
Full Council decision:	No

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1. Purpose of report

1.1 The purpose of this report is to seek Cabinet Member approval for the Portsmouth Homes Data Management Policy (Appendix A).

1.2 This policy will apply to anyone who directly engages with Portsmouth Homes and associated services including officers and contractors and anyone providing services on behalf of Portsmouth Homes.

2. Recommendations

2.1 That the Portsmouth Homes Data Management Policy is approved for implementation and publication by Portsmouth Homes from 1 November 2026, supporting compliance with relevant social housing, complaints handling and data governance requirements.

2.2 That the Cabinet Member requests an annual update on compliance with the policy, including progress on implementation, data quality improvements and any key risks or assurance issues.

2.3 That the key principles within the policy are noted, including data accuracy, security, accountability, lawful information sharing, transparency, resident engagement and the use of reliable data to support assurance and decision-making.

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3. Background

3.1 Portsmouth Homes holds and uses a significant amount of resident, property and service information to deliver housing management, repairs, building safety, resident engagement and associated landlord services. This information is held across a range of systems and teams and is essential to the delivery of safe, effective and responsive services.

3.2 The quality, accuracy and security of this data directly affect the service's ability to make informed decisions, manage risk, respond to resident needs and demonstrate compliance with legal and regulatory requirements. A consistent approach is therefore required so that staff understand how information should be collected, recorded, maintained, shared and reviewed.

3.3 The proposed policy provides a service-specific framework for Portsmouth Homes that complements the Council's Corporate Data Governance Strategy. It sets out clear expectations for staff and residents, supports consistent data management practice and strengthens transparency about how resident information is used and protected.

3.4 The policy will benefit residents by supporting better quality, more reliable information about homes, households and service interactions. This will help Portsmouth Homes to tailor services to individual needs, identify and respond to risk, improve the accuracy of communication, and make decisions that are fair, consistent and evidence based. By setting clear expectations for how resident information is collected, maintained, shared and protected, the policy will also strengthen transparency, accountability and resident confidence in how Portsmouth Homes manages their personal information.

3.5 The policy also supports preparations for Local Government Reorganisation by promoting cleaner, more reliable and better understood data across housing services. This will help ensure that key information is accurate, accessible and fit for future service planning, assurance and reporting requirements.

4. Resident engagement

4.1 Consultation with residents took place on between 22nd July and 17th August and the feedback can be viewed in Appendix B.

Shaped by Portsmouth Homes residents
Your voice matters

5. Reasons for recommendations

5.1 The recommendations are made to establish a clear Portsmouth Homes framework for managing resident, property and service data consistently. Accurate, reliable and well-protected information is essential to the delivery of safe, effective and responsive landlord services, and the policy provides a clear basis for how information should be collected, recorded, maintained, shared, retained and used.

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5.2 The policy will support lawful, secure and transparent handling of information in line with the UK GDPR, the Data Protection Act 2018, the Social Housing (Regulation) Act 2023, the Housing and Regeneration Act 2008, the Regulator of Social Housing's consumer standards and the Housing Ombudsman Complaint Handling Code. It will also help reduce the risk of inconsistent practice, inappropriate data handling or avoidable errors by setting clear expectations for staff, contractors and partners.

5.3 Improving the quality, completeness and accuracy of data held across housing systems will strengthen assurance and support better decision-making, performance monitoring, risk management and service improvement. This is particularly important in the context of Local Government Reorganisation, where cleaner, more reliable and better understood data will be needed to support future service planning, reporting and transition activity.

5.4 The policy will also provide direct benefits for residents. Better managed data will help Portsmouth Homes understand household needs, vulnerabilities and communication preferences, tailor support more effectively, prioritise risk and make decisions that are fair, consistent and evidence based. It will also support better communication, service responses and complaint handling.

5.5 By making clear how personal information is used, shared and protected, the policy will help strengthen transparency, accountability and resident confidence in the landlord service. It will also improve Portsmouth Homes' ability to provide assurance to the Cabinet Member, residents and the Regulator of Social Housing that the data used to support compliance, decision-making and service improvement is robust and reliable.

6. Integrated Impact Assessment

6.1 An Integrated Impact Assessment has been undertaken and attached as Appendix C.

7. Legal implications

7.1 Implementation of the Portsmouth Homes Data Management Policy support the compliance with UK GDPR and data protection legislation by giving clear guidance for ensuring personal data is handled lawfully, securely and appropriately.

7.2 Implementation also strengthens compliance with housing and regulatory requirements by helping to ensure accurate, accessible and controlled data is available to support statutory duties and reporting.

7.3 If the policy is not implemented, risk of non-compliance with data protection regulations increases, particularly in relation to lawful processing, security and data sharing which may result in regulatory action, including the possibility of investigation by the Information Commissioner's Office.

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7.4 Non-implementation also weakens the ability to demonstrate compliance with consumer standards and regulatory expectations, increasing the risk of adverse findings from the Regulator of Social Housing.

7.5 Unreliable data that is not managed in a consistent or transparent manner leads to poor decision-making and increased risk of legal challenge where decisions affect residents.

8. Director of Finance's comments

8.1 There are no financial implications that result directly from the approval of Data Management Policy. The steps required to improve the quality and reliability of key housing records and ensure compliance with relevant social housing, complaints handling and data governance requirements will be managed within existing Housing Revenue Account resources.

……
Signed by: **James Hill, Director of Housing, Neighbourhood and Building Services**

Appendices:
Appendix A - Portsmouth Homes Data Management Policy
Appendix B - Data Management Policy Resident Feedback Log
Appendix C - Integrated Impact Assessment IA865141545

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location
The Charter for Social Housing Residents	The charter for social housing residents: social housing white paper - GOV.UK (www.gov.uk)
Social Housing (Regulation) Act 2023	Social Housing (Regulation) Act 2023 (legislation.gov.uk)
Housing Ombudsman Complaint Handling Code	The Housing ombudsman's Complaint Handling Code (housing-ombudsman.org.uk)
UK GDPR	
Data Protection Act 2018	

The recommendation(s) set out above were approved/ approved as amended/ deferred/

rejected by …… on ……

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……
Signed by:

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Portsmouth Homes

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Data Management Policy

Summary

This policy explains how Portsmouth Homes manages, uses, shares, protects and securely disposes of information when delivering housing services.

Data management means the rules, responsibilities and processes we use to make sure information is accurate, secure, used appropriately and managed throughout its lifecycle.

The policy explains how we use information, feedback and complaints to improve services and make better decisions for residents.

This policy supports Portsmouth Homes in meeting the Regulator of Social Housing's consumer standards by ensuring that information about homes, services, safety, complaints, resident needs and performance is accurate, accessible, secure and used to support fair, evidence-based decisions. Good data management helps us understand the condition of homes, identify and respond to risk, tailor services to residents' needs, learn from complaints and demonstrate that we are delivering safe, effective and well-managed landlord services.

This policy supports Portsmouth City Council's Data Strategy. More detailed information about how we collect, use, share and protect personal information is available in our Privacy Notices.

Effective date

1st November 2026

Review

Latest Review Date:

We will review this Policy every 3 years or when there has been an update to legislative, regulatory, best practice or operational changes.

Version

Version 1.0

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Who this policy applies to

This policy applies to how Portsmouth Homes manages and uses information.

It covers:

- All employees, contractors, agency staff and partner organisations who handle information on our behalf, where this is relevant to their role and agreed responsibilities have been clearly communicated and agreed.
- All systems and tools used to deliver our services
- All types of information, including digital and paper records, photographs and recordings

We will make sure that everyone covered by this policy understands their responsibilities for managing information safely and responsibly.

Any reference in this policy to ‘we’, ‘our’ or ‘us’ refers to Portsmouth Homes.

Any reference in this policy to 'tenant', 'customer' or 'resident' refers to a Portsmouth Homes tenant, leaseholder or shared owner.

Why we have this policy

We hold information about you, your home and the services you receive. This policy explains how we make sure that information is:

- Accurate and reliable
- Kept safe and secure
- Used only for a clear and appropriate purpose
- Available to authorised staff who need it to provide a service or carry out their role
- Shared only where there is a lawful reason and only with the people or organisations that need it

For example, a customer repairs officer may need information about a repair and any relevant access or support needs.

We use information to provide safe and well managed homes, make informed and fair decisions, improve services, and meet our legal and regulatory responsibilities.

This includes meeting the expectations of:

- The Regulator of Social Housing, which sets standards for safe and well-managed homes
- The Housing Ombudsman, which promotes fairness, transparency and learning from complaints

How We Use Information Responsibly

We will ensure information is:

- Accurate and up to date
- Kept secure and protected from unauthorised access
- Accessible to those who need it to carry out their role

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- Used lawfully, fairly and transparently
- Kept only for as long as needed to provide services, meet legal requirements or resolve issues
- Used to help us improve services and make informed decisions

What you can expect from us

We will:

- Use your information to provide services and support your tenancy or lease
- Keep your information safe, secure and up to date
- Be open about how we use your information
- Only collect and keep the information we need
- Only share your information where there is a clear and lawful reason, and only share the information needed for that purpose
- Use feedback, complaints and service information to improve what we do
- Make fair and informed decisions based on accurate information
- Meet our legal and regulatory responsibilities

Where appropriate, we may share relevant information with organisations such as the Housing Ombudsman to help resolve complaints, support fairness and improve services.

We will ask for your consent where consent is the appropriate lawful basis. However, data protection law also allows or requires us to use and share information in some circumstances without consent. More information is provided in the “When we share information” section.

What information this policy covers

This policy covers the information Portsmouth Homes collects, creates and uses when providing services. This includes:

- **Personal information:** information that identifies or could identify someone, such as their name, address, contact details, tenancy or lease information.
- **Special category information:** personal information that needs additional protection, such as information about someone’s health, disability, ethnicity, religion or sexual orientation.
- **Other sensitive information:** information that may need careful handling, such as safeguarding concerns, support needs, financial information or allegations about someone.
- **Non-personal information:** information about homes, buildings, repairs, assets, neighbourhoods or service performance that does not identify an individual.

Information may be provided by residents, created by our staff, or received from contractors and

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partner organisations. We will manage it according to what it contains, why it is needed and the level of protection required.

How we use your information

We will only use your information for a clear and lawful purpose. Our Privacy Notices provide more information about why we use personal information and the legal reasons that allow us to do so.

This includes using information to:

- Manage repairs and maintenance
- Carry out safety checks, such as gas, electrical and fire safety inspections
- Keep accurate records about your home
- Manage your tenancy or lease
- Respond to enquiries, requests and complaints
- Understand any support needs you may have
- Communicate with you in the way you prefer
- Manage rent accounts and service charges
- Help prevent fraud and misuse of our services

We only use your information for appropriate purposes and in line with our legal and regulatory responsibilities.

Meeting our legal and regulatory responsibilities

We use information to meet relevant legal and regulatory responsibilities. For example, we may use it to:

- Carry out building and resident safety checks
- Keep accurate tenancy, lease, repair and property records
- Respond to requests from regulators, auditors or the Housing Ombudsman
- Investigate and respond to complaints
- Protect residents and meet safeguarding responsibilities
- Prevent and investigate fraud
- Monitor and report on the quality and performance of our services

This helps us demonstrate that our homes and services are safe, effective, fair and well managed, and that we can provide reliable evidence to residents, councillors, auditors, the Housing Ombudsman and the Regulator of Social Housing when required.

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Keeping your information safe

We use proportionate security measures to protect information from loss, misuse, unauthorised access, alteration or disclosure. These measures may include:

- Limiting access to authorised staff who need the information for their role
- Using passwords, access controls and secure systems and PCC approved security measures
- Securely storing and disposing of paper records
- Providing information handling and data protection training
- Applying appropriate security requirements to contractors and partner organisations
- Monitoring, reviewing and improving our information security arrangements

Keeping Information accurate

We aim to keep the information we hold about you accurate, up to date and complete. We do this by recording information clearly, updating records when we become aware of changes, correcting errors where appropriate and using reliable information to support decisions about your home, tenancy, lease or services.

If something goes wrong

If information is lost, disclosed to the wrong person, accessed without permission or otherwise put at risk, we will report to the Portsmouth City Council, Data Protection Team, who will:

- Record and investigate the incident
- Take proportionate action to contain it and reduce any risk
- Consider what can be done to put matters right
- Assess whether we need to report it to Portsmouth City Council's Data Protection Officer, the Information Commissioner's Office or another relevant organisation
- Inform affected individuals where required, including where the incident is likely to result in a high risk to their rights and freedoms
- Provide appropriate updates to a person who has raised a concern, while respecting the privacy and confidentiality of others
- Identify and implement learning to reduce the risk of a similar incident happening again

Not every incident must be reported externally, but all suspected information incidents must be reported internally and assessed in line with our procedures.

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When we share information

We may share relevant information with other organisations where this is needed to provide housing services, protect someone's safety or wellbeing, prevent or investigate fraud, or meet a legal or regulatory responsibility.

Depending on the circumstances, this may include contractors, local authorities, emergency services, health or support services, regulators and the Housing Ombudsman.

We will ask for your consent where consent is the appropriate legal basis. However, consent is not always required. We may use another lawful basis, or share information without consent, where:

- The law requires or allows us to do so
- It is necessary to deliver or administer a housing service
- We need to protect someone from serious harm
- We need to meet a safeguarding responsibility
- We need to prevent or investigate crime or fraud
- A regulator, court or other authorised body lawfully requires the information

Before sharing information, we will:

- Identify the purpose and lawful basis for sharing
- Consider whether sharing is necessary and proportionate
- Share only the minimum information needed
- Share it only with people or organisations that need it
- Use an appropriate and secure method
- Keep a record where required

Our Privacy Notices give more information about who we may share personal information with and why.

How we use information to improve services

We use information to understand what is working well and where improvements are needed. This includes reviewing:

- Performance information and service trends
- Repairs and asset data
- Feedback, engagement activity and resident views
- Complaints, compliments and "you said, we did" actions
- Investment needs across homes and services

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By using information in this way, we can make informed decisions, improve service delivery and provide better outcomes for residents.

Keeping information for the right amount of time

We do not keep information indefinitely. How long we keep it depends on:

- What the information is
- Why it was collected or created
- How long it is needed to provide a service or manage a tenancy or lease
- Whether it may be needed to respond to a complaint, claim, audit or investigation
- Any legal, regulatory or financial requirements

Different types of records are therefore kept for different periods. For example, some records may only be needed while we deal with an enquiry, while records relating to a tenancy, property safety, financial transaction or legal decision may need to be kept for longer.

We follow Portsmouth City Council's records retention arrangements. These set out how long different categories of information should be kept and the reason for the retention period.

When information reaches the end of its retention period, we will review it and securely delete, destroy or anonymise it unless there is a lawful reason to keep it for longer.

How we use technology and information systems

We assess information and security risks when introducing or significantly changing systems that use personal information. Appropriate access, security and supplier controls will be applied.

We use secure systems and technology to help us deliver services and manage information effectively.

This helps us to:

- Provide services more efficiently
- Avoid asking you for the same information more than once
- Share information safely between services when needed
- Understand how services are performing and where improvements can be made

By using technology in this way, we can provide a better service and make it easier for residents to access the support they need.

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How staff handle information

All staff are responsible for handling information safely and appropriately.

Staff must follow relevant policies, procedures and access controls. They must report suspected information incidents promptly and must not access, use or share information unless there is a clear work-related reason for doing so.

We will maintain clear governance arrangements for the information we hold. This means identifying who is responsible for key data sets, making sure staff understand their role in creating and maintaining accurate records, and escalating data quality, security or system issues where they may affect residents, service delivery or regulatory compliance. Senior managers will use assurance activity, performance reporting and learning from complaints to identify where data management needs to improve.

We make sure that staff:

- receive training relevant to their role
- understand how to protect and use information responsibly
- have the skills needed to use information to support services and decision-making

Your rights over your information

You have rights over the information we hold about you. This includes the right to:

- Know what information we hold about you
- Request a copy of your information
- Ask us to correct information that is inaccurate
- Raise concerns about how your information is used

If you have any questions or would like to exercise your rights, you can speak to a member of Portsmouth Homes staff or find more information on the Portsmouth City Council website: **Freedom of Information - Portsmouth City Council**

How we check and improve

We are continuing to strengthen how we manage, review and use information to improve our services. This includes developing clearer ways to check whether key housing records are accurate, complete, secure, accessible to authorised staff and used to support learning, assurance and service improvement.

We will take reasonable steps to improve the quality and reliability of key housing records. This includes recording decisions and actions clearly, updating records promptly when circumstances change, using agreed systems rather than informal records where possible, and checking important information before it is used to make decisions or report on service performance.

We will also consider:

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- feedback from residents
- complaints and Housing Ombudsman decisions
- checks and reviews of our processes
- how records are created, stored, updated, retained and securely disposed of

legal and regulatory requirementsWe use what we learn to improve services, strengthen how we manage information, and make sure we continue to meet residents' needs.

Your voice

We provide residents a wide range of meaningful opportunities to engage, influence and scrutinise the Landlord Strategies, policies and services, to include participation in regular resident meetings and give feedback on services and policies.

If you would like to be included in future resident engagement focus groups and would like to know how to get involved, please contact us for more information:

You can contact our team by:

- Email: **housing.engagement@portsmouthcc.gov.uk**
- Phone: 02392 834835
- Website**:** visit the **Resident engagement and community resources on our website**

What have we done to make sure this Policy is fair?

We completed an Integrated Impact Assessment (IIA) to consider the positive and negative impacts this Policy may have on people with protected characteristics under the **Equality Act 2010**. This Policy should have direct and positive equality and diversity impacts.

Regulation and legislation

We recognise the variety of legislation, and we will continue to monitor relevant legal guidance. The list below reflects some of the existing legal framework and relevant publications:

- **Social Housing (Regulation) Act 2023**
- Freedom of Information Act 2000
- Environmental Information Regulations 2004
- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018

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Related documents

This policy should be read in conjunction with:

- **Portsmouth Homes policies, strategies and reports**
- Tenancy Agreement / Leasehold Agreement
- **Portsmouth City Council Data Strategy**
- Privacy notices

How to feedback

If you have any questions around the policy or would like to know more about its application, please contact the relevant service in the first instance.

You can get this policy in large print, braille, audio or in another language by contacting your Housing Office. More information is available **translation, interpreting and audio information**.

Compliments

To help us provide the best service we can. We would like to hear customer views on the services that they use. If the customer is pleased with a member of staff or service, please let us know.

- Telephone: 02392 606383
- Email address: **HNBLandlordComplaints@portsmouthcc.gov.uk**

Complaints

If a customer is unhappy, they can refer to our Landlord Complaints Policy.

- Online complaint form at **Make a housing complaint**
- Telephone: 02392 606383
- Email address: **HNBLandlordComplaints@portsmouthcc.gov.uk**

Housing Ombudsman Service

If a customer is unhappy, they can contact the Housing Ombudsman Service for advice and guidance at any time.

- Online complaint form on **the Housing Ombudsman Service website**
- Telephone: 0300 111 3000
- For more information, visit **Housing Ombudsman's Complaint Handling Code**

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Portsmouth Homes

Data Management Policy

Consultation Feedback, Consideration and Action Log

Item	Detail
Original Policy Name	How We Use and Protect Your Information (Data Governance) Policy
Final Policy Name	Data Management Policy
Feedback source	Resident workshops, resident consultation responses, staff consultation responses, written comments and survey feedback received during the consultation period.
Survey feedback	Survey findings from online/paper form
Purpose	To record feedback, themes, response/action and status for this policy.
Consultation period	22 July 2026 - 17 August 2026
Number of responses received	16
Resident responses	16
Staff responses	0
Main themes raised	Information sharing and consent, Plain English, Retention of information, Accountability and trust, Data breach communication, Definitions, Legal and regulatory responsibilities, Security, Headings and structure
Changes made following consultation	15
Feedback noted but no policy change required	1

1. Key themes from current feedback

Theme	No. of comments
Information sharing	3
Plain English	4
Retention	2
Accountability / trust	4
Data breach communication	1
Definition	1
Legal / regulatory	1
Headings / structure	1
Security	1

2. Resident Focus Group - Feedback log

Ref	Feedback source	Theme	Feedback	Response	Status
1	Resident meeting / Word document	Retention / clarity	Under information principles – bullet point “kept as long as necessary” – how long?	Explain how long information is kept, why different records are kept for different periods and what happens when information is no longer needed.	Policy updated

2	Resident meeting / Word document	Information sharing / consent	Under sharing information – in some situations, we may need to share information without your consent – what does this mean and why?	Add clearer information about when we may ask for consent, when information may be shared without consent and the safeguards we use to protect information	Policy updated
3	Resident meeting / Word document	Plain English / examples	Under why we have a data governance policy – used responsibly, only shared when necessary, accessible to those who need it – what does this mean?	We added clearer explanations and practical examples to show how information is used responsibly, who can access it when needed for their role and how information is protected.	Policy updated
4	Resident meeting / Word document	Information sharing / consent	Under what you can expect from us – only share your information when necessary and appropriate – what does this mean?	Explain that information is shared only when there is a valid reason and only with people or organisations that need it	Clarification added
5	Resident meeting / Word document	Information sharing / consent	Under what you can expect from us – only share your information when necessary and appropriate – with consent?	Explain the different reasons information may be shared and when we may or may not need your permission.	Clarification added
6	Resident meeting / Word document	Trust / accountability	Concern that resident information may not always be handled appropriately.	We strengthened the policy to provide clearer reassurance about how we protect, manage and use residents' information.	Policy updated
7	Resident meeting / Word document	Reporting / accountability	Report it where required – this should be every time.	We updated the section to explain that all information incidents are reported internally, investigated and assessed. We also explained when incidents may need to be reported to organisations such as the Information Commissioner's Office.	Policy updated

8	Resident meeting / Word document	Data breach communication	Take action to put things right – Concern that individuals may not always receive updates following a reported data incident.	Explain how we will communicate with affected individuals where appropriate following an information incident.	Policy updated
9	Resident meeting / Word document	Definition	Why we have a data governance policy – what is data governance?	We renamed the policy to "Data Management Policy" to make it easier to understand and added a clear explanation of what data management means and why it is important.	Policy updated
10	Resident meeting / Word document	Plain English	Section What we mean by information and data – sentence below “data means information” – it is too confusing.	We simplified the language used throughout the policy and explained different types of information in a clearer and more straightforward way.	Policy Updated
11	Resident meeting / Word document	Legal/regulatory wording	We use information to meet our legal and regulatory requirements – what does this mean?	We added practical examples showing how information helps us provide services, keep residents safe and meet our legal and regulatory responsibilities.	Policy updated
12	Resident meeting / Word document	Security / assurance	Keeping your information safe and secure – how do you keep it safe?	We expanded the policy to explain the security measures we use, including staff training, access controls, secure systems and how we protect information from unauthorised access.	Policy Updated
13	Resident meeting / Word document	Plain English / explanation	Investment needs across homes and services – explain?	We added examples showing how information helps us plan repairs, identify service improvements and make decisions about future investment in homes and services.	Policy updated

14	Resident meeting / Word document	Retention / signposting	In line with Portsmouth City Council's records retention arrangements – explain?	We expanded the policy to explain why different types of records are kept for different lengths of time and what happens when information is no longer needed.	Policy updated
15	Resident meeting / Word document	Headings / structure	Change heading – make clearer	We reviewed and updated section headings to make the policy easier to read and find information.	Heading amended

3. All Survey feedback

Ref	Feedback source	Theme	Survey feedback	Response	Status
01	Survey	General feedback	You confirmed that the policy was clear and easy to understand, clearly stated its purpose and that they understood both resident and landlord responsibilities. You also felt the policy treated residents fairly and equally.	No action required.	Noted - no changes required

4. Draft You Said / We Did summary

You said	We did
You wanted a clearer explanation of what data governance means and why we collect, use and manage information.	We renamed the policy to make it easier to understand and added a simple explanation of how information helps us provide services, support residents, make decisions and meet our responsibilities.
You wanted clearer information about when and why information may be shared, including situations where consent may not be required.	We expanded the policy to explain when information may be shared, when we may ask for your consent and when the law allows us to share information without consent.

You wanted clearer explanations of terms such as "necessary and appropriate", "legal and regulatory requirements" and "used responsibly".	We replaced technical wording with clearer explanations and examples to help residents understand what these terms mean in practice.
You wanted to understand how their information is protected and what happens if something goes wrong.	We added more information about the security measures we use to protect information and explained how we investigate issues, take action and learn from them if something goes wrong.
You wanted more information about how long information is kept and what happens when it is no longer needed.	We explained that different types of information are kept for different periods and that information is securely deleted or disposed of when it is no longer required.
You wanted reassurance that Portsmouth Homes is accountable and transparent when handling personal information.	We strengthened our commitments around openness, accountability and residents' rights so it is clearer what residents can expect from us when handling their information.
You wanted the policy to use clearer, less technical language and easier-to-understand headings.	We reviewed the policy, simplified the language and made the document easier to read and understand.
You wanted to better understand how information is used to improve services.	We added examples showing how information, feedback and complaints help us identify improvements, plan future work and make decisions about services.
You felt some headings and section titles were unclear and difficult to understand.	We updated section headings and improved the layout of the policy to make it easier to navigate and find information.
"You said, We did" - Summary for Communications Team	
You said: Some parts of the policy were difficult to understand, particularly around how we use information, when information may be shared, how long we keep information and how we keep it safe.	**We did:** We renamed the policy to make it easier to understand, simplified the language, added clearer explanations and examples, expanded information sharing and retention sections, strengthened information security and incident management information, and updated headings to make the policy easier to read and navigate

4. Cabinet Report

How consultation was undertaken

Portsmouth Homes has a duty to consult residents and take account of resident views when developing housing policies. The draft Data Management Policy was made available for consultation between 22 July 2026 and 14 August 2026. Residents were invited to provide feedback through consultation workshops, written comments and consultation survey responses. The consultation sought views on the clarity of the policy, its purpose, and whether residents understood how Portsmouth Homes collects, uses, shares, protects and manages information.

Who responded

Feedback was received from residents through consultation meetings, written comments and survey responses. Residents provided detailed feedback on the language used within the policy and asked for clearer explanations of how information is managed, shared and protected. Consultation responses focused on improving understanding, transparency and confidence in how Portsmouth Homes handles information.

What the key themes were

The main themes raised during consultation were:

- Information sharing and consent.
- Plain English and reducing technical language.
- How long information is kept and records retention.
- Accountability and trust in how information is managed.
- Data breach reporting and communication.
- Information security and protection.
- Understanding legal and regulatory responsibilities.
- Improving policy structure, headings and navigation.
- Explaining what data management means and why it is important.

Residents were supportive of the overall purpose of the policy but wanted clearer explanations and practical examples to help them better understand how their information is used and protected. Survey feedback also confirmed that residents found the policy clear, easy to understand and fair.

How feedback influenced the final policy

Resident feedback directly informed the final version of the policy.
Following consultation, the policy was amended to:

- Rename the policy from "How We Use and Protect Your Information (Data Governance) Policy" to "Data Management Policy" to make its purpose clearer.
- Add a clear explanation of what data management means and why it is important.

- Expand information about when and why information may be shared, including circumstances where consent may not be required.
- Add clearer explanations and examples to improve understanding of key terms and concepts.
- Strengthen information security, incident management and accountability sections.
- Explain how information helps Portsmouth Homes provide services, keep residents safe and meet legal and regulatory responsibilities.
- Improve information about records retention, including why different records are kept for different periods and what happens when information is no longer needed.
- Add examples showing how information is used to improve services and make investment decisions.
- Simplify language throughout the policy and improve headings and navigation.

The final policy attached at Appendix A reflects the amendments made following resident consultation.

Where feedback was considered but did not lead to policy changes and why

All feedback received during consultation was reviewed and considered. Consultation feedback resulted in amendments to the policy, additional explanations, updated headings and clearer language throughout the document. No significant feedback themes were identified that required no policy change. Where comments requested further explanation rather than a change in approach, the policy was updated to provide greater clarity and additional examples to assist understanding.

Portsmouth Homes is committed to meaningful resident engagement. Consultation feedback has been considered in line with the Transparency, Influence and Accountability Standard, and residents have been informed how their views have influenced the final policy and decision-making process.

Form name	Integrated Impact Assessment
Reference	IA865141545
Date	13/08/2026

Portsmouth CITY COUNCIL

Policy details

Directorate	PCC Housing, Neighbourhood and Building Services
Service, function	Portsmouth Homes
Title of policy, service, function, project or strategy	Data Management Policy
Type of policy, service, function, project or strategy:	New
What is the aim of your policy, service, function, project or strategy?	The policy explains how Portsmouth Homes manages, uses, shares, protects and securely disposes of information when delivering housing services. It explains how we use information, feedback and complaints to improve services and make better decisions for residents and makes this information available to residents and staff, giving a central policy that will support a consistent approach to data management.
Has any consultation been undertaken for this proposal?	Yes
What were the outcomes of the consultations?	The policy was discussed at a resident engagement session and also made available online for consultation - feedback was collected from both and collated for review by the Policy team and relevant managers. Suggestions about the name of the policy, the way information is presented within the policy and feedback about the level of detail residents would find useful for several sections were given.
Has anything changed because of the consultation?	Yes
Please provide details	Changes were made to the policy based on the outcomes from the consultations. Additional details for clarity were added and improvements to the wording and title were made.

Did this inform your proposal?	Yes
Please provide details	Feedback and comments were used to inform multiple changes and improvements to the draft policy, including but not limited to: A change in the policy name from Data Governance to Data Management to give clarity to the purpose of the policy Improved information within the policy regarding the usage of data and what residents can expect when it comes to the safe and secure management of their data Simplified explanations throughout the policy

Equality Impact Assessment

Confirm you've watched the webinar	☑
With the above in mind and following data analysis, who is the policy, service, function, project or strategy going to benefit or have a detrimental effect on and how?	The policy is applicable to all Portsmouth Homes tenants and staff.
Will any of those groups be affected in a different way to others because of your policy, project, service, function, or strategy?	The policy applies consistently across Portsmouth Homes and is not expected to have a disproportionate impact on any individual or group. By improving data quality, security and transparency, it is expected to have a positive impact on residents and staff and support fair, consistent service delivery.
If you are directly or indirectly discriminating, how are you going to mitigate the negative impact?	N/A

Who have you consulted with or are planning to consult with and what was/will be your consultation methodology?	The policy was developed following consultation with residents and staff through a resident engagement session and an online consultation survey. A mixed-method approach was used to provide opportunities for a broad range of participants to contribute, improve accessibility and ensure stakeholder feedback informed the final policy.
How are you going to review the policy, service, project or strategy, how often and who will be responsible?	he Data Management Policy will be reviewed every three years, or sooner where required in response to legislative, regulatory, operational or best practice changes, or where learning from implementation identifies opportunities for improvement. Responsibility for monitoring the effectiveness of the policy and overseeing future reviews is expected to sit with the Head of Housing once the postholder has started.

Crime

This section is not applicable to my policy	☑

Housing

This section is not applicable to my policy	☑

Health

This section is not applicable to my policy	☑

Income

This section is not applicable to my policy	☑

Carbon emissions

This section is not applicable to my policy	☑

Energy

This section is not applicable to my policy	☑

Climate change

This section is not applicable to my policy	☑

Natural environment

This section is not applicable to my policy	☑

Air quality

This section is not applicable to my policy	☑

Transport

This section is not applicable to my policy	☑

Waste management

This section is not applicable to my policy	☑

Culture and heritage

This section is not applicable to my policy	☑

Employment and opportunities

This section is not applicable to my policy	☑

Economy

This section is not applicable to my policy	☑

Social value

This section is not applicable to my policy	☑

Summary

Who was involved in the Integrated impact assessment?	Business Compliance & Projects Manager Policy Lead
Name of person completing this form	Louise Jones
Date of completion	13/08/2026

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Title of meeting: Housing and Tackling Homelessness

Subject: Portsmouth Homes Tenant Satisfaction Measures 2025/26

Date of meeting: 23rd September 2026

Report by: Sally Scattergood Assistant Director of Housing Management
Adam Hardwick Assistant Director of Building Services
Colette Hill Assistant Director of Neighbourhoods

Cabinet Member: Cllr Darren Sanders

Wards affected: All

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1. Requested by Councillor Darren Sanders, Cabinet member for Housing and Tackling Homelessness.

2. Purpose

2.1 This report provides Cabinet with an update on Portsmouth Homes' Tenant Satisfaction Measures (TSM) for 2025/26. It summarises the improvement commitments made following earlier TSM feedback, sets out the 2025/26 results, highlights key areas of learning, and outlines the resulting priorities and action plan for 2026/27.

2.2 The report supports governance oversight by bringing the TSM results, supporting analysis and improvement actions together in one place for Cabinet Member noting. This provides assurance that Portsmouth Homes is reviewing resident feedback in line with regulatory expectations, identifying areas of weaker performance and using the findings to inform service improvement, resident accountability and ongoing performance monitoring.

3. Background

3.1 Tenant Satisfaction Measures (TSMs) are a regulatory requirement for registered social landlords. They provide a consistent set of management and tenant perception measures to help residents scrutinise landlord performance and to support transparency, influence and accountability.

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3.2 The tenant perception measures within the TSM framework form a survey set by government and the Regulator of Social Housing. Registered providers are required to carry this out annually and publish the results, so residents and other stakeholders can see how their landlord is performing and compare results with other providers on a consistent basis.

3.3 Portsmouth Homes has used TSM feedback over the last two years to shape improvement activity, with a focus on safe and well-maintained homes, communication and involvement, neighbourhood services, repairs, complaints handling and anti-social behaviour.

3.4 At the time of writing this report the national TSM results have not been published so comparing Portsmouth Homes against comparable stock holding local authorities, housing association and the overall national averages will be undertaken and reported when the results are published.

4. Improvement commitments from earlier TSM feedback

4.1 Following the 2023/24 and 2024/25 surveys, Portsmouth Homes published improvement commitments focused on the areas residents told us mattered most. These commitments were intended to respond directly to the issues raised through TSM feedback and to demonstrate how resident views were being used to shape service priorities.

4.2 They included completing stock condition surveys and strengthening longer-term asset planning, improving communication about works and investment, reviewing cleaning and gardening schedules, increasing the visibility of estate inspections, improving repairs oversight and communication, strengthening complaints performance, continuing tenancy update visits, improving the accessibility of information, and reviewing anti-social behaviour case handling and feedback routes.

4.3 Good progress has been made against these commitments and there is evidence that resident feedback has informed both operational changes and longer-term improvement planning.

4.4 During 2025/26 this included continued stock condition survey work and review and engagement work related to the development of the Asset Management Strategy, refreshed housing webpages, a new Tenant Handbook, a targeted resident e-newsletter, resident-led scrutiny activity on complaints and neighbourhood cleanliness, continued tenancy update visits, stronger use of complaints learning, and resident involvement in procurement and policy development.

4.5 Actions to improve anti-social behaviour case handling have also continued to be implemented, including work to strengthen communication with residents, improve

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feedback routes and support more consistent case management. While this remains an area for continued focus, the 2025/26 results indicate that this work is beginning to have a positive impact, with satisfaction with the landlord's approach to handling anti-social behaviour increasing from 60.1% to 62.2%.

4.6 The 2025/26 results show that improvement work remains important and that some earlier commitments need to continue into the next phase of improvement activity. Further work is required to make cleaning schedules and estate inspection activity more visible to residents, improve repairs communication, strengthen consistency in complaints handling, and widen representation in engagement and scrutiny activity. These areas will therefore remain a focus within the 2026/27 action plan, with progress monitored through service performance information, complaints learning and resident feedback.

5. 2025/26 TSM results

5.1 The 2025/26 results show that core landlord services remain relatively strong overall. Overall satisfaction was 83.9%, satisfaction with repairs was 85.2%, satisfaction with the time taken to complete repairs was 85.3%, and satisfaction that the home is safe was 83.8%.

5.2 However, perceptions of responsiveness weakened compared with the previous year. Satisfaction that Portsmouth Homes listens and acts fell from 77.8% to 73.2%, satisfaction with being kept informed fell from 81.2% to 77.4%, satisfaction with being treated fairly and with respect fell from 87.6% to 82.2%, satisfaction with communal areas fell from 72.1% to 68.4%, and satisfaction with Portsmouth Homes' contribution to neighbourhoods fell from 70.2% to 66.6%.

5.3 Complaints handling remained the lowest-scoring perception measure, although satisfaction increased slightly from 42.7% to 45.5%. Narrative feedback suggests that some residents may describe unresolved service requests, particularly around anti-social behaviour and cleaning, as complaints. This indicates a need to improve how enquiries, service requests and formal complaints are explained, recorded and managed which will be addressed through our Complaints and customer service training for frontline staff.

5.4 The lower satisfaction score for complaints handling should also be read alongside the increase in recorded complaint volumes. Stage one complaints increased from 16.1 to 31.7 per 1,000 homes and stage two complaints increased from 1.2 to 5.8 per 1,000 homes. This rise is understood to reflect stronger awareness of the complaints process, improved recording and a clearer approach to recognising dissatisfaction, rather than necessarily indicating a proportionate deterioration in

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service quality. However, higher complaint volumes increase the number of residents experiencing the complaints process directly, and this can have a stronger influence on overall perceptions where communication, timeliness or outcomes do not feel clear. For this reason, complaints handling remains a priority area for improvement, even though complaint response timeliness has improved significantly year on year.

5.5 Anti-social behaviour satisfaction improved from 60.1% to 62.2%.

5.6 Looking across the most recent results, the pattern suggests that core services remain resilient, while confidence in responsiveness, communication and local visibility has softened. Complaints handling and communal areas remain the clearest priority areas for improvement.

5.7 When viewed in the context of previous benchmarking, the 2025/26 results do not indicate that Portsmouth Homes is a negative outlier compared with other social landlords. The most recent available benchmarking, based on 2024/25 published results, showed Portsmouth performing above national and local authority landlord medians across most perception measures. While the 2025/26 national benchmark data is not yet available, the current results remain broadly consistent with a landlord that performs strongly in core services, particularly overall satisfaction, repairs and safety, while needing to focus improvement activity on the areas where residents are less satisfied, including complaints, communication and neighbourhood services.

5.8 Headline TSM results

TSM code	Measure	2024/25	2025/26	Change	Trend	Management information TSM / note
TP01	Overall satisfaction	83.6%	83.9%	+0.3	▲	Headline perception measure
TP02	Satisfaction with repairs service	87.3%	85.2%	-2.1	▼	Linked to RP02(1) and RP02(2)
TP03	Satisfaction with time taken to complete most recent repair	86.3%	85.3%	-1.0	▼	Linked to RP02(1) and RP02(2)

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TP05	Satisfaction that the home is safe	83.5%	83.8%	+0.3	▲	Linked to BS01 to BS05
TP06	Landlord listens and acts	77.8%	73.2%	-4.6	▼	Headline perception measure
TP07	Kept informed	81.2%	77.4%	-3.8	▼	Headline perception measure
TP08	Treated fairly and with respect	87.6%	82.2%	-5.4	▼	Headline perception measure
TP09	Complaints handling	42.7%	45.5%	+2.8	▲	Linked to CH01(1), CH01(2), CH02(1) and CH02(2)
TP10	Communal areas clean and well maintained	72.1%	68.4%	-3.7	▼	Headline perception measure
TP11	Positive contribution to neighbourhoods	70.2%	66.6%	-3.6	▼	Linked to NM01(1) and NM01(2) context
TP12	Handling anti-social behaviour	60.1%	62.2%	+2.1	▲	Linked to NM01(1) and NM01(2)

5.9 Management information TSMs

TSM code	Measure	2024/25	2025/26	Change	Context
BS01	Gas safety checks	97.9%	98.1%	+0.2	High compliance; access work ongoing.
BS02	Fire risk assessments	97.0%	100%	+3.0	Improved to full compliance.
BS03	Asbestos surveys	100%	100%	0	Maintained at full compliance.
BS04	Legionella assessments	100%	100%	0	Maintained at full compliance.
BS05	Lift safety checks	100%	100%	0	Maintained at full compliance.
NM01(1)	ASB cases per 1,000 homes	87.5	90.6	+3.1	Higher due to improved case

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					capture and stronger recording.
NM01(2)	Hate incident ASB cases per 1,000 homes	0.9	2.1	+1.2	Higher due to stronger recording and responses to hate incidents.
RP01	Homes not meeting Decent Homes Standard	4.5%	47.0%	+42.5	Higher due to additional guidance on methodology and evidencing by RSH
RP02(1)	Non-emergency repairs on time (max 20 days)	84.7%	88.7%	+4.0	Improved year on year.
RP02(2)	Emergency repairs on time (24 hours)	96.6%	97.7%	+1.1	High and improved year on year.
CH01(1)	Stage one complaints per 1,000 homes	16.1	31.7	+15.6	Higher, reflecting stronger awareness and recording.
CH01(2)	Stage two complaints per 1,000 homes	1.2	5.8	+4.6	Higher, reflecting stronger awareness and recording.
CH02(1)	Stage one complaints on time	55.4%	82.5%	+27.1	Improved significantly year on year.
CH02(2)	Stage two complaints on time	78.9%	85.6%	+6.7	Improved year on year.

The management information TSMs need to be read alongside service context.

5.10 Gas safety compliance remains high at 98.1%, while fire risk assessments, asbestos surveys, legionella assessments and lift safety checks were all at 100%.

5.11 The Decent Homes figure increased to 47.0%, but this reflects a change in methodology: for 2025/26 Portsmouth Homes only counted properties that had been fully assessed, rather than using broader proxy data. An accelerated programme is in place to fully assess all properties by the end of 2026.

5.12 In neighbourhood management, ASB case numbers increased to 90.6 per 1,000 homes and hate incident ASB cases increased to 2.1 per 1,000 homes. This is understood to reflect stronger recording, improved promotion of reporting routes and a more robust approach to case capture through the ASB improvement plan.

5.13 Year-on-year comparisons should be treated with some caution because the survey methodology changed in 2025/26. In 2024/25, completion relied more heavily on

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assisted door knocking, which helped achieve a representative sample and supported some residents to take part. In 2025/26, GOV.UK Notify text messaging generated a stronger response to online independent completion, reducing the need for assisted completion. As survey method can influence satisfaction scores, with face-to-face assisted completion often producing more positive responses than independent online completion, this change may have affected the results and should be taken into account when comparing performance over time.

5.14 In line with regulatory requirements, Portsmouth Homes has published the full survey methodology, weighting approach, detailed survey analysis and questionnaire online through Your City Your Say, which is linked from the Portsmouth Homes performance page.

6. Benchmarking and wider context

6.1 Benchmarking completed for 2024/25 indicated that Portsmouth continued to perform above published national landlord median scores across most 2024/25 perception measures, despite clear local improvement priorities in complaints, communal areas and communication. The available benchmarking analysis showed above-median performance in overall satisfaction, repairs, home safety, listening and acting, communication, fairness and respect, complaints handling, communal areas and neighbourhood contribution.

6.2 Benchmarking against the 2024/25 local authority landlord median also showed Portsmouth performing above the median across all published perception measures. Comparisons with neighbouring authorities provide some additional local context and indicate that Portsmouth scored strongly on most measures in that comparator set, although Gosport reported higher scores on overall satisfaction, communal areas and anti-social behaviour handling. These comparisons should be treated with caution, as different landlords use different survey methods and sample approaches. In addition, 2025/26 national and local authority median benchmarks are not yet available, so the latest year cannot yet be benchmarked on a like-for-like basis.

7. What the results mean - root cause analysis

7.1 Analysis of this year’s results suggests that dissatisfaction is concentrated in particular experience areas and customer groups, rather than being fully systemic.

7.2 While overall satisfaction remains comparatively strong, the reduction in a number of perception measures needs to be recognised clearly. The results suggest that for some residents satisfaction has decreased because the experience of dealing with Portsmouth Homes has felt less consistent, particularly where issues have required follow-up across repairs, neighbourhood management, complaints or anti-social behaviour. Resident comments point to frustration where communication has not

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been timely or clear, where residents have been unsure who is responsible for resolving an issue, or where action may have been taken but has not been visible to those affected. This does not suggest a single cause for the reduction in satisfaction, but it does show that confidence is more likely to weaken where residents do not feel informed, listened to or able to see progress on the matters they have raised.

7.3 The root cause analysis indicates that the results are being driven by a combination of factors rather than a single service failure. These include inconsistent communication and follow-through where residents have raised issues, variable visibility of local action on estates and communal areas, continued dissatisfaction where complaints or service requests are not resolved clearly, and the impact of organisational change within area housing services during the survey period. The change in survey methodology, with more residents completing surveys independently online, may also have affected year-on-year comparisons, but the pattern of feedback still points to clear operational themes that need to be addressed.

7.4 A detailed TSM analysis indicates that the most pronounced pressures are among working-age tenants, disabled tenants, a small number of localities and bungalow residents.

7.5 Working-age tenants show sharper dissatisfaction around listening and acting, communication, complaints and anti-social behaviour.

7.6 Disabled tenants also report a weaker experience, particularly in relation to responsiveness, complaints and information. This differs from previous years' TSM results, when disabled tenants reported a better service experience than non-disabled residents, and will need further exploration.

7.7 Some localities show more concentrated dissatisfaction around anti-social behaviour, safety, communal environment and responsiveness, while bungalow residents also appear as a recurring outlier across some measures.

7.8 Narrative feedback also suggests that some of this dissatisfaction was influenced by the programme of change affecting area housing services, which was live during the survey period. This included staff consultation, service uncertainty and the loss of a significant number of staff to other organisations, with residents referring to slower responses, delays in getting back to them and uncertainty about local contacts.

7.9 The analysis also suggests that some of the change in 2025/26 may reflect the survey methodology, with a higher proportion of online independent completion and less assisted completion. The pattern of feedback points to a genuine need for

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Portsmouth Homes to strengthen ownership, follow-through, communication and visibility of local action.

7.10 Operationally, the clearest implications are the need to strengthen complaints handling, improve visibility and consistency in communal areas and neighbourhood services and respond more directly where dissatisfaction is concentrated.

7.11 In relation to anti-social behaviour, an improvement plan has been in place for the last two years, supported by management case reviews and post-closure resident feedback. This has helped strengthen case quality and is reflected in gradual improvement in TSM satisfaction with the approach to handling ASB.

8. Priority areas arising from the 2025/26 results

8.1 Based on the 2025/26 results and supporting analysis, priority areas for action are:

- **Strengthen complaints handling** with a focus on timeliness, consistency, clearer outcomes and visible learning. This will be addressed through the complaints improvement plan. To be completed by November 2026.
- **Improve communal areas and neighbourhood visibility** including clearer cleaning information, targeted local action and stronger feedback loops - to be delivered through engagement with residents including neighbourhood walkabouts, improving feedback visibility from these, improved noticeboard information and work to develop the website to provide more clarity on completed cleaning and grounds maintenance. To be completed by March 2027.
- **Improve communication and responsiveness** so residents know who is dealing with issues and what is happening next. This will be delivered through reviews of key processes, setting clearer expectations for how residents are communicated with throughout and providing customer service training to frontline staff. To be completed by December 2026.
- **Target operational responses** where dissatisfaction is more concentrated, including among working-age tenants, disabled tenants, some localities and bungalow residents. This will be delivered by using our data to understand the residents in this group and completing some focused resident engagement activity to engage these residents and understand better what is driving their dissatisfaction. Additional customer service training will also be provided to frontline housing management staff. To be completed by December 2026.
- **Maintain strengths in core services**, particularly repairs, safety and overall service, while continuing to build resident confidence in influence and

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accountability. This be delivered by close monitoring of performance via existing governance structure including resident engagement and will be ongoing.

8.2 The action plan has been structured around the areas where satisfaction has reduced, remains comparatively weaker, or where the supporting analysis shows a less positive experience for particular groups of residents. This ensures that planned improvement activity is targeted at the issues most clearly identified through the 2025/26 TSM results, including complaints handling, communication and responsiveness, communal areas, neighbourhood visibility, and targeted work with residents whose experience appears less positive. This approach provides a clear line of sight between the survey findings, the learning drawn from them and the actions being taken forward.

8.3 Further analysis will be undertaken to help target improvement activity and ensure actions respond to the areas of greatest concern. This will include a more detailed review of neighbourhood and locality-level findings, alongside resident comments and relevant operational data, to identify whether particular estates, property types or resident groups require a more focused response.

8.4 The action plan will form part of the wider Portsmouth Homes improvement plan, so that actions are tracked consistently, monitored through existing governance arrangements and linked to measurable service improvements. Residents will also be engaged through existing focus groups and engagement routes to help unpack the findings, test whether the actions are addressing the issues being raised, and ensure the resident voice continues to shape the improvement response.

9. Action plan for 2026/27

9.1 In response to the 2025/26 TSM results, Portsmouth Homes will take forward an updated action plan for 2026/27. This aligns with the published TSM webpage and focuses on the areas residents say matter most: safe and well-maintained homes, cleaning of communal areas and grounds maintenance, inspection of blocks and housing land, repairs, communication and involvement, and neighbourhoods and communities.

9.2 The 2025/26 TSM results have been reviewed alongside management information, complaints learning, resident feedback and equality analysis, to provide assurance. This has enabled Portsmouth Homes to identify areas of sustained strength, areas where performance or satisfaction has weakened and the service improvements required during 2026/27.

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Priority area	Planned actions	Timing / monitoring	Lead service area
Safe and well-maintained homes	Complete the accelerated stock condition survey programme; use the findings to finalise the Asset Management Strategy and plan investment more effectively; continue building safety, fire remediation and energy improvement work; and keep residents informed about major works.	Stock condition survey programme to be completed by the end of 2026, with progress monitored through asset management and housing performance governance.	Building Services
Cleaning of communal areas and grounds maintenance	Use feedback from scrutiny, surveys and walkabouts to improve consistency; make it easier for residents to see when cleaning has taken place and what standards to expect; and work more closely across repairs and neighbourhood teams where the condition of communal areas affects cleanliness.	To be progressed during 2026/27, with resident feedback, scrutiny activity and service performance used to monitor impact.	Neighbourhood Services
Inspection of blocks and housing land	Increase the visibility of neighbourhood inspections, walkabouts and estate activity; improve how issues identified are shared with residents; and make clearer what action has been taken in response.	To be progressed during 2026/27, with updates shared through resident communication channels and local engagement activity.	Neighbourhood Services
Repairs service	Work with residents and contractors to improve communication, appointments, diagnosis and getting repairs right	Improvements to continue during 2026/27.	Building Services

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	first time; use complaints, survey feedback and performance information to target improvement; and involve residents in developing and procuring the new repairs and maintenance contract.	Resident involvement will inform the new repairs and maintenance contract due to start in April 2027.	
Communication, involvement and neighbourhoods	Continue tenancy update visits; improve how performance information is shared; develop resident-led scrutiny, training and support; strengthen complaints handling; better understand where satisfaction is lower for different groups of residents; continue the ASB improvement plan; review ASB cases and gather case-closure feedback; promote neighbourhood action on communal areas, waste, greening and local environmental improvements; and continue to support community-led activity.	To be progressed throughout 2026/27 and monitored through TSM performance, complaints learning, resident feedback, operational data and existing service improvement governance.	Housing Management & Community Safety

9.3 Progress against the 2026/27 action plan will be monitored through existing housing performance and service improvement governance arrangements. Updates will be reviewed alongside TSM performance, complaints learning, resident feedback and operational performance data to ensure that improvement activity remains focused on the areas of greatest resident concern. Progress will also be reflected in published resident performance information, so residents can see not only the annual TSM results, but also what has changed as a result of their feedback, how learning has been used to improve services and how Portsmouth Homes is responding to the issues residents have identified.

10. Legal, financial and risk implications

10.1 This report is an information-only update and does not create new legal or financial commitments. However, TSM performance remains an important part of regulatory assurance and resident accountability. Lower satisfaction in complaints handling, communal areas and communication therefore continues to present operational, reputational and regulatory risk for Portsmouth Homes if improvement is not sustained and visible.

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11. Equality impact assessment

11.1 TSM analysis helps identify whether different groups of residents are experiencing services differently. The 2025/26 results suggest some groups, including disabled tenants and some working-age tenants, report a weaker experience in some areas. This differs from previous years' TSM results, when disabled tenants reported a better service experience than non-disabled residents, and will need further exploration.

11.2 Previous years' TSM results also indicated less positive experience for some ethnic minority residents in parts of the service. Since then, Portsmouth Homes has taken steps to improve the accessibility and consistency of communication, including through a communications plan, tenancy update visits and better recording of residents' communication preferences. The latest analysis suggests a more equal reported service experience for ethnic minority residents than in previous years, although this will continue to be monitored. This analysis will be used to inform targeted improvement activity and future engagement.

12. Conclusion

12.1 The 2025/26 TSM results show that core landlord services remain relatively strong overall, while also highlighting important areas for improvement in communication, complaints and neighbourhood experience.

12.2 The action plan set out in this report will be used to strengthen performance, improve resident experience and ensure that learning from TSMs, complaints and resident feedback continues to inform service improvement.

12.3 Cabinet Member is asked to note that the 2025/26 TSM results have been reviewed, key learning has been identified and a targeted 2026/27 action plan is in place to address weaker areas of satisfaction and strengthen resident accountability.

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Signed by James Hill, Director of Housing, Neighbourhood and Building Services

Appendices:

Background list of documents: Section 100D of the Local Government Act 1972

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The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location
Tenant Satisfaction Measures - Portsmouth Homes Landlord Performance	Tenant Satisfaction Measures | Portsmouth Homes landlord performance | Portsmouth City Council