

# 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         |
|-----|----------------------------------|---------------------------|-------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| 1   | 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.                                                                                         |
| <b>"You Said, We Did" - Summary for Communications Team</b>                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>You said:</b> 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 | <b>We did:</b> 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.