

SP49 – Housing Health & Safety Hazard Policy (HHSRS)

1. Scope

This policy sets out Soha Housing's approach to identifying, assessing, managing and resolving all hazards prescribed by the Housing Health and Safety Rating System (HHSRS). The policy applies to all 29 HHSRS hazards across all tenanted homes and internal communal areas of residential buildings owned and managed by Soha.

It does not apply to temporary accommodation, supported housing, homes occupied under licence, or long leasehold/shared ownership properties. However, learning and best practice from these contexts will inform broader risk management.

The policy aligns with Awaab's Law and places resident safety at the centre of hazard identification, resolution, and communication.

Awaab's Law (Hazards in Social Housing (Prescribed Requirements) Regulations 2025) is being introduced in stages.

The first phase, commenced in October 2025, applies the new prescribed investigation and completion timescales to emergency hazards and to significant damp and mould hazards. Further phases will extend these statutory timescales to additional HHSRS hazards during 2026 and 2027. As each phase is implemented, Soha will update this procedure, its associated workflows, and reporting mechanisms to ensure full compliance with the evolving legal requirements.

If a hazard is caused by the resident (damage, misuse, blocked ventilation, unauthorised alterations), it does not fall under Awaab's Law timescales. However, we still have a duty to make the home safe under the Homes (Fitness for Human Habitation) Act and HHSRS. Cause changes how we proceed, not whether we proceed.

2. Aim

To provide a safe and healthy living environment for all residents by:

- Promptly identifying and investigating hazards
- Triaging risks based on severity and vulnerability
- Taking proportionate and timely action to remove or reduce risks
- Meeting or exceeding the statutory timeframes in Awaab's Law
- Ensuring staff, contractors and residents work together to prevent harm

3. Policy Statement

Soha is committed to proactively managing the full range of hazards set out in the HHSRS framework. Where potential hazards are identified, we will act quickly and proportionately to safeguard the health and wellbeing of residents, prioritising those most vulnerable.

We will:

- Ensure compliance with Awaab's Law for significant or emergency hazards
- Use trained, competent persons to assess and manage risk

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- Monitor the performance of staff and contractors
- Provide accessible resident communication and aftercare
- Analyse trends to prevent recurrence and inform investment

This policy replaces previous hazard-specific policies, including the Damp and Condensation Policy (now incorporated within the 29 hazard categories)

4. Implementation

On becoming aware of a hazard, Soha will:

- Triage using all available data (Hazard App, resident reports, QL system, surveyor observations, previous history)
- Determine if the hazard is significant or emergency under Awaab's Law
- Investigate emergency hazards within 24 hours
- Investigate significant hazards within 10 working days
- Complete safety works for confirmed significant hazards within 5 working days of investigation
- Commence any further remedial works within 5 working days (or within 12 weeks maximum)
- Provide written summaries of findings within 3 working days of investigation conclusion
- Secure temporary accommodation if a home cannot be made safe within required timeframes
- Maintain full records of communications, inspections, and decisions to demonstrate compliance

5. Resident Involvement

Residents will be fully supported and involved throughout:

- We will clearly explain the hazard, its effects, and the steps being taken
- Updates will be provided at key stages (report received, triage, investigation outcome, works start/completion)
- Resident vulnerability will be accepted at face value (no need for formal evidence)
- All communication needs will be respected (language, access, safeguarding)

6. Appeals & Complaints

Residents can raise complaints through any Soha channel. If unresolved, they may escalate to the Housing Ombudsman. All complaints will be tracked, analysed for learning, and published as part of our continuous improvement commitment.

Soha will demonstrate compliance with Awaab's Law and maintain full audit trails. In cases of unavoidable non-compliance (e.g. access refusals, contractor shortages), Soha will document all mitigation steps taken.

7. Roles & Responsibilities

- CEO & Board: Oversight and resourcing
- Director of Property Services: Policy implementation
- Head of Asset Management: Stock condition oversight

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- Soha Response & Contractors: Hazard works to timescale
- Health & Safety Team: Triage and compliance
- Line Managers: Ensure staff are trained and reporting issues
- Staff & Contractors: Identify, report and act on hazards
- Residents: Report hazards promptly, engage with appointments, and follow safety guidance

8. Monitoring & Review

- Reviewed annually by Health & Safety Committee and approved by SLT and the Board every three years
- Performance reported monthly via Health & Safety Report
- Key metrics include:
 - Number and type of hazards
 - Severity and recurrence rates
 - Response times
 - Resident satisfaction
- Internal Audits carried out in line with the internal audit programme
- Reviews conducted periodically by external providers

9. Context and Legal Framework

This policy supports compliance with:

- Housing Health & Safety Rating System (HHSRS)
- Awaab's Law (Social Housing (Prescribed Requirements)(England) Regulations 2025)
- Building Safety Act 2022
- Fire Safety (England) Regulations 2022
- Control of Asbestos Regulations 2012
- Construction (Design and Management) Regulations 2015
- Defective Premises Act 1972
- Homes (Fitness for Human Habitation) Act 2018
- Health and Safety at Work etc. Act 1974
- Environmental Protection Act 1990
- Secure Tenants of Local Housing Authorities (Right to Repair) Regulations
- RSH Consumer Standards (2024 onwards)

This policy links to:

- Soha Legal Register
- SP01 Equality, Diversity and Inclusion Policy
- SP05 Repairs and Maintenance Policy
- SP07 Complaints Policy
- SS04 Asset Management Strategy
- SS05 Environmental Strategy
- HHSRS Hazard Management Procedure

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Version number – 2 (previously was Damp & Condensation Policy)			
Members' Forum approved	15 January 2026	SLT approved	3 December 2025
EIA completed	19 January 2026	Board approved	29 January 2026
DPIA checklist completed	19 January 2026	Review date by H&SC	By December 2026 (annual review)
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