
Author**Title of Policy**Head of Repairs and
Maintenance

Hazards Policy

**Section**

Updated: April 2026

Property

1 Policy statement

- 1.1 At Rooftop Housing Group (Rooftop) we are committed to ensuring people who live in or visit our homes are safe and that our properties are free from hazards as defined by the Housing Health and Safety Rating System (HHSRS) - including Damp, Mould and Condensation (DMC) as defined by The Social Housing (Regulation) Act 2023 and specifically Awaab's Law.
- 1.2 This Policy details Rooftop's approach to how the risk of HHSRS Hazards are managed and how we will respond to reports of Hazards within our homes.
- 1.3 The primary purpose of this Policy is to ensure that all Rooftop colleagues and customers are aware, understand and are equipped with information to deliver the requirements of our process in respect of issues relating to hazards in our homes.

2 Statutory and Regulatory context

- 2.1 This document has been reviewed in line with the Regulator of Social Housing's (RSH) Safety and Quality Standard (April 2024) which states:

Stock quality – “Registered providers must have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well maintained and safe homes for tenants”.

Decency – “Registered providers must ensure that tenants' homes meet the standard set 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”.

Health and safety – “When acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas”.

- 2.2 This Policy has been developed to take into account a range of relevant UK legislation and regulation including:

Housing Act 1985.

Landlord and Tenant Act 1985, Section 11 – Repairs and Maintenance.

Decent Homes Standard – June 2023.

Housing Act 2004 – Housing Health and Safety Rating System.

Homes (Fitness for Human Habitation) Act 2018.

Housing Ombudsman Follow up Spotlight report February 2023 'It's not lifestyle'.

Housing Ombudsman Spotlight Report on 'Repairing Trust'

Social Housing Regulation Bill 2022.

Social Housing (Regulation) Act 2023

Awaab's Law – October 2025

3 Policy outline

- 3.1 We have designed this Policy to ensure that Rooftop Housing Group is able to respond to reports of hazards (including those of DMC in line with the regulatory requirements set out in Awaab's Law and those defined by the HHSRS) from first notice and to allow customers to be able to easily report instances of hazards in their home. This Policy also explains our approach to resolving these issues once they have been received.
- 3.2 This Policy sets out a clear framework for how we respond to reports of hazards which may arise in our homes and for clarity, sections are defined by either 'HHSRS' or 'Awaab's Law' to enable clear definition and will allow consistent information by the use of technology and digital forms.
- 3.3 This Policy forms part of a wider organisational commitment to driving a positive health and safety culture amongst colleagues and contractors.

4 Equality, Diversity and Inclusion: Principles

- 4.1 At Rooftop we are committed to creating and sustaining a diverse and inclusive environment achieving positive outcomes for potential and existing customers, our colleagues and the wider community. Our commitments to our customers, colleagues and communities are detailed in our Equality, Diversity and Inclusion (EDI) Strategy. We are an organisation that values diversity, champions equality and inclusion. We demonstrate this through the activities and the services we provide. This means living by, working to and acting on our Values.
- 4.2 Rooftop appreciates and embraces the diversity of customers and there will be occasions where our response to reports of hazards will need to be tailored to accommodate individuals and their needs. Every attempt will be made to identify any individual circumstances at first point of contact to ensure reasonable adjustments can be made.

5 Vulnerability: Reasonable Adjustments

- 5.1 There are occasionally circumstances where we need to consider working outside of the parameters of this Policy. This may be where there are several complexities present, or where customers have vulnerabilities that may lead us to make reasonable adjustments to the way we apply this Policy. In such cases, a referral should be made to the Complex Cases Review Group via the Head of Housing, where any approach outside of this Policy (and potentially other policies) will be considered and recorded, if agreed. This will always be considered in the context of the Assessing and Supporting Vulnerability Policy.
- 5.2 This also includes where instances of emergency remediation of DMC cannot be met and therefore the customer will be offered the option of alternative accommodation in the form of a decant. For detail and guidance please see Rooftop's Decants Policy.

6 Data Protection: Principles

- 6.1 Rooftop recognises the importance of protecting the personal data of our customers, colleagues, contractors and other stakeholders and our commitment to compliance with data protection laws and managing personal data responsibly. As an organisation, we are committed to ensuring everything we do with personal data follows the principles of lawfulness, transparency, fairness and accuracy

whilst minimising the amount of data we collect and only using it for specific, explicit and legitimate purposes until we no longer need it.

7 Objectives

7.1 This Policy is designed to meet the following objectives:

- Ensure that all customers live in a safe and habitable environment.
- Comply with relevant statutory and regulatory obligations.
- Provide clarity on our overall approach to hazards with reference to both the HHSRS rating system and Awaab's Law.
- Ensure that we are delivering a consistent service to our customers.
- Treat customers reporting hazards with respect and empathy and provide support where required.
- Respond effectively to individual reports of any hazard focusing on identifying the cause to implement the right solution within regulatory timescales as defined by Awaab's Law and the HHSRS rating system.
- Ensure colleagues are appropriately trained and competent.
- Set out our proactive approach to deal with wider issues around hazards including DMC.
- Provide assurance to our stakeholders that our approach to hazards is appropriate and effective.
- Raise awareness with our colleagues and our customers through targeted campaigns and briefings.
- Interact with and listen to the feedback of customers to shape service delivery and customer experience.
- Communicate with our customers who are involved in this process to ensure they are fully aware of the steps throughout and quickly respond if things go wrong.
- Provide ongoing monitoring and internal audit follow ups to evidence the process is embedded.

8 Hazard definitions

8.1 The HHSRS is a system for assessing housing conditions. A hazard is any risk of harm to the health or safety of an actual or potential occupier of accommodation that arises from a deficiency in the dwelling, building or land in the vicinity. Health includes mental health. The HHSRS identifies 29 hazards, including damp and mould growth, excess cold, excess heat, and exposure to asbestos and Manufactured Mineral Fibre (MMF) and other hazards as defined by the HHSRS.

8.2 Where the hazard is one that falls under Awaab's Law, the hazard is categorised as either an Emergency, Significant or out of scope.

8.3 Damp, Mould and Condensation

8.3.1 DMC is caused by excess moisture. It is important to find out why a property is affected by DMC to ensure that appropriate repairs are carried out and/or steps are taken to limit moisture in the air. The main types of damp are:

8.3.2 Rising damp

Water can be 'sucked up' from the ground onto walls of buildings. Usually this is not a problem as a damp proof course (DPC) acts as a barrier to prevent water entering habitable areas of the home. However, if the DPC fails or is 'bridged' then water can rise up the wall, usually to a height of about one metre. The damp walls

may be cold or moist to touch and they may also appear different in colour to that of the drier walls elsewhere in the home.

8.4 Penetrating damp

8.4.1 Water which can enter the home through cracks or holes in external walls or because the brick or blockwork becomes saturated often from a source of water, such as a leaking gutter or a detail that lets water pond or stagnate preventing it from running away from the building.

8.5 Leaks

8.5.1 Leaks from guttering, downpipes, roof flashing or failed roof coverings can all lead to damp and damage from water entering the home. Leaks can also occur internally from pipework such as radiators, hot and cold water systems or waste pipes from baths, showers, sinks and toilets. These can also be a source of damp and are usually identifiable from tidemarks.

8.6 Condensation moisture

8.6.1 Condensation forms when water vapour meets a cold surface. This can be visible when condensation occurs on cold windows but also can be unseen on cold walls. It is usually caused by a build-up of moisture in a home and can lead to mould growth.

8.7 Mould

8.7.1 Mould, a type of fungus, thrives in moist and humid conditions. Its mode of reproduction involves the release of mould spores into the atmosphere. These spores settle on exposed surfaces and give rise to new mould colonies.

8.7.2 Mould can grow on a variety of surfaces, including walls, ceilings, floors, and even furniture. It can also grow on wet cellulose materials like paper and wood products. Visible mould can appear as black, green, or brown patches and can have a musty odour.

8.8 Risk Indicators

8.8.1 The conditions that may increase the risk of damp, mould and condensation are (but not limited to) a lack of ventilation within the property; inadequate heating; inadequate insulation; high humidity; overcrowding; leaks; blocked drains/rainwater goods; flooding; and/or breached/failed damp proof course/membranes.

8.9 Seasonal adjustment

In accordance with the principles of Awaab's Law, Rooftop will adopt a risk-based approach to reports of heating and hot water failure during the summer months (1 April to 30 September). A loss of heating alone may generally be categorised as a routine repair where external temperatures do not present a risk to health or safety. However, a loss of hot water will normally be treated as an urgent repair, recognising its importance for hygiene and sanitation. Where the loss of heating and/or hot water presents a foreseeable risk to resident health or safety, including impacts on vulnerable customers or where it may contribute to hazards such as DMC, the issue will be escalated and managed as an emergency hazard. In all cases, Rooftop will assess individual household circumstances, prioritise customer wellbeing, and take timely action, including the provision of temporary measures where appropriate, to ensure compliance with statutory obligations and to prevent conditions that could give rise to harm.

9 Our customer commitment

9.1 We will:

- 9.1.1 Actively encourage customers to report hazards in their homes, including DMC and Rooftop will categorise the hazard in conjunction with HHSRS (for reporting decency) and under Awaab's Law.
- 9.1.2 Actively work to investigate, remediate and prevent hazards in our homes and take action to address the range of causes. This includes updating insulation and ventilation and our planned approach to improving energy efficiency across our homes including bringing all homes up to EPC Band C by 2030.
- 9.1.3 Provide regular updates to customers once hazards have been reported including timescales for works to be completed in line with the regulatory timescales defined by Awaab's Law:-
- investigate any potential emergency hazards and, if the investigation confirms emergency hazards, undertake relevant safety work as soon as reasonably practicable, both within 24 hours of becoming aware of them.
 - investigate any potential significant hazards within 10 working days of becoming aware of them.
 - produce a written summary of investigation findings and provide this to the named customer within three working days of the conclusion of the investigation.
 - undertake relevant safety work within five working days of the investigation concluding, if the investigation identifies a significant hazard.
 - begin, or take steps to begin, any further required works within five working days of the investigation concluding, if the investigation identifies a significant or emergency hazard. If steps cannot be taken to begin work in five working days this must be done as soon as possible, and work must be physically started within 12 weeks.
 - satisfactorily complete works within a reasonable time period.
 - secure the provision of suitable alternative accommodation for the household, at Rooftop's expense, if relevant safety work cannot be completed within specified timeframes (Decant).
 - keep the named customer updated throughout the process and provide information on how to keep safe.
 - Upon becoming aware of a potential hazard, we will use available information to initially determine if the hazard is a potential significant or emergency hazard and take steps to complete relevant safety work within stated timeframes.
 - Under Awaab's Law, Rooftop will have a defence if we have taken all reasonable steps to comply with the requirements but have been unable to comply for reasons beyond their control (Section 10A(5) of the Landlord and Tenant Act 1985) reasons such as refused access, major works.
- 9.1.4 Use stock condition surveys and customer information to develop a data driven risk based approach to hazards to form HHSRS data and to allow an assessment

of where any hazard falls within the current remit of Awaab's Law and to associate the correct level of categorisation.

- 9.1.5 Provide information and advice to customers which will assist them to prevent DMC and other hazards in their home.
- 9.1.6 Refer customers to appropriate bodies where they are struggling to afford to heat their homes to assist with benefit/income checks/grants and advise how to make a claim where possible.
- 9.1.7 Provide training sessions across our organisation appropriate to roles to ensure colleagues understand the causes and possible remedies for hazards and DMC and the implications of non-compliance.

10 Our responsibilities

10.1 We will:

- 10.1.1 Insulate homes in accordance with Decent Homes Standard to help reduce the likelihood of DMC and any related hazards occurring.
- 10.1.2 Provide appropriate response times to repairing defects within the home which may contribute to hazards (including DMC). These include, but are not exclusive to, heating repairs, repairs to leaks and damage to roofs.
- 10.1.3 Maintain homes to avoid penetrating and rising damp and for undertaking remedial works if these occur.
- 10.1.4 Help customers understand how to minimise DMC and any related hazards in the home.

11 Customer responsibilities

11.1 We will:

- 11.1.1 Report any issues regarding hazards as soon as reasonably possible.
- 11.1.2 Ensure the effective operation of any equipment installed at the property to improve the condition such as extractor fans and trickle vents, and actioning any advice provided to them by Rooftop colleagues (or their representatives).
- 11.1.3 Where hazards have been identified, either by a customer, Rooftop or other agency/company, customers will be required to allow access for inspections and for the carrying out of remedial works in accordance with their tenancy agreement. Rooftop considers DMC to be a health and safety concern for customers and will utilise their No Access Policy and Procedure where necessary. This will also be in connection with and any related hazards as defined by the HHSRS.
- 11.1.4 Rooftop will provide customers with advice on how to minimise DMC within their home on its website, social media and other formats. The website has a dedicated DMC page to enable customers to search for information, support and advice on how to minimise the risk of DMC and how to report instances of DMC.
- 11.1.5 For leaseholders and shared owners, the responsibility will be determined by the nature of the lease agreement relating to their home. Generally, the customer is

responsible for the internal condition of their home and Rooftop is responsible for its external condition and structure.

12 How we will help

- 12.1 Hazards can be reported via telephone, email, online, writing to our offices or directly to a Rooftop colleague.
- 12.2 If reported via telephone, we will ask structured questions to accurately diagnose any issues and gather as much information as necessary regarding property condition, customer profile and individual circumstances including vulnerabilities or medical needs. We may request that the customer provides photographs via email.
- 12.3 If reported online, customers can complete a short form that will ask for details of the household including any vulnerabilities, nature of the hazard, location and photographs.
- 12.4 Remediation of Emergency hazards (includes DMC) will be attended and either completed or made safe within 24 hours (treating mould growth, significant tripping hazards or hazards that affect the customer due to vulnerabilities that may not be defined as an emergency or significant hazard until vulnerabilities are factored).
- 12.5 A repair may be raised immediately where the issue can be resolved quickly such as replacing sealant around the bath.
- 12.6 If following the initial structured questions, further investigations are required, then we will arrange a suitable time for an inspection of the home to identify and plan out the remedial works that are required.
- 12.7 An inspection may be remote utilising modern technology (for example photos and videos) however, should a customer request a physical investigation, we will ensure that the necessary arrangements are made.
- 12.8 The inspection may be carried out by a Rooftop Building Inspector and/or a third party engaged by Rooftop. In some cases, the Building Inspector may also highlight positive actions the customer could take to prevent the hazard from worsening or reoccurring or actions to minimise the impact of other hazards such as cordoning off falling or tripping hazards.
- 12.9 We will aim to complete our investigation within 10 Working days or sooner for those hazards deemed to be significant.
- 12.10 Following a review of the information gathered through the investigation stage, there are a number of remedial actions that can be taken to alleviate the issues:
 - Damp and mould treatment – to be carried out within 24 hours if the mould is classed as a category 1 hazard (Emergency hazard as defined by Awaab's Law)
 - Minor repairs to be raised such as repairing/replacing extractor fans.
 - Major works to be raised such as damp-proof courses or insulation.
- 12.11 Minor repairs will be completed as soon as possible by our external contractors. Major repairs will be scheduled with an external contractor or will be addressed through a planned programme dependant on the categorisation of the known hazard and completed within set timescales.
- 12.12 A property may require a combination of treatment, minor and major repairs with several visits by a variety of specialist contractors and Rooftop will ensure that

these repairs are started within the 12 weeks timeframe as defined by the regulatory timeframes.

- 12.13 Every customer and every case is treated on an individual basis. Remediation and follow-on work can be prioritised where there is significant DMC and/or there are concerns about a customer's health and/or vulnerability. Additional actions or support may need to be provided to customers whilst repairs are being completed such as decanting or liaising with other professionals etc.
- 12.14 100% of all hazard cases will be post inspected either by a Rooftop Property Surveyor or a sub-contractor subject to access and customer availability, remotely through video or photographic evidence, telephone contact or letter. Property Surveyors and the Property Safety team will use their discretion to determine whether this is appropriate on a case by case basis. Suitable evidence of the post inspection will be recorded and retained on file.
- 12.15 We will contact customers three months and six months post resolution to ensure that the hazard has not returned (this will include DMC and any other hazards that have received remedial works).
- 12.16 In the case of hazard recurrence, we will re-open the case, reinvestigate and raise further works or recall the contractor based on defect periods as contained in contract documents. If required, we will commission an independent specialist surveyor to provide a second opinion.
- 12.17 We may also seek out the customer's permission to carry out monitoring using specialised equipment to help us understand how the home is being used to determine what other actions need to be taken to solve any issues of DMC.
- 12.18 In the event of a customer being the instigator or cause of a hazard that cannot be contributed to the landlords' responsibilities. Rooftop will look to recover the costs of the works in line with Rooftop's Rechargeable Repairs Policy and provide guidance to the customer on heating and ventilating the property.

13 Vulnerability and Reasonable Adjustment

- 13.1 Every customer and every case is treated on an individual basis. Rooftop will request customers provided details of vulnerabilities within the household at the time they report hazards to Rooftop, and any vulnerabilities will be cross referenced against the Housing Management IT system or, where established, uploaded into the system. These customers will be prioritised for surveys and remedial works wherever possible.
- 13.2 We define vulnerabilities relating to damp and mould issues as outlined in the Government publication 'Understanding and addressing the health risks of damp and mould in the home' Under the section 'People most at risk of health issues from damp and mould'. These health risks are as follows:
 - 13.2.1 People with pre-existing health conditions (for examples allergies, asthma, COPD, cystic fibrosis, other lung diseases and cardiovascular disease) who are at risk of

their condition worsening and have a higher risk of developing fungal infections and/or additional allergies.

- 13.2.2 People of all ages who have a weakened immune system, such as people who have cancer or are undergoing chemotherapy, people who have had a transplant, or other people who are taking medications that suppress their immune system.
- 13.2.3 People living with a mental health condition.
- 13.2.4 Pregnant women, their unborn babies and women who have recently given birth, who may have weakened immune systems.
- 13.2.5 Children and young people whose organs are still developing and are therefore more likely to suffer from physical conditions such as respiratory problems.
- 13.2.6 Children and young people who are at risk of worsening mental health.
- 13.2.7 Older people.
- 13.2.8 People who are bedbound, housebound or have mobility problems making it more difficult for them to get out of a home with damp and mould and into fresh air.
- 13.2.9 Customers who have mobility issues where a hazard consists of access, walking and falling.
- 13.3 Rooftop appreciates and embraces the diversity of customers and there will be occasions where services will need to be tailored to accommodate individuals and their needs. Every attempt will be made to identify any individual circumstances at first point of contact to ensure reasonable adjustments can be made.

14 Decants

- 14.1 Depending on the diagnosis, complexity and scale of the works required if it is considered unsafe or unsuitable for customers to remain in the property while the works are carried out, alternative accommodation arrangements will be made. This may be on a day-by-day basis or a temporary decant to an alternative property. The customer will be supported through this process to find suitable accommodation.
- 14.2 In some cases, it may be necessary to re-house customers on a permanent basis if a medical professional, Property Surveyor or Specialist Surveyor advises that re-housing is the most suitable option.
- 14.3 Decants will be handled in line with the Decants Policy and all customers will be supported by their Neighbourhood Housing Officer.
- 14.4 Decants will be offered to customers (and their household) in the case of emergency DMC remediation when the level of works means that those works cannot physically be remediated within regulatory timeframes. The customer may refuse an offer of a decant whereby Rooftop will confirm in writing and seek ways to minimise the disruption and inconvenience for the customer.

15 Areas of responsibility

- 15.1 Rooftop's approach to all hazards is a collective organisational responsibility.
- 15.2 The Asset Investment team is responsible for undertaking stock condition surveys of properties to understand the condition and their investment needs. As part of this rolling programme of surveys, they will identify any hazards under the Housing Health and Safety Rating System (HHSRS) which will be aligned with the categories as defined by Awaab's Law. It does not always align where a 'Cat 1'

Hazard as defined by HHSRS is necessarily an emergency under Awaab's Law. These cases are assessed on a case by case basis.

- 15.3 Data from the surveys will be used to address any issues but also to proactively assess our homes, identify hot spots and specific areas of intervention to prevent any issues with DMC and general hazards.
- 15.4 The Property Safety team (PST) under the remit of the Repairs and Maintenance team will handle reports of DMC and other hazards, open hazard cases and raise remedial works. It will arrange for property inspections by either a Rooftop Property Surveyor or a third party who will identify and raise the works required and make a judgement on whether any DMC report is a HHSRS hazard and whether a decant is required. They will assess if any other hazard is a Category 1 hazard and if immediate action is required. The PST and the Property Surveyors will also assess if the customer will require a decant or alternative accommodation while works are carried out.
- 15.5 While our properties are empty, and in line with our 'lettable standard', the Voids Team (and any procured contractor or Rooftop) will identify any hazards, carry out any necessary investigations and undertake remedial works before reletting a property.
- 15.6 Lettings Officers will consider whether a property is suitable for the ingoing customer based on household size, any vulnerabilities and property design and typology seeking advice from colleagues as necessary.
- 15.7 Neighbourhood Housing Officers that identify hazards in Rooftop properties when visiting customers, will raise a contact to the PST to be dealt with in accordance with this Policy.
- 15.8 Frontline services (Customer Contact Centre) will take initial telephone contact and raise any emergency remediations to the contractor for a 24 hour repair/make safe/eradication having assessed the report as a 'Cat 1' or Emergency. They will log tasks to the PST in relation to hazards via the internal housing management system.
- 15.9 All Rooftop colleagues will update all hazard cases with relevant information when carrying out any case work and work together to resolve the issue as soon as possible and keep customers updated.

16 Training

- 16.1 We will make all relevant colleagues aware of this Policy and the procedures which support it including those responsible for managing the delivery of repair work.
- 16.2 We will provide regular training sessions across the business to ensure colleagues understand the causes and possible remedies of DMC and hazards.
- 16.3 We will provide specialist training where necessary to those that are responsible for diagnosing the cause of DMC and determining remedial actions.
- 16.4 We will train colleagues who inspect our properties on HHSRS hazards so they are able to identify current and potential hazards and to propose remedial works/actions.

17 Performance Reporting and Risk Register

- 17.1 Rooftop will raise a hazard case on its housing management system for all reports of hazards, including DMC, in its homes. This will enable progress to be monitored and all relevant communication to be recorded appropriately.
- 17.2 We will report key performance indicator (KPI) measures for hazards. These will be documented in the monthly Health, Safety and Compliance Report which is presented at each meeting of the Executive Team, the Audit and Risk Committee and the Board.
- 17.3 As a minimum we will report:
- Homes reporting a problem with DMC and any other hazard.
 - Homes where action is in progress.
 - Homes where the case has been successfully closed following the completion of remedial actions.
- 17.4 In addition, Rooftop has hazards (including DMC) on its Strategic Risk Register and continues to review its controls, process and personnel on an ongoing basis in line with sector good practice, learning from complaints and customer feedback to improve service delivery and reduce risk to customers.

18 Proactive management

- 18.1 All properties with recorded instances of hazards will be logged alongside any diagnostic information collected. This information will be analysed and used to identify trends and drive a proactive approach to prevention and remediation.
- 18.2 Wherever we have identified 10% or more homes in a location with instances of DMC, we will carry out proactive surveys and use this data to target our resources and future planned works.
- 18.3 Should a property defect be identified through surveys that either is currently occurring or is likely to occur within other homes, works will be identified and carried out as a planned programme. This ensures a proactive approach to tackling defects that may result in hazards in the future.
- 18.4 Fit replacement components that support the prevention of DMC issues – such as windows with trickle vents or additional insulation.
- 18.5 Replace ineffective and inefficient heating with energy efficient heating systems.
- 18.6 Identify homes where improvements cannot be made and consider options for disposal.

19 Complaints, claims and lessons learned

- 19.1 We aim to resolve complaints as quickly as possible without customers needing to resort to disrepair claims and legal action. Where a customer makes a complaint relating to hazards, we will highlight this with the PST at the earliest opportunity so that we can assess the current situation and put any actions in place while then carrying out the wider investigation.
- 19.2 Compensation will be payable in line with Rooftop's Compensation Policy if deemed necessary as part of a complaint resolution.

19.3 Where legal action is taken, we will follow the Pre-Action Protocol for Housing Conditions Claims so that we may resolve the dispute outside of court to help ensure issues are resolved quicker for customers.

19.4 We will learn lessons from hazard cases and continually review our procedures and processes and how we communicate with customers, in order to improve future responses.

20 Review

20.1 This Policy will be reviewed every three years unless there are major changes in legislation or good practice.

21 Consultation

21.1	Leadership Team Sub-Group	April 2026
21.2	Executive Team	April 2026
21.3	Other (eg customers)	N/A

22 Responsibilities

Responsible body

22.1	Formulation, amendment, and approval of Policy	Executive Team
	Monitoring of Policy	Leadership Team
	Operational management of Policy/Policy author	Head of Repairs and Maintenance
22.2	Date of formulation of Policy	August 2022
22.3	Dates of Policy reviews	April 2024 October 2024 September 2025 April 2026
22.4	Date of next review	April 2029

Appendix 1

Associated documents

Internal – Rooftop policies and procedures

- Customer Complaints Policy
- Disrepair (Housing Conditions) Policy
- Health and Safety Policy
- Repairs and Maintenance Policy
- Assessing and Supporting Vulnerability Policy
- Tenancy Agreement

- Void Works Management Policy
- Allocations and Lettings Policy
- Decants Policy

External

- Regulator of Social Housing Safety and Quality Standard (April 2024)
- Housing Ombudsman's Follow up Spotlight on Damp and Mould (February 2023)
- Housing Ombudsman Spotlight Report (Repairing Trust)
- Awaab's Law Consultation
- Relevant UK legislation as detailed in Section 2