

Pathways to Independence Property UK Ltd

Property Management Plan (HMO)

Created by	Jay Horsman
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Next Review date	20/07/2026
Lead person responsible	Jay Horsman

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1. Purpose and Scope

Pathways to Independence Property UK Ltd [PTIUK] is a property owner and management organisation focused on delivering a range of accommodation services to the Sussex.

The vast majority of our properties are Homes of Multiple Occupancy (HMO) properties that house between 3 and 8 adult individuals (non-family). We have also historically provided accommodation services to families, other organisations and as part of semi-independent accommodation services to Local Authorities.

As such, we have a wide range of skills, experience and expertise in managing accommodation, tenants and the wider community to achieve positive and lasting outcomes.

This document, the Property Management Plan (PMP), defines how PTIUK ensures the positive management of our properties, with particular focus on our HMO properties (PMPHMO). Our other suite of accommodation services and how they are managed can be found in their related policy documents.

Which of our properties are governed by this property?

Properties that:

- House 3 or more unrelated adults, although at times family members may occupy separate rooms (e.g. two brothers)
- Houses that require either a National (+5) or Selective (3-4) HMO License as recognised under Housing Act, 2004 and the Homes (Fitness for Human Habitation) Act, 2018 or area specific local governance
- House individuals whose primary reason for accommodating with us is accommodation with no additional needs supported beyond reasonable adjustments. Support, if needed, may be provided by external agencies such as NHS or Local Authority but is not completed by PTIUK
- Housing individuals on Assured Short-hold Tenancies (either joint or single) held by the occupant with no other parties in support. For example, not a Social Services Placement
- In whole or in-part, **do not** have an agreement Placement Contract Arrangement (PCA) with a statutory, private or public body.
- Are minimally supported by our staffing team. For example, no staff onsite or staff drop-ins not otherwise requested.

The Senior Management Team at PTIUK is aware of the need to meet their legal and regulatory requirements; the policies and procedures contained within this policy provide the framework for how this is achieved.

2. Health and safety policy statement

Pathways to Independence is committed to the highest standards of care for their employees, tenants, visitors, and others who work on our behalf. Health and Safety is an integral part of every aspect of our delivery of services.

We are committed to:

- Complying with our legal and regulatory responsibilities;
- The continual improvement of our health and safety performance;
- Providing a safe and healthy environment for our employees, our tenants and young people that we support and others by;
 - Identifying, assessing, and controlling risks to which they are likely to be exposed;
 - Developing and maintaining a positive health and safety culture;
 - Developing safe living and working practices;
 - Providing effective information, instruction, and training;
 - Monitoring and reviewing systems and preventative measures to make sure they are effective;
 - Ensuring that each employee, tenant and child in our employment, accommodation or care is aware of their responsibility for themselves and others health and safety.

We recognise that for these commitments to be effective senior managers, employees, tenants and young people throughout our organisation must play their part in the creation of a safe and healthy environment for all

Date 20/07/25

Alice Conroy
Founder and Chief Executive Officer

3.1 Roles and Responsibilities

3.1.1 Founder / Chief Executive Officer (CEO)

- To take overall responsibility for the implementation of the PTIUK PMP
- To support at all times the objectives of the PMP
- To allocate resources to enable the requirements of this policy to be fulfilled.
- To ensure that procedures are in place for all employees to receive necessary training
- To monitor and review the effectiveness of this policy.
- To be aware of statutory requirements sufficient to discharge all responsibilities.

4. Legal and Regulatory Requirements

A procedure has been developed that identifies all legal and health and safety related regulatory requirements that apply to the scope of PTIUK and its activities.

PTIUK is fully committed to compliance too all its legal and regulatory requirements. A register of our legal and regulatory requirements is maintained and updated where necessary. This is subject to regular update and is used as part of our auditing process.

Current Statutory and Regulatory Frameworks Register

Health and Safety (environment and staff)

- Employers' Liability (Compulsory Insurance) Act, 1969
- The Health and Safety at Work Act, 1974
- Health and Safety (First Aid) Regulations, 1981
- The Health and Safety Information for Employees Regulations, 1989
- Noise at Work Regulations, 1989
- Electricity at Work Regulations, 1989
- The Personal Protective Equipment at Work Regulations, 1992
- The Manual Handling Operations Regulations, 1992 / 2002
- Workplace (Health, Safety and Welfare) Regulations, 1992
- The Health and Safety (Display Screen Equipment) Regulations, 1992
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), 1995
- Health and Safety (Consultation with Employees) Regulations, 1996
- The Working Time Regulations, 1998
- The Provision and Use of Work Equipment Regulations, 1998
- Management of Health and Safety at Work Regulations, 1999
- COSHH (Control of Substances Hazardous to Health), 2002

Property focus

- The Housing Act, 2004. In particular, the Housing Health and Safety Rating System (HHSRS) standards
- Management of Houses in Multiple Occupation (England) Regulations 2006
- Homes (Fitness for Human Habitation) Act, 2018
- The Regulatory Reform (Fire Safety) Order, 2005
- Local Authorities Coordinators of Regulatory Services (LACORS), 2006 / 2016
- The Smoke and Carbon Monoxide Alarm (England) Regulations 2015
- The Public Health Act, 1961
- The Gas Safety (Installation and Use) Regulations, 1998
- The Furniture and Furnishings (Fire) (Safety) Regulations, 1998
- General Product Safety Production Regulations, 1994

Statutory and Regulative requirements may be standalone or have overlapping responsibility in the generation of a partial or whole organisational Health and Safety Requirement. For

example, PTIUK's response to **Portable Appliance Testing** is covered by HSWA (1974), EWR (1989), PUWER (1998) and TMHSWR (1999). PTIUK maintains a responsibility to ensuring all requirements are met and any discrepancies are suitably managed. In addition, in execution of these requirements PTIUK should ensure it meets all relevant related requirements such as General Data Protection Regulation, 2018.

PTIUK should make every effort to ensure that the organisation is up to date on all relevant statutory and regulative requirements. This includes any sudden emerging national situations such as that witnessed in 2020 with the Coronavirus and the subsequent legislation (Coronavirus Act, 2020) and legislative repurposing (Public Health [Control of Disease] Act, 1984) that arose.

To further underpin our commitment to compliance and suitable property management we are also a registered member of the National Residential Landlords Association (<https://www.nrla.org.uk/>)

Registration Number: 150270 and 1157184

5. Risk Assessment and Risk Control

The identification and management of our significant risks is an essential part of the PTIUK health and safety management system. To demonstrate this PTIUK has developed a strategic risk register that describes the risks we will manage. This is based on the **Housing Health and Safety Rating System (HHSRS)** as introduced in the Housing Act, 2004 but has been expanded upon. This register is subject to periodic review and update so that any emerging issue or potential risk may be actively managed. Our current register in relation to HMOs can be found below.

<i>Damp and mould</i>	<i>Temperature</i>	<i>Biocides & Poisons</i>	<i>Carbon Monoxide</i>
<i>Slips and trips</i>	<i>Asbestos</i>	<i>Hygiene / pests</i>	<i>Sharps</i>
<i>Accessibility</i>	<i>Fire</i>	<i>Anti-social time</i>	<i>Contamination</i>
<i>Manual handling</i>	<i>Weather</i>	<i>Substances</i>	<i>Training</i>
<i>Lead Exposure</i>	<i>Radiation</i>	<i>Vibration</i>	<i>PPE</i>
<i>Heights and Falls</i>	<i>Lighting</i>	<i>Anti-social behaviour</i>	<i>Noise</i>
<i>Stress</i>	<i>Ventilation</i>	<i>Disease and infect.</i>	<i>Lone Working</i>
<i>Food Safety</i>	<i>Space</i>	<i>Intruders</i>	<i>Data Exposure</i>
<i>Volatile Organic Compounds</i>	<i>Gas and combustion</i>	<i>Community</i>	<i>Obstructions</i>
<i>Entrapment</i>	<i>Explosions</i>	<i>Electrical Hazards</i>	<i>Over-occupancy</i>
<i>Disrepair</i>	<i>Furniture</i>	<i>Portable Appliance</i>	<i>Security</i>
<i>Falls (stairs)</i>	<i>Falls (height/levels)</i>	<i>Falls (movement)</i>	<i>Sanitation</i>

The majority of the above are contained within the General Risk Assessment (GRA) for each property which monitors the property. This is largely an identification tool and facilitates triggering a more developed and professional response. For example, Fire is acknowledged as a significant risk and properly assessed by the Fire Risk Assessment (FRA) usually completed by an external professional.

PTIUK Operations leads are required to develop, document, maintain and review a range of risk assessments to maintain good oversight of the property.

Risk Assessment Processes

- All risk assessments are subject to periodic update, audit, and review.
- All risk assessments should be completed by someone with the required skills, knowledge, and operational understanding to conduct them.
- All risk assessments should be reviewed periodically
- All risk assessments should be bespoke to the area being addressed with the proper tools being utilised to complete and be suitable score via generic risk matrixes.
- All risk assessments must be informed by earnest exploration of the area including investigation, testing, consultation, review and be subject to an Equality Impact Assessment.

PTIUK PMP

- All risk assessments should follow the Risk Matrix (below) to uniformly score and assess risk
- All risk assessments should protective mitigation works and where risk cannot be sufficiently mitigated a Risk Management Plan should be produced.
- All risk assessments should be accessible to all staff, tenants, contractors, and volunteers as required to keep parties safe.

Standard Risk Matrix Framing Used by most PTIUK Risk Assessments

Risk Matrix			Risk Matrix Score and Guidance																																																											
Likelihood	Description	Definition	<table border="1"> <thead> <tr> <th colspan="2" rowspan="2"></th> <th colspan="5">Likelihood of Occurrence</th> </tr> <tr> <th>1</th> <th>2</th> <th>3</th> <th>4</th> <th>5</th> </tr> <tr> <th>Severity of Risk</th> <th></th> <th>Rare</th> <th>Unlikely</th> <th>Possible</th> <th>Likely</th> <th>Certain</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Minimal</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>2</td> <td>Minor</td> <td>2</td> <td>4</td> <td>6</td> <td>8</td> <td>10</td> </tr> <tr> <td>3</td> <td>Moderate</td> <td>3</td> <td>6</td> <td>9</td> <td>12</td> <td>15</td> </tr> <tr> <td>4</td> <td>Major</td> <td>4</td> <td>8</td> <td>12</td> <td>16</td> <td>20</td> </tr> <tr> <td>5</td> <td>Catastrophic</td> <td>5</td> <td>10</td> <td>15</td> <td>20</td> <td>25</td> </tr> </tbody> </table>								Likelihood of Occurrence					1	2	3	4	5	Severity of Risk		Rare	Unlikely	Possible	Likely	Certain	1	Minimal	1	2	3	4	5	2	Minor	2	4	6	8	10	3	Moderate	3	6	9	12	15	4	Major	4	8	12	16	20	5	Catastrophic	5	10	15	20	25
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4	Major	4	8	12	16	20																																																								
5	Catastrophic	5	10	15	20	25																																																								
1	Rare	May occur only in exceptional circumstances																																																												
2	Unlikely	Could occur at some time																																																												
3	Possible	Might occur at some time if other factors precipitate																																																												
4	Likely	May occur in most circumstances																																																												
5	Certain	If the activity continues it is almost certain to occur																																																												
Severity	Description	Definition	<p>Score</p> <p>Low risk (Green) – Score between 1 and 4 the activity should be monitored with any quick and simple measures implemented immediately.</p> <p>Moderate risk (Yellow) – Score of between 5 and 15 review safety measures. Inform, instruct, and train staff. Introduce and implement new or a higher level of control measures as soon as possible to reduce the level of risk.</p> <p>High risk (Red) – Scores 15 – 25 (High/Red) the risk assessment MUST be re-evaluated; further controls must be implemented as soon as possible to reduce the level of risk and if it is considered necessary stop the activity.</p>																																																											
1	Minimal	None to low risk of harm/injury																																																												
2	Minor	Could require first aid or additional treatment																																																												
3	Moderate	Could result in lost time at work or lasting issues																																																												
4	Major	Could result in reportable RIDDOR event																																																												
5	Catastrophic	Could result in significant injury or death																																																												

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Property Monitoring Documents

Below is a non-exhaustive list of property monitoring checks to ensure our property is safe and suitable for our tenants.

Safety Monitoring	Purpose	Review / renewal
Gas Safety Certificate (GSC)	Safety check completed by a qualified engineer for assessing gas safety of boilers, ovens and hobs	Annual
Electrical Installation Condition Report (EICR)	Safety check completed by a qualified electrician for assessing the quality and safety of the electrical wiring within the property	Every five years
Portable Appliance Testing (PAT)	Safety check completed by a qualified professional on the safety of portable appliances such as fridges, TVs etc	Annual
Fire Alarm Test (FAT)	Safety check of the integrated fire alarm system including detection heads and panels, if any.	Annual
Emergency Lighting Test (ELT)	Safety check on the integrated emergency lighting bulkheads including discharge tests	Annual
Fire Risk Assessment (FRA)	Safety Assessment for the property in relation to fire safety and areas of risk	Annual
General Risk Assessment (GRA)	Internal Risk Assessment document to identify risks within a property.	Annual

6. Documents, Records and Data Control

Procedures have been established to control all documentation and data within the PTIUK operating procedures, supporting guidance, forms, and safety instructions (see Data Protection Policy / Access Policy).

This ensures that:

- (i) Documents and data can be located;
- (ii) It is periodically reviewed, revised, and approved for adequacy by authorised employees;
- (iii) Current versions of documents and data are available at all required locations;
- (iv) Obsolete documents and data are promptly removed from service;
- (v) Archival documents and data retained for legal, or knowledge preservation purposes are clearly identified.

7. Local Management

PTIUK has defined the standards required for the local management within each of their remote delivery settings (such as properties). PTIUK Managers are provided with a management system template which is developed into a local system. Local systems are subject to a biannual audit.

8. Emergency Preparedness and Response

PTIUK has established and maintained procedures to identify the potential for, and responses to, reasonably foreseeable incidents and emergency situations and for preventing and mitigating the likely illness and injury that may be associated with them.

Emergency plans and procedures are subject to periodic review especially after the occurrence of incidents or emergency situations.

Arrangements are also in place to periodically test these procedures against pre-determined schedules.

PTIUK is required to develop local responses to reasonably foreseeable emergency situations as part of their local safety management approach.

Accidents and critical incidents are logged for investigation and RIDDOR reporting requirements.

9. Performance measurement and monitoring

PTIUK has established procedures to monitor and measure property management on a regular basis.

Key performance parameters have been identified that determine whether:

- (i) Property management policy and its objectives are being achieved;
- (ii) Risk controls have been implemented and are effective;
- (iii) Lessons are learnt from management system failures, including accidents and near misses;
- (iv) Training and awareness programmes are effective;
- (v) Information that could help to review or improve property management policy is produced.

10. Accidents, Incidents and Non-Conformance Management

PTIUK has developed effective procedures for reporting and investigating accidents, incidents, and non-conformances. The prime purpose of this procedure is to prevent further occurrence by identifying and dealing with the root causes.

This procedure defines the responsibilities and authorities for:

- (i) Reporting to our regulatory bodies;
- (ii) Reporting accidents, incidents, near misses and non-conformances;
- (iii) Recording and record keeping;
- (iv) Investigation and analysis of both accidents and near misses;
- (v) Corrective and preventive actions;
- (vi) Monitoring and communicating results
- (vii) Follow-up

11. Audit

PTIUK is fully committed to the concept of health and safety management system auditing. Audits provide a comprehensive and formal assessment of conformity to policies and procedures.

Audits are subject to formal scheduling and are carried out by competent personnel.

The results of audits are communicated to relevant parties so that corrective actions can be considered. Action plans of agreed remedial measures are developed and implemented together with follow-up monitoring arrangements.

12. Management review

PTIUK has developed a procedure to ensure that the property management policy is subject to periodic management review.

The purpose of the management review is to assess whether the property management policy is being fully implemented and remains suitable for achieving the stated policy objectives.

The management review process will also establish new or updated objectives for continual improvement and consider whether changes are needed to any elements of the property management policy.

13. Procedures

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1.4	Property Management Standards <ul style="list-style-type: none"> • <i>HMO Standards</i> • <i>Electrical Standards</i> • <i>Gas Standards</i> • <i>Water Standards</i> • <i>Access Standards</i> • <i>Storage Standards</i> • <i>Hygiene Standards</i> • <i>Temperature Standards</i> • <i>Security Standards</i> • <i>Occupancy Standards</i> • <i>Behaviour Standards</i> 	35
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13.1 General Principles

To support our property management policy we are committed to the following duties:

- a) Undertake regular, recorded risk assessment of the premises and all activities undertaken within by staff, tenants, contractors and third parties.
- b) Create a safe environment by putting measures in place as identified by clear and considered risk assessment
- c) Ensure that all staff and tenants are given the appropriate level of training/support
- d) Ensure that all staff are aware of, understand and follow the organisation's property management policy
- e) Report any injuries or accidents sustained during any activity as a function of PTIUK work, whilst on PTIUK premises or if an injured party should happen upon our project area.
- f) Ensure that the implementation of the policy is reviewed regularly and monitored for effectiveness.

We expect all tenants to abide by the following standards whilst in accommodation with us with consideration for limitations around language, skillset, age, cultural practices, lived experience or understanding:

- a) Take reasonable care for your own wellbeing and that of others who may be affected by what you do or not do, including your housemates, PTIUK staff or your friends.
- b) To follow guidance from your PTIUK around property management.
- c) Co-operate with PTIUK on health & safety issues, both routine activities, such as house checks or during emergency situations such as an accident.
- d) Correctly use all equipment provided and be open to training as to how to use all items correctly.
- e) Not interfere with or misuse anything provided for your health, safety, or welfare.
- f) Take responsible steps to tell PTIUK when you have a health and safety concern relating to their property or tenancy.
- g) To conform to the expectations of their tenancy as it relates to managing their tenancy in a safe and appropriate manner.

PTIUK will endeavour to ensure all requirements asked of tenants in accommodation are:

- a) Understandable and accessible with consideration for language and understanding
- b) Responsible, appropriate, and clearly explained
- c) Accessible in the form of house rules / tenancy agreement, the welcome brochure and reviewed regularly.
- d) Properly risk assessed and compliant with all regulations both internal and external

- e) Do not bear any cost, be it financial or practical, to the tenant and all required equipment is provided.
- f) Reviewed regularly in consultation with tenants and experience.

PTIUK will implement the property management policy by effectively:

- a) Ensuring staff and contractors are competent and suitably trained.
- b) Setting property management policy performance indicators and standards, to ensure effective management.
- c) Ensuring that so far as is reasonably practicable, all hazards are identified, assessments are carried out, appropriate actions taken and recorded.
- d) Ensuring that all new and existing properties comply with the requirements of this policy.
- e) Significant hazards within their area are identified and that suitable and sufficient risk assessments are undertaken pertaining to general accommodation risks, substance and chemical risk, work equipment risks, manual handling risks, and fire risks.
- f) Any safety measures, actions and controls identified by any risk assessments are implemented or advice sought from the Competent Person(s) as noted.
- g) Employees and others are provided with suitable and sufficient information, instruction, and training to enable compliance with this policy as applicable.
- h) All purchases of equipment, materials and substances conform to BS EN and other approval standards as applicable.
- i) Completing all property and health and safety checks as required
- j) Feedback on property changes and improvements and when asked to engage with consultancy spaces to improve services.

15.2 Risk Assessments

- As stated in Section 4 and outlined in Section 5; PTIUK have an obligation to mitigate workplace risk via Risk Assessments and Risk Management Plans.
- Below is a list of the currently active Risk Assessments used in service. Each can be found on our shared database for review. These are our routine Risk Assessments, but rarer stand-alone Risk Assessments may be used for unexpected or bespoke works such as when there is:
 - Significant deviation from standard operating processes (Football Project / young person trip away).
 - Safeguarding requirements (honour-based violence, PREVENT, Lone Working situations, MISPERs).
 - Rare service altering occurrences (such as the COVID-19 Pandemic).
- A full breakdown of rarer risk assessments can be found in the Proformas folder, via the relevant policy appendix or consultation with your line manager.
- Before commencing any work at PTIUK all staff should be aware of the relevant risk assessment, the risks highlighted, the mitigation factors applied and the expectations of staff.
- Each Risk Assessment is updated either on a routine cycle, when regulatory change occurs, when policy / process changes, at the behest of relevant parties or if a significant incident should occur to warrant expedited review.
- Whilst not all Risk Assessments will require a Risk Management Plan all Risk Assessments should document risk mitigation strategies and outcomes to suitably manage risk.

15.3 Property Management

PTIUK has an obligation to ensure our properties are fully managed in accordance with all health and safety, safeguarding and housing regulations and requirements.

PTIUK responds to this via an interconnect mesh of Risk Assessments, property checks (as listed below) and management oversight systems.

Current PTIUK Checks

Check	Area	Subject	Completed by	Update Cycle
General Property Check	<i>A check on the state of the residential property being sought. Detailed physical exploration and record examination (such as GSC, HMO License, EICR, Environmental Health). Accompanied with the LARA, FRA and PRA Risk Assessments</i>	All Property types	Jay Horsman	On set up
Weekly or Monthly Property Check	<i>A weekly or monthly depending upon property check completed by staff on the state of the property exploring all communal. Examples include – fire systems, thoroughfares, fire exits, trip hazards, fire plan, smoke, heat detectors, fire doors and CO detectors, property hygiene, ventilation, appliances, heating, hot water, lighting, furnishment</i>	All Property types	Project Workers	Weekly or Monthly
Maintenance Worker Check	<i>A requested check completed by our Maintenance Workers on the state of the property. Areas include targeted requests following discovery of issue or fault and reported via multiple mechanism – such as: damage, pests, mail, access, heating, lighting, ventilation, cleanliness, appliances, fire systems, damp, access, and security</i>	All Property types	Maintenance Workers	As and when advised
One, Three or Six Month Property	<i>Depending upon property - A detailed full health and safety check completed monthly (1, 3, 6) to all areas of the property. This is completed by two staff and requires bedroom access notification. Some of the areas covered by this check include:</i>	All Property types	Admin and S./Project Worker	One to Six Monthly

Check	<p><i>Gas / Electric Readings, First Aid Box, Accident Book, Fire Safety Checklist and Systems, CO Check, Temperature Check, Fire Systems and Safety, Windows / Window Covers / Locks, House Inventory Items, Walls and Damp, Doors and Locks, Floors and Coverings, Furniture, Fittings, Wiring, Sockets, Taps, Plumbing, Lighting, Hygiene, Access, Key Boxes, Security / Barriers, and Garden Status</i></p> <p><i>This check will also inform on the House Risk Assessment</i></p>			
Legionella Check	<i>A check on the Legionella potential in additional to resolution works required</i>	All Property types	Maintenance Worker	Quarterly
PAT Check	<i>A check on all Portable Appliances as tested by a qualified person to all spaces and all appliances within PTIUK properties including tenant items. Bedroom notification and information letter required for tenants</i>	All Property types	External Professional	Annually
Heating Audit	<i>A check on the property heating systems to ensure there are no concerns ahead of winter / colder periods. More in depth than monthly check and is accompanied by suitable works such as boiler servicing, radiator bleeds, valve replacements and emergency portable heater testing as completed by Maintenance Workers</i>	All Property types	Maintenance Worker	Annually
Utility and License Checks	<p><i>Various checks in line with property obligations. Supported by staff but carried out by external professionals. PTIUK will often have to evidence these checks to Local Authorities. These include:</i></p> <p><i>Gas Safety Checks for Gas Safety Certificates</i></p> <p><i>Electrical Installation Condition Reports for EICR Certificates</i></p> <p><i>HMO Inspections / Checks for compliance with HMO standards around fire doors, fire alarms, fire management methods</i></p>	All Property types	Various but coordinated by a manager	Check type dependent . GCS is annually. EICR is every 5 years etc.
Ad hoc checks	<i>Additional checks completed by staff as part of bespoke works, raised concerns or as addition to the service. This would include:</i>	All Property	Various but coordinated	Check type

	<ul style="list-style-type: none"> • <i>Tenant welfare checks</i> • <i>House set up checks</i> • <i>Damage report checks</i> • <i>Anti-social behaviour</i> • <i>House inventory checks</i> • <i>Room checkout check</i> • <i>Guest/overstayer checks</i> • <i>Maintenance concern checks</i> • <i>House close down checks</i> 	types	by a manager	dependent
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All checks are logged, checked, and reviewed using the Property Management System. From the checks additional subsidiary logs are also kept such as the Damage Log and Fire Systems Log for efficient monitoring.

Staff should take a pro-active, professional curiosity approach to property issues and concerns to ensure all possible risks are captured. Staff should be empowering tenants to understand and observe their environments as well as bring any concerns or issues they may have to staff, as and when needed.

Outside of routine checks staff should also be aware of the following concerns issues as they present and suitably report:

- Keep corridors, exits and entrances clear of obstruction and litter
- Never obstruct fire exits, alarms, and appliances
- Report defects in stairs, walkways, flooring, handrails etc
- Clean up spilt liquids
- Report Faulty Lighting

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15.4 Property Management Standards

HMO Standards

- PTIUK will only onboard properties that are lawfully able to be HMOs if looking to utilise the property as a HMO. This includes but not limited to:
 - Clear Article 4 Planning Permission to be used as a HMO (or readily available following discussion with the Council)
 - Clear history of having been used as a HMO
 - Clear lawful capacity to be used as a HMO with no obvious structural or legal barriers – for example, exposed high risk rooms within the fire exit route.
 - No history of HMO violations or infractions relating to the properties use as a HMO. For example, having been used as an illegal HMO
- PTIUK will take all steps to apply for a HMO license immediately as required within the area it will operate in including Mandatory or Selective Licensing Standards and be in good discussion with the Council relating to application process.
- PTIUK will manage any schedule of works diligently and provide any and all evidence to the Council on its completion.
- PTIUK will complete any and all works as required and outlined by the Council to be fully lawfully compliant
- PTIUK with its long history of HMO standards will undertake all HMO compliant works as identified, by its internal review immediately and will not wait to be advised by the Council for basic and required provisions – for example, Fire Doors or a Fire System. PTIUK will of course confirm its intended approach meets local requirements,
- PTIUK will maintain all required HMO safety systems at all times by using its monitoring processes. For example, Fire Alarm Checks.
- PTIUK will only onboard tenants demonstrating, through interview, references or discussion an ability to manage the requirements of a HMO based tenancy. In doing so will also always uphold principles of equality, diversity and inclusion and ensure tenants are given ample spacing to meet the needs of their tenancy agreement.
- PTIUK will maintain their properties to a high standard in terms of maintenance and within the local community.
- PTIUK will maintain will HMO checks and assessments on their required schedule and ensure all documents are provided to the Council.
- PTIUK will inform the Council of any failed safety check, such as an EICR, provide a Risk Management Plan to address the faults and most importantly, fix the faults in a timely and safe manner. Any overt risks to the tenants will be managed in accordance with our Tenancy and our obligations around Health and Safety, for example, decanting or re-homing.

Electrical Standards

- Electrical repairs are to be undertaken only by qualified electrical or electronic tradesman using the proper tools and test equipment.
- Electrical faults are to be reported as soon as they are discovered.

- Particular attention must be paid to cables, connections, correct fuse rating and earthing of portable appliances.
- PTIUK Maintenance Workers can diagnosis and explore electrical issues only to the extent of their training and role.
- PAT and EICRs are completed regularly to ensure electrical systems and services are appropriate
- PTIUK will maintain a list of approved vendors for electrical works including emergencies.
- PTIUK will make safe any significant electrical fault as soon as possible following detection. This could involve partial or full shut off to the electrical system as well as locking and blocking to concern areas.
- PTIUK will keep a log of all appliances within properties in addition to any electrical relevant provisions such as fuse boards, isolation switches and plugs.
- PTIUK will maintain a list of suitable vendors to deliver on planned or emergency works as required. Such vendors should be vetted, competent, referenced, accredited, and embody additional qualifications skill sets and standards to support the service.
- PTIUK to ensure the property has enough plugs and sockets for general use and in compliance with HMO standards. PTIUK to be vigilant for extension lead usage that denotes a lack of sockets for the property.

Gas Standards

- Gas repairs are only to be undertaken by qualified/certified gas tradesman using the proper tools and test equipment.
- Gas faults are to be reported as soon as they are discovered, and quick evacuation may be required.
- Particular attention must be paid to disturbances around gas pipelines, external and internal to the house. In addition to disturbances around boilers or gas cookers.
- PTIUK Maintenance Workers can diagnosis and explore gas related issues only to the extent of their training and role.
- Gas Safety Checks are completed regularly to ensure gas systems and services are appropriate
- PTIUK will maintain a list of approved vendors for gas works including emergencies such as the National Grid
- PTIUK will make safe any significant gas fault as soon as possible following detection. This could involve partial or full shut off to the gas system as well as locking and blocking to concern areas.
- PTIUK will keep a log of all gas applications and appliances within properties in addition to any gas relevant provisions such as gas metres, shut off valves and isolation valves.
- PTIUK will maintain a list of suitable vendors to deliver on planned or emergency works as required. Such vendors should be vetted, competent, referenced, accredited, and embody additional qualifications skill sets and standards to support the service.

- PTIUK will ensure that it has operational, checked and monitored Carbon Monoxide (CO) detectors in the required locations such as near boilers and ovens to alert to any CO gas leakage and risk.

Water Standards

- Plumbing repairs are to be undertaken only by qualified plumber using the proper tools and test equipment.
- Water faults and water ingress issues are to be reported as soon as they are discovered.
- Any disruption to sewage services such as significant drain blockages or ruptures to be dealt with quickly and effectively
- Particular attention must be paid to disturbances around waterpipes, and drainage external and internal to the house. In addition to disturbances around water sources (sinks, showers, washing machines, boilers) and any areas below these spaces.
- Any puddling or pooling of water in any location of the property needs to be:
 - Investigated for source via staff and Maintenance Workers
 - Remedied at source to prevent reoccurrence. If found to be behaviour related (i.e., drink spillage) the appropriate safeguards need to be applied around house inventory, signage, and Independent Living Skills
 - The puddle or pool needs to be immediately documented (photos) and suitably cleaned up by trained staff. If a corrosive or unknown liquid, then COSHH approaches need to be applied with the appropriate Personal Protective Equipment.
 - If in any doubt as to liquid type, or are unable to clean, then staff should deploy the Slips Warning signage, present in each property, over the area and safely monitor until resolved by a deployed worker.
- PTIUK Maintenance Workers can diagnosis and explore plumbing related issues only to the extent of their training and role.
- Regular Weekly/Monthly Property Checks are completed to ensure the property plumbing and services are appropriate.
- PTIUK will maintain a list of approved vendors for plumbing works including emergencies
- PTIUK will make safe any significant plumbing fault as soon as possible following detection. This could involve partial or full shut off to the water system as well as locking and blocking to concern areas.
- PTIUK will keep a log of all water applications and appliances within properties in addition to any water relevant provisions such as stop-clocks (street, garden and internal) and any isolation valves linked to specific fixtures or appliances such as washing machines.
- PTIUK will maintain a list of suitable vendors to deliver on planned or emergency works as required. Such vendors should be vetted, competent, referenced, accredited, and embody additional qualifications skill sets and standards to support the service.

Access Standards

- To ensure all bedrooms have a functional lock with a key that is not shared with anyone else beside the tenant, PTIUK and approved contractors. Also ensure all locks are turn-style for fire safety
- To ensure all external doors such as front door and back doors have suitable turn-style locks and the key for access is provided to all tenants.
- To immediately fix and / or replace any damaged locks as per maintenance requirements and standards.
- To change the locks to bedrooms and front doors when and if required, such as the exiting of tenants. Use of non-copy key systems is advised to reduce the risk of guests overstaying and inappropriate copying.
- To ensure tenants have good and reasonable access to their house and rooms at all times including when a key is lost by the tenant.
- To ensure any key replacement is not excessive or limiting to the tenant
- To ensure that any access to the property conforms to the access standards as outlined in the tenancy – for example, 24 hours notice, and does not impact the tenants quiet enjoyment of the property. This applies to contractors as well.
- To ensure tenants have good access to all heating, power and light controls such as fuse boards, thermostats and gas meters. This is both for comfort and for safety.
- To ensure good communication with PTIUK or contact information is provided to all tenants as part of their induction to us as well as in all documentation and correspondence issued to them. Lastly, but most importantly our contact information is provided on the property notice board at the front of the property.
- Our service is 24/7 thus ensuring if there is a developing need our staff are on-hand to support as needed.

Storage Standards

- PTIUK to ensure suitable storage is provided to tenants within the kitchen, communal spaces that complies with HMO standards. Particular care should be taken with fridge, cupboard and freezer storage.
- PTIUK to ensure, where rooms are provided furnished, that enough storage is provided in the desks, wardrobes and chest of draws.
- PTIUK to ensure that enough communal storage is provided in areas such as understairs for cleanliness items such as mops, brooms. PTIUK to also ensure these areas are not used for inappropriate storage that could pose a fire risk.
- PTIUK to provide suitable bike storage opportunities where possible to support tenant usage of bikes.
- PTIUK to provide, where possible, car parking, ideally off-street for tenants.
- PTIUK to monitor storage for useless for example, overloading or storage of dangerous items such as a paints.

Hygiene Standards

- To ensure all water and bathing facilities are kept operational and inline with HMO standards (for example, proximity of wash basin to toilets and supplies of hot/cold water)
- To provide an outside tap to address cleanliness for external needs – such as muddy work boots and clothes
- To ensure
- To provide sufficient laundry provisions including washing machines and dryers inline with HMO standards. In addition to ensure they are operational and monitored.
- To ensure all food cupboards and spaces are pest resistant (for example, sealed).
- To monitor property hygiene via weekly / monthly checks and put in place a course of action to address any hygiene issue that may be presenting.
- To monitor and suitably manage any concerns relating to pests be they internal or external. This includes mice, rats, bedbugs and other pest that may occur within properties.
- To ensure the property has a suitable bin and rubbish provision that conforms to the Local Councils processes around general waste, food waste and recycling. To further ensure that adequate bin provisions including enlarged bins suitable for the amount of people residing at the property are provided.
- To ensure tenants are provided a leaflet that outlines collection dates and times.
- To ensure that collection occurs and any missed collections are addressed either via contact with the Council for reporting or via private removals to deter pests and unpleasant aesthetics.
- To provide suitable internal bin provisions for short-term storage and disposal.
- To monitor waste removal so that bins are not disruptive to external spaces like pavements or streets.

Temperature Standards

- PTIUK has a contractual, compliance and statutory requirement to provide accommodation that is of a suitable temperature.
- PTIUK ensures this by providing systems that meet this need such as a central heating and radiator system
 - That this system is lawful and suitably serviced within the property
 - That this system is interactable on a room (TRVs on radiators) and whole house (thermostat controlled)
- As such tenants are able to moderate their living space to temperatures that they prefer within the bounds of those lawfully required of us.
- Tenants have free access to set the heating system to their preferences.
- PTIUK also has a fleet of safe portable heaters to deploy to a property should the heating system ever go down as well as extensive maintenance contracts to ensure we can address any boiler or heating system fault.
- Once a year ahead of winter PTIUK completes a heating audit which is a full property assessment for temperature and heating stability. This includes taking temperature readings in every room, servicing the boiler, bleeding all radiators and measuring water

temperature in all outflows. This is done to detect faults within the service as well as ensure the winter period is comfortable for all tenants. This can also be completed at the request of a tenant should any issues arise during the tenancy.

- PTIUK also make liberal use of electric showers within our properties which not only benefit the environment but are also reliable systems should a gas boiler develop a fault. This small comfort can go some way to offsetting this problem if it should arise.

Security Standards

- PTIUK will ensure all fences, gates and other external property demarcation is in a good state of repair and effective in creating a barrier for access where possible
- Any gates that are locked should not be part of the fire evacuation plan and if they are that the gate can be opened internally by a suitable mechanism for low light and poor weather conditions.
- PTIUK will ensure that all entry points (doors) and pseudo entry points (windows, vents) are in a good state of repair and resistant to external tampering and damage. Further, that all passable points have good working and secure locks.
- PTIUK does not currently utilise CCTV provision at any property but is open to the potential if supporting a security need.
- PTIUK to address any security concerns be they external or internal in an effective considered and appropriate manner to ensure tenant safety and comfort.

Occupancy Standards

- To ensure the property is occupied only to the levels allowed by the HMO license.
- PTIUK generally only offers single tenancies as such occupancy is normally below potential levels in any given property.
- To ensure whilst tenants have the right to guests and quiet enjoyment that guests do not overstay their welcome and do not cause disharmony / over-occupancy within the property by staying excessively. This is to be managed via the tenancy agreement as well as our Positive Relationships Policy (Anti-social Behaviour Policy).
- To ensure anyone found or reported to be staying in the communal spaces is addressed quickly and firmly to ensure the safety and wellbeing of tenants.
- To ensure that social interactions, such as gatherings are handled inline with the Fire Risk Assessment and Positive Relationship Policy.

Behaviour Standards

- Tenant behaviour management including how to handle anti-social behaviour is managed within our Positive Relationship Policy (Anti-social Behaviour Policy).
- However, in short are some components relating and relevant to the Property Management Policy:
- Anti-social behaviour can take on many guises from the overt such as threats and violence to more covert such as substance use and bullying. Whilst not an exhaustive list here are some behaviours that PTIUK may see as problematic (ASB) if occurring either singularly or frequently as part of a tenancy:
 - Rude or abusive comments in addition pattern negative comments (ala bullying)

- Loud noise late at night or consistent / unexpected as well as malicious inclusive of music
- Threats, intimidation, coercion, harassment
- Vandalism or reckless behaviour likely to result in damage
- Being under the influence of substances and disorderly
- Certain criminal or criminal adjunct behaviours
- However, anti-social behaviour manifests it is experienced by others as, distressful, alarming and disruptive to their quiet enjoyment of their home and community.
- Victims of anti-social behaviour could be other tenants, neighbours, our staff / contractors, members of the community and the general population.
- Anti-social behaviour can be expressed via many mediums including verbal, physical via voice and written communication.
- Tenants are expected to conduct themselves within their accommodation and the immediate community inline with the signed tenancy agreement.
- Tenant's guests behaviour is the responsibility of the tenant. PTIUK reserves the right to conduct vastly more firmer responses to guest behaviour if required.

PTIUK is required to respond to anti-social behaviour as part of HMO License conditions and will respond rapidly and firmly to any anti-social behaviour to safeguard the wellbeing of all parties relating to the property.

- Anti-social behaviour can run the risk of tenants losing their accommodation and criminal justice involvement if sufficiently serious. Criminal activity detected within our property will be reported to the police and / or other support services if relevant. This includes substances either discovered or suspected.
- PTIUK also understands that misunderstandings and mild conflict between tenants and neighbours can occur and will work constructively with all parties to reach as positive outcome. Our Positive Relationship Policy outlines restorative approaches
- PTIUK will work closely with the local Environmental Health Team and other partnership agencies to address any anti-social behaviour that triggers a response from this Council service.
- PTIUK operates a 24/7, 365 day-a-year service meaning that our organisation is always contactable to handle any developing anti-social situation, crisis or emergency need. We find that swift immediate intervention can readily resolve most issues to a positive outcome. This service is ofcourse offered to any neighbours and we pride in providing our contact details to all neighbours (as well as businesses) within the property area should there ever be an issue.

Reporting

All incidents and accidents or near accidents must be reported to the manager. The manager will follow the necessary procedures and implement control measures to minimise the risk in the future.

15.5 Maintenance Management

Maintenance Management

PTIUK centrally records all maintenance issues / problems with the following framing (below table). This approach outlines the issue at hand, responsibility, resolution and learning steps to address any developing issues. The log of all maintenance issues and works is maintained so as to detect patterns, repeated issues. Additional subsidiary logs are also kept for critical areas such as Fire Safety.

Maintenance Management Recording
Date
House
Location
Brief description / Action
Triage
Delegation
Actions Required
Outcome
Date Completed
Actions/Outcomes/Completed By
Any further action needed?

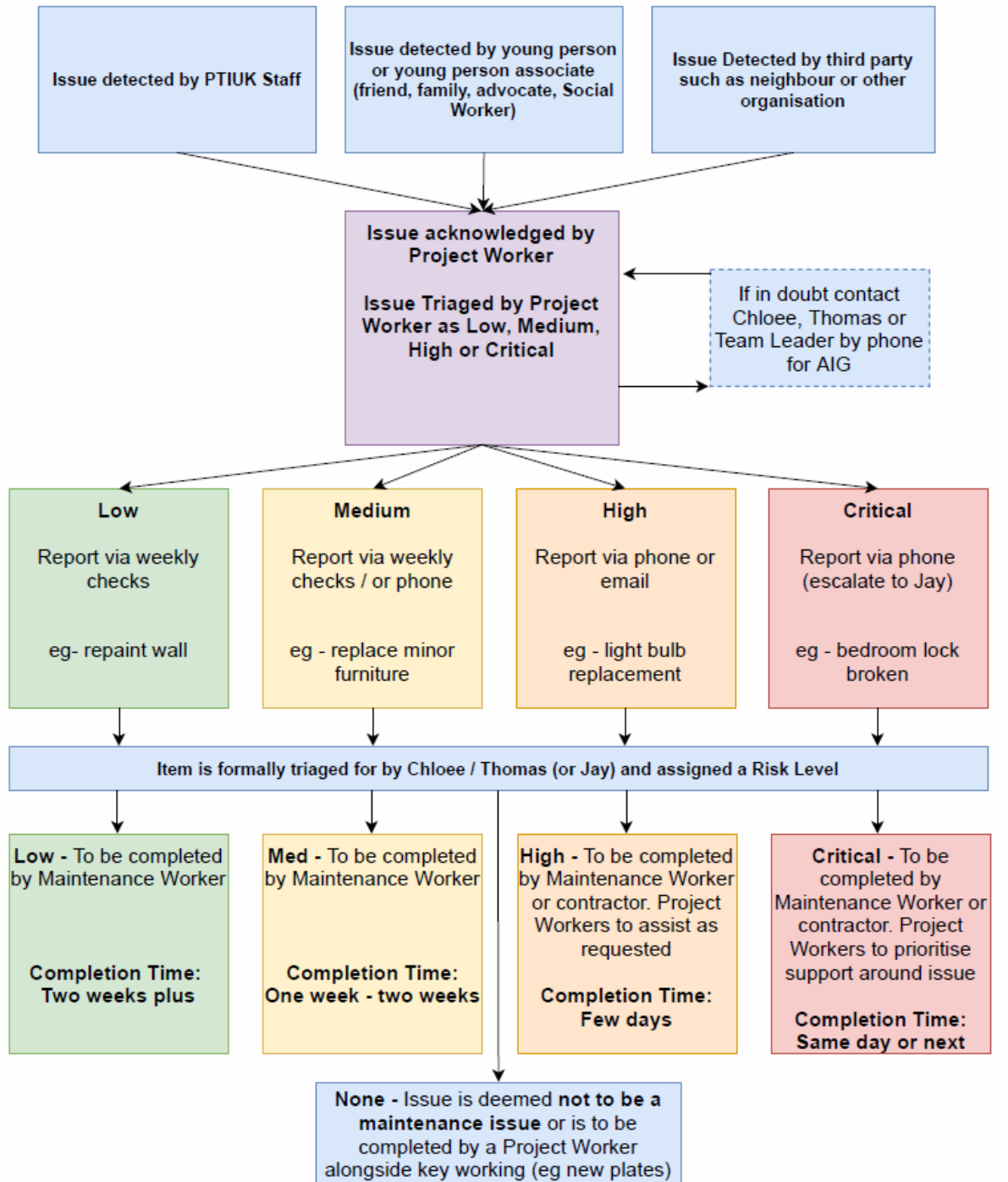
Maintenance issues are raised via checks and information sharing (see below Maintenance Diagnostic and Response Flow Chart – next page).

Each maintenance issue is triaged based on severity and likelihood of harm to staff and tenants. Additional diagnostic information will be sought from impacted and knowledgeable parties. Once all detail is quickly established a repair pathway is determined with appropriate short-term safeguards being set-up, the appropriate fixes being planned, and long-term safeguards / learning outcomes being applied.

In addition to the in-house maintenance team PTIUK will maintain a list of suitable vendors to deliver on planned or emergency works as required for example gas engineers, glazers, locksmiths, and cleaners. Such vendors should be vetted, competent, referenced, accredited, and embody additional qualifications skill sets and standards to support the service.

Please see out Maintenance Policy for framing on particular common maintenance issues within our properties and steps taken to resolve them in an expedient, cost-effective and safe manner.

Maintenance Diagnostic and Response Flow Chart (process same across all levels of accommodation and support services)



15.6 Fire Management (Prevention & Evacuation)

All staff have an obligation to manage and prevent fire occurrences big and small in the residential properties

Fire Wardens		
Name		Area
Jay Horsman		Overall Responsibility

PTIUK will ensure all Fire Systems in the property:

- Comply with National and Local Standards
- Comply with the HMO standards for a given area / national standard
- Are checked and reviewed for safety and operation

PTIUK will ensure all Fire Systems are developed in the property to the required standard.

This includes but is not limited to:

- Hard-wired Fire Alarm System (Automatic Fire Detection System) for the type of property being used. At minimum this will be hard-wired sensors in all living spaces but may also include break points, fire panels etc.
- Fire Doors on all required rooms and hallways especially as it relates to escape routes. These doors will conform to the standard required but may be 30 minute / 1 hour, automatic closing etc (BS476).
- Fire Blankets and if required fire extinguishers in all required areas and suitable training provided to tenants and staff.
- Fire boarding to all areas that is required, particularly understairs alcoves and fuseboard door panelling.
- Safety locks on windows and suitable locks on doors to conform to the Fire Safety Standards – usually these are “turn-style” locks which ease escape
- Any and all provided furniture has the required and suitable fire safety tags
- Any and all electrical appliances are properly used, stored and are PAT (tested) as required.
- All emergency lighting is operational and in place as required by the Councils HMO specification and our own internal risk assessments. Further that it is regularly reviewed and checked to be operational.
- That the Fire Evacuation Plan is shared with all tenants on move in and is displayed clearly in the communal space on entrance.
- That the contact details for the organisation are clearly provided to tenants on the noticeboard.
- Smoking is not permitted within our properties and we provide external smoking spaces for this activity. PTIUK is also aware that smoking may still occur within the

property and will work with tenants to address this behaviour if required within a framework of harm minimisation to ensure maximum safety.

Various systems exist to prevent and manage the occurrences of fire. These include:

- Fire Risk Assessments for each property and office
- Fire Safety Training including Warden Training to staff
- Fire evacuation plan as outlined by the Fire Risk Assessment
- Fire evacuation drills if required
- Fire evacuation signage and guides to all areas of the properties
- Meet fire systems standards around detectors, fire doors, escape routes and lock types (HMOs / LACORS)
- Fire system checks – weekly, monthly as per the property checks
- Property appliance and systems checks to reduce the risk of residential fires (GSC, EICR, PAT)
- Fire prevention tools such as Fire Blankets in properties
- Clear guidance to tenants around fire safety practices and additional support and training if found to be needed around common risk behaviours such as microwave use, oven use, candles, incense etc.
- Clear and considered house guidance around what fire risk activities are and are not allowed in properties in combination with the tenancy agreement.
- Deployment systems to safely meet emergency need in a suitable way. For example, portable safety heaters to be used instead of portable “blow radiators.” With accompanying system to manage their bespoke usage.
- Reporting and login systems to detect and address fire safety concerns and breaches.
- Robust Support and Safeguarding Policy approaches to reduce the risk of fire caused via behaviour (such as smoking in room or covering fire alarms).

Staff should be aware of the common causes of fire in residential spaces which include:

- a) Careless disposal of lighted cigarettes or matches;
- b) Accumulation of rubbish, paper or other materials that can easily catch fire;
- c) Electrical wiring, plugs and sockets in poor condition or overloaded;
- d) Electrical equipment left switched on when it is not in use;
- e) Flammable material left close to sources of heat;
- f) Obstructing the ventilation of heaters, machinery, or office equipment;
- g) Inadequate clearing of work or preparation areas such as kitchens.
- h) The most effective means of reducing the risk of fire is by adopting safe systems of work and good housekeeping standards

Evacuation Procedure

The Fire Risk Assessment, Fire Procedures and Fire Precaution Scheme involves a pre-arranged plan for the evacuation of all buildings, the main components of which are:

- 1 Speedy evacuation of premises - target time 3 minutes*.

2. Familiarity with normal and alternative escape routes.
3. Arrangements to summon the emergency services.
4. Assemble in a designated area.
5. Arrangements to account for all evacuated personnel.

* *In certain situations, hunkering down behind fire doors is the advised course of action (always check Fire Evacuation Plan)*

Each property will have a clear evacuation plan. This will be held centrally for training as well as be placed on notice boards within properties. The evacuation plan will also include fire signage and step by step instructions unique to each property but generally comparable across all properties.

Familiarity with the Fire Evacuation Instructions, Assembly Point, Alternative Escape Routes, and Summoning help is achieved through fire drills and bespoke training to staff. There is a need for some individuals to be designated with certain responsibilities in emergency situations which is why there is a designated Fire Officer.

The Fire Officer and Deputies are appointed to provide a chain of control and information for the guidance and safety of staff and the security of the building. The Fire Office role is generally filled by a nominated member of the team. However, as our houses are mostly unstaffed with sporadic staff attendance and member of the PTIUK staffing team will have to take on deputised responsibility in case a fire breaks out in a property being attended.

Fire Management

Any fire event will require the presence of a senior manager to coordinate and support the situation. No staff or tenant is to return to the property until it has been fully checked by the Fire Service and deemed safe to return. Staff should be dynamically risk assessing and meeting the minute-to-minute needs of the tenants that are impacted by the fire event. This could include:

- Emotional support as it relates to the trauma following a fire event with particular awareness around loss, past experience and instability.
- Physical needs such as warmth, food, clothing, injury and shelter and personal effects.
- Calls to tenants not currently at home but impacted by the fire event. Call should advise on situation and safest place for them as assessed.
- Consideration should be paid to time of day, the weather, the temperature, seating, and general safety of the area. Relocation of the tenants to a safer space such as the office or a local café for refreshments and emotional support should be actioned as needed. If supporting tenants away from the site then enough staff should be deployed to both meet this need and remain present outside of the fire site to render assistance to police and fire services, monitor the situation and intercept returning tenants
- Clothing to meet immediate need should be provided such as foot ware or a jacket.

Tenants and staff should be medically assessed if they have come into contact with fire or smoke or if they were in the house. This can be from a first aider, ambulance services, 111 services or Accident and Emergency Services based on the presenting health needs. If in doubt call 999 as injury from fire in addition to the trauma of the situation could result in missed health needs – especially shock.

On the property being deemed safe to return two members of staff will enter the property to ensure there are no residual hazards. This could include:

- Biologicals such as blood on the walls or floor from abrasions or smoke inhalation.
- Damaged furniture
- Water or other damage from fire suppression systems / activities
- Tenant personal items left unsecured
- Electrical risks such as from water ingress
- Damage to security features such as main doors, bedroom doors or windows.
- Slip and trip hazards.
- Non-operational fire systems including waterlogged sensors, smashing break glasses, used fire blankets etc.
- Damage from fire or smoke presenting a risk of splinters, falling, clothing and skin damage or otherwise injury, ruin or hurt tenants and their personal items

All parts of the property should be assessed for suitability before tenants return. Once the house has been assessed tenants can start to return with managers being vigilant for reporting issues.

It is highly likely that following a fire incident return for the tenant will not be possible. In this instance PTIUK is to ensure that tenants have a safe-harbour for the day / night. This could be in the form of an existing vacancy in our properties or one of our dedicated emergency beds. If unable to render within service, then a hotel room can be considered. All relocation works need to be agreed. All relevant safeguarding steps such as Matching Assessments will still need to take place.

A timetable will be provided as soon as possible to tenant return including staggered returns and access limitations.

Any fire incident is a notifiable incident to:

- The Local Authority in which the property resides

An incident report should be created which identify events, learning opportunities and failures in the system.

15.7 Substances (COSHH)

PTIUK is a small accommodation provider. This involves our tenants and staff occasionally coming into contact with low-risk substance such as cleaning products. However, there is a possibility of staff coming into contact with new, novel, or high-risk substances such as biological fluids, narcotics, bacterium (such as legionella) and industrial substances that pose an elevated concern. PTIUK seek to conform to all standards as required under The Control of Substances Hazardous to Health Regulations 2002.

This includes:

- COSHH Assessment of substance storage and use practices including accidents and emergency situations
- COSHH Risk Assessment of Personal Protection Equipment in relation to substances identified.
- Develop suitable control and procurement processes to address risk, mitigate its impact, inform on risk, and manage the substance in procurement, storage, and usage.
- Provide training and support to staff to stay safe, use existing controls, inform on breach of systems / controls, and handle unexpected incidents / accidents
- Support staff in the monitoring of substances and disposal.

COSHH Assessment

The COSHH Assessment Form must be completed for all substances in use. The COSHH assessment should identify the hazards and risks associated with the use of substances. It will also contain details of precautions to be taken to control the risks associated with their use. Usually, the assessment is sufficient guidance for a substance. However, occasionally a Material Safety Data Sheet might need to be sourced to clearly outline management of the substance. Access to the COSHH Assessment for a particular substance should be kept on One Drive in the folder relating to the area in question. COSHH assessments should be reviewed regularly reflecting change in service expectation or client profile.

The COSHH Assessment must suitably outline

- The substance content
- Storage details
- List of parties who have access to the substance and whether this is supervised or not.
- States occupied by the substance in storage and handling uses
- Hazards and risks posed by the substance in a stored state
- Hazards and risks posed by the substance in a handled / used state

- Directions regarding how the substance should be handled including PPE recommendation and risks
- Controls in place to minimise risk posed
- First aid and medical intervention steps

Storage

Storage of substances should not only be assessed in independence but also in line with the fact that a) the items could be stored in low supervision areas (unstaffed properties), b) be prone to being moved by tenants to other areas and c) be prone to being used by tenants (or their guests). As such, checking of COSHH items should be incorporated into weekly Health and Safety Checks. Storage locations of items should be fully marked and labelled for the tenant and staff benefit.

Unexpected / Emergent Substances

Sometimes new, novel, or unexpected substances might be discovered at our properties. This will usually be the resultant of tenant activity. Some examples of substances can be found below:

- Biologicals – such as blood, saliva,
- Narcotics – both illegal and legal substances
- Food preparation resultants – such as produced from cooking or food storage
- Accidental production – such as produced ad hoc from a situation. For example, melting plastic from an item left improperly on a radiator.

COSHH assessments should be produced for substances that are anticipated to be found or encountered during the day-to-day operations at PTIUK. However, certain items will be novel, new or a one-time occurrence. When staff encounter such occurrences, they should not engage with the substance and immediately contact their Line Manager for advice, information, and guidance.

Safety within PTIUK Accommodation

PTIUK will consult with all relevant authorities, including local Fire authorities and Council Environmental Health authorities, to provide assessment and guidance regarding the safety policies and practices at all PTIUK accommodation.

Regular house inspections and risk assessments are carried out regularly by PTIUK staff for all accommodation, in consultation with staff and tenants

All maintenance needs brought to the attention of PTIUK by staff or tenants will be dealt with as quickly as possible, in conjunction with the external contractors where necessary.

All maintenance needs and action taken are recorded in a maintenance record and kept in shared computer files at office.

15.7 Proformas

Attached are some examples of our proforma documents used within our service. All proformas are found within our Proformas / Templates folder on Onedrive.

House Health and Safety Checklist

House: / KW:	Rating (why?)	R	Y	G	General Issue / Comments -	
Item				Yes	No	Comment and works required
1. Are the thoroughfares (halls, stairways) and fire exits clear of debris, obstructions and/or trip hazards?						
2. Is the fire plan , area map and service information on the house notice board ? (sight check)						
3. Are all smoke, heat detectors, fire doors and CO detectors operational? (single test to communal and sight check)						
4. Are all communal area floors clean, clear and void of markings, burns or stains? Are rugs well placed?						
5. Are the communal rooms clean, Hygienic and clear of debris and trip hazards? (sight check) – any black bags or overflow bins?						
6. Are the communal area windows and doors operational and in a good state (open/close/lock)?						
7. Are the fridge, freezer, microwave and oven in working order (hand and sight check) and properly used?						
8. Is the boiler working and supplying hot water ? Is the thermostat at a good temperature?						
9. Are the walls clean and free of mould/damp? Is there suitable ventilation to all areas (windows/extractor fans)?						
10. Are the garden's bushes, shrubs and grass areas cut/trimmed? Are access pathways stable and clear?						
11. Are all areas effectively lit ? Are all bulbs and light fixtures working and undamaged?						
12. Are all furnishings in good order with no sign of damage, staining or breakage?						
13. Are all portable electrical items properly stored, placed and used? Is the wiring intact and safe?						
14. Does the house have enough general cleaning supplies ? Are the mop, hoover, broom etc present?						
15. If present, is the duty phone operational (call out)?						
16. Any signs of outside presence in the house or any other welfare or safeguarding concerns of note? Any YPs present ?						<i>Immediately inform the Safeguarding Lead (or Deputy) of any serious concerns</i>

MONTHLY HOUSE CHECK FORM

Property		
Date		
Check by		
Gas Reading		
Electric Reading		
Young People Present? (comments?)		
General Check done?		
Problems and Issues listed?		
First Aid Box and Accident Book checked?		
Fire Safety Check List completed?		
Additional Comments		

Item	Kitchen (K)	Hall(s) / Landing(s) – One Room (H/L)	Front Garden / Entrance (FG)	Back Garden / Entrance (BG)
Fire Systems and Safety	Fire System: Fire blanket: Temp:	C0: FAK: Acc:	Fire System: Notice Board: Temp:	Access:
Windows / window locks	Window: Cover:	Window: Cover:	Lock:	Lock:
Walls / damp / painting	State:	State:	Saltbox:	Table and Seating:
Doors / locks	Door 1: Door 2: Door 3:	Door 4: Door 5: Door 6:	Door 1: Door 2: Door 3:	Door 4: Door 5: Door 6:
Floors / coverings	Cover: State: Rug / Runner:	Cover: State: Rug / Runner:	Key Box:	Key Box:
Furniture fittings	Fridge: Freezer: Cooker: Hob: Microwave: Kettle: Toaster:	Hoover: Mop: Bucket: Broom: Understairs Condition:	Security / Fencing / Barriers:	Security / Barriers:
Wiring / Sockets		Fusebox: Gas Meter:	Slips and Trips Concerns:	Slips and Trips Concerns:
Taps / Plumbing	Sink Hot: Cold: Fan: Washing Machine: Radiator:	Washing Machine: Radiator:	Debris:	Debris:
Lighting / Ceiling Area	Type: Amount: Cover(s):	Type: Amount: Cover(s):	Garden Status:	Garden Status:
Hygiene / Concerns / Rating (A-E)				

Item	Lounge (L)	Bed 1 (B1)	Bed 2 (B2)	Bed 3 (B3)
Fire Systems and Safety	<i>Fire System: Temp:</i>	<i>Fire System: Temp:</i>	<i>Fire System: Temp:</i>	<i>Fire System: Temp:</i>
Windows / window locks	<i>Window: Cover:</i>	<i>Window: Cover:</i>	<i>Window: Cover:</i>	<i>Window: Cover:</i>
Walls / damp / painting	<i>State:</i>	<i>State:</i>	<i>State:</i>	<i>State:</i>
Doors / locks	<i>Door 1: Door 4: Door 2: Door 5: Door 3: Door 6:</i>	<i>Door 1: Door 4: Door 2: Door 5: Door 3: Door 6:</i>	<i>Door 1: Door 4: Door 2: Door 5: Door 3: Door 6:</i>	<i>Door 1: Door 4: Door 2: Door 5: Door 3: Door 6:</i>
Floors / coverings	<i>Cover: State: Rug / Runner:</i>	<i>Cover: State: Rug / Runner:</i>	<i>Cover: State: Rug / Runner:</i>	<i>Cover: State: Rug / Runner:</i>
Furniture fittings	<i>Seating: TV: Coffee table: Dining table: Dining chairs: Phone: Router:</i>	<i>bed desk / chair chest of draws wardrobe bedside table wastebin / mirror / lamp other</i>	<i>bed desk / chair chest of draws wardrobe bedside table wastebin / mirror / lamp other</i>	<i>bed desk / chair chest of draws wardrobe bedside table wastebin / mirror / lamp other</i>
Wiring Sockets /				
Taps / plumbing	<i>Radiator:</i>	<i>Radiator:</i>	<i>Radiator:</i>	<i>Radiator:</i>
Lighting / Ceiling Area	<i>Type: Amount: Cover(s):</i>	<i>Type: Amount: Cover(s):</i>	<i>Type: Amount: Cover(s):</i>	<i>Type: Amount: Cover(s):</i>
Hygiene / Concerns / Rating (A-E)				

FIRE SAFETY CHECKLIST

PLEASE ANSWER THE FOLLOWING QUESTIONS REGARDING	
<ul style="list-style-type: none"> • SMOKE ALARMS / CO DETECTORS • FIRE BLANKET / FIRE SAFETY PROCEDURE • FIRE DOORS / FIRE RISK BEHAVIOURS • EMERGENCY LIGHTING / EXITS • PROHIBITED ITEMS 	
QUESTION	COMMENT
ARE SMOKE ALARMS WELL PLACE AND IN WORKING ORDER ?	
IF NO, LIST WHERE AND THEIR FAULT	
ARE CO DETECTORS WELL PLACED AND IN WORKING ORDER ?	
IS THE FIRE BLANKET IN PLACE ON THE WALL AT AN APPROPRIATE PLACE ?	
IS THE FIRE SAFETY PROCEDURE ON WALL / CORKBOARD ?	
ARE ALL EXITS LEADING OUTSIDE CLEAR OF ANY OBSTACLES ?	
ARE ALL THE FIRE DOORS OPERATIONAL AND NOT OBSTRUCTED / PROPPED OPEN	
IS THERE ANY SIGNS OF SMOKING BEHAVIOUR OR OTHER FIRE RISK BEHAVIOUR?	
IF PRESENT, DOES THE EMERGENCY LIGHTING LOOK UNDISTURBED (properly checked elsewhere)	
ANY CONTROLLED OR BANNED ITEMS SUCH AS PORTABLE HEATERS PRESENT	



Heating Systems Audit

House: _____ Date: _____ Worker: _____

Heat Item	Location	Working Order Y/N	Comment
Boiler			Timer settings: Make and Model:
Thermostat			Box measurements Height: Length: Depth:
Sink			
Sink			
Sink			
Shower/Bath			
Shower/Bath			
Shower/Bath			
Radiator			
Radiator			
Radiator			
Radiator			
Radiator			

