

# Healthy Homes Policy



Directorate: Property Services

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## 1. Introduction

- 1.1. Salix Homes is committed to providing homes that are well maintained, safe, warm, and supportive of the health and wellbeing needs of our customers. Our 'Healthy Homes' approach forms a key part of our wider repairs and asset management services, ensuring that property condition is effectively managed to prevent risks and respond appropriately where issues arise.
- 1.2. This policy provides an overview of how Salix Homes will manage housing-related health risks, including (but not limited to) damp, mould and condensation, disrepair, and pest infestations. It reflects our commitment to maintaining homes and environments that are safe, sustainable, and fit for habitation.
- 1.3. The policy supports our corporate strategy and reflects the principles of "The Salix Way," placing the health, safety, and wellbeing of our customers, colleagues, and communities at the centre of service delivery. It promotes a culture of early intervention, continuous improvement, and collaborative working, ensuring residents are engaged, informed, and supported.

## 2. Policy Statement

- 2.1. This policy sets out how Salix Homes will meet its responsibilities as a landlord to ensure all homes are safe, well-maintained, and compliant with relevant legal, regulatory, and statutory requirements. Our approach is underpinned by a proactive, risk-based framework aligned with sector best practice, including the Housing Health and Safety Rating System (HHSRS), Awaab's Law, and associated guidance.
- 2.2. We are committed to the effective prevention, identification, and resolution of property-related health risks, including damp, mould and condensation, disrepair, and pest infestations. We will take timely and appropriate action to minimise hazards and protect the health and safety of customers, visitors, and others interacting with our properties.
- 2.3. The policy provides assurance to customers, stakeholders, and regulators that our approach is robust, transparent, and fit for purpose. It establishes clear service standards and embeds effective performance management arrangements to ensure continuous monitoring, reporting, and improvement, with outcomes made accessible to customers to promote accountability.

2.4. We will support awareness, engagement, and shared responsibility with customers, underpinned by accurate, reliable, and fit-for-purpose data, systems, and processes. This enables efficient service delivery and ensures that risks are identified and addressed at the earliest opportunity.

### 3. Definitions

What is considered a Healthy Home?	A home that is warm, safe, well-maintained, and free from hazards through the timely prevention, identification, and resolution of risks to residents' health and wellbeing.
What is Disrepair?	A failure by the landlord to maintain or keep in repair the structure and exterior of a dwelling, and the installations for the supply of water, gas, electricity, sanitation, space heating, and hot water, where those elements have fallen into disrepair during the tenancy.
What is the Housing Health and Safety Rating System (HHSRS)?	The HHSRS identifies 29 potential hazards, which are assessed using a scoring matrix that considers both the likelihood of harm and the severity of outcomes. Hazards will be categorised as: <ul style="list-style-type: none"> <li>• Category 1 (serious and immediate risk) – requiring urgent intervention and potential decant within a 24-hour timescale</li> <li>• Category 2 (less severe risk) – requiring resolution within a 5 working day timescale</li> <li>• Category 2 (low risk) – requiring resolution within a 20-working day timescale</li> </ul>
Housing Ombudsman Service (HOS)	An executive non-departmental public body that looks at complaints about registered providers of social housing.
Regulator for Social Housing (RSH)	An executive non-departmental public body that regulates registered providers of social housing in England.
Private Sector Leasing (PSL)	Privately owned homes that are managed by Salix Homes on behalf of the landlord.
Types of Damp	Most common types of damp are; rising damp, penetrating damp, damp caused by a leak and damp caused by condensation
Mould	Is a type of fungi caused by excessive moisture. In most cases it looks like a collection of little black spots and can be often found on windows or in corners and edges of rooms where condensation has occurred for a prolonged period.

## 4. Healthy Homes Compliance (Damp, Disrepair & Pest Control)

### 4.1. Regulatory Compliance

- 4.2. In delivering this policy, we adopt a comprehensive, risk-based approach aligned with the Housing Health and Safety Rating System (HHSRS), the statutory framework for assessing and managing risks within residential properties. All hazards will be assessed, recorded, and addressed in accordance with this policy, with priority given to those posing the greatest risk to customer health and wellbeing.
- 4.3. This policy also aligns with Awaab’s Law, which places clear legal duties on landlords to respond to hazards within defined timescales. Under Phase 1, we take a zero-tolerance approach to damp and mould, ensuring prompt investigation and remediation within prescribed timeframes, alongside other emergency hazards presenting immediate risk to life or serious harm. Robust processes are in place for early identification, escalation, resolution, and clear communication with residents.
- 4.4. In line with Awaab’s Law, following any inspection relating to damp, mould and condensation or other relevant emergency hazards, we will provide a written report to the customer within 3 working days, outlining findings, identified risks, and confirmed actions and timescales for remedial works.
- 4.5. We recognise the anticipated expansion of Awaab’s Law under Phase 2, which is expected to extend requirements to a broader range of significant HHSRS hazards, and will update this policy to reflect any regulatory or legislative changes.
- 4.6. As such, we are committed to complying with all relevant legislation, regulatory standards and codes of practice relating to the condition of residential properties, including but not limited to:
- Landlord and Tenant Act 1985 (Section 11)
  - Housing Disrepair Protocol – Civil Procedure Rules (revised)
  - The defective Premises Act 1972 (Section 4)
  - Occupiers Liability Act 1957
  - Occupiers Liability Act 1984
  - Environmental Protection Act 1990 housing Act 2004
  - The Homes Act (Section 10 - Fitness for Human Habitation and Liability for Housing Standards Act 2018)
  - Awaab’s Law 2025
  - Social Housing (Regulation) Act 2023
  - Decent Homes Standard 2006
  - Housing Health and Safety Rating System (Housing Act 2004)

- 4.7. We adhere to regulatory expectations set by the Regulator of Social Housing (RSH), the Housing Ombudsman Service (HOS), and relevant government guidance relating to damp, mould, disrepair, and property condition.
- 4.8. Subcontractor performance will be actively monitored to ensure compliance with Healthy Homes standards and Awaab's Law response timescales. This will include oversight of appointment attendance, completion times, quality of works, and adherence to required processes. Performance data will be regularly reviewed through contract management arrangements to provide assurance that subcontracted works are delivered within prescribed timescales and in line with Awaab's Law and organisational expectations.

## 5. Damp, Mould and Condensation

### 5.1. Approach and Responsibilities

- 5.1.1. We operate a zero-tolerance approach to damp, mould and condensation and recognise the significant health risks associated with exposure.
- 5.1.2. We will ensure all reports are treated seriously, investigated promptly, and resolved in line with legislative requirements and best practice guidance.
- 5.1.3. We will not apportion blame to customers and will adopt an evidence-based approach to identifying root causes. Salix Homes will treat all customer reports of damp, mould and condensation with empathy and respect and will not prejudge any individual or the perceived outcome.

### 5.2. Inspection, Risk Assessment and Categorisation

- 5.2.1. All reports of damp and mould will be triaged and inspected.
- 5.2.2. All cases will be assessed using the Housing Health and Safety Rating System, which includes 29 prescribed hazards, including damp and mould growth.

### 5.3. Response Times and Awaab's Law Compliance

- 5.3.1. In line with Awaab's Law, we will:
  - Investigate hazards within prescribed timescales
  - Provide written findings to customers
  - Complete repairs within defined timeframes
  - Maintain accurate records of all actions
- 5.3.2. Timescales cases will be prioritised where there is an associated vulnerability.

## 5.4. **Proactive Prevention and Monitoring**

5.4.1. We will take a proactive approach including:

- Routine tenancy audits
- Stock condition surveys
- Void inspections
- Installation of environmental monitoring systems (e.g. humidity sensors)

5.4.2. Staff and contractors will adopt a “**see it, report it**” eyes wide open approach.

## 5.5. **Decants and Customer Safety**

5.5.1. Where a Category 1 hazard is identified, or a customer is vulnerable:

- A decant assessment will be undertaken
- Temporary accommodation may be provided where required
- Remedial works to be carried out within 24 hours where achievable

## 5.6. **Aftercare and Case Closure**

5.6.1. All cases will receive follow-up contact approximately 12 weeks post-treatment.

# 6. Disrepair

## 6.1. **Legal Duties and Responsibilities**

6.1.1. Salix Homes will always act in accordance with the Housing Disrepair Protocol, which provides comprehensive and detailed direction as to the steps that authorities should follow, in the event of a claim of Disrepair.

6.1.2. Where litigation cannot be avoided, we aim to ensure the Disrepair protocol is followed and all timescales are adhered to minimise the impact of the claim.

## 6.2. **Disrepair Identification and Scope**

6.2.1. Disrepair surveys include destructive testing to identify:

- Structural defects
- Internal deterioration
- Failure of installations
- Damp, mould or infestation
- Any issue impacting habitability

## 6.3. **Housing Disrepair Protocol Compliance**

6.3.1. We will comply with the Pre-Action Protocol for Housing Conditions Claims.

6.3.2. This includes:

- Acknowledging claims and providing disclosure documentation within 20 working days
- Arranging inspections and providing access for expert inspection
- Producing Part 35 reports, Scott Schedules and Protocol compliant schedules of works will be produced (where applicable)

## 6.4. **Repairs and Resolution**

6.4.1. All identified repairs will be:

- Risk assessed
- Prioritised appropriately
- Completed within reasonable and defined timescales

6.4.2. We will prioritise:

- Early intervention
- Prevention of escalation
- Resolution without litigation

## 6.5. **Alternative Dispute Resolution (ADR)**

6.5.1. We will seek to resolve disputes through:

- Complaints procedures
- Compensation frameworks
- Negotiation with representatives

6.5.2. Litigation will be treated as a last resort.

## 6.6. **Access and Enforcement**

6.6.1. Where access is refused:

- Further appointments will be arranged
- Legal enforcement may be pursued where necessary

## 7. Pest Control

### 7.1. Approach and Responsibilities

7.1.1. Salix Homes adopt a zero-tolerance approach to pests within our customers' homes. The below provides a list of what are considered pests however this is not an exhaustive list:

- Rats
- Mice
- Bedbugs
- Larder beetles
- Fleas
- Cockroaches
- Flies

### 7.2. Inspection and Response

7.2.1. All reports of pests will be reported to our pest control provider who will attend to carry out an initial assessment and undertake any appropriate treatment required within five working days. A treatment plan will be provided which will set out how many visits will be required to eradicate the pests.

7.2.2. The provided will assess if there are any holes or gaps in the structure of your home which are enabling pests to get in. This will also include an inspection of your garden.

7.2.3. Where any defect in the property is identified which enables access for pests, Salix Homes will take full responsibility for the cost of the treatment and carry out the necessary works as an urgent repair.

7.2.4. Where a report of pests is made in a property with shared indoor communal spaces, an additional assessment will be carried out by our pest control provider to establish if the problem is more widespread than a single property.

7.2.5. Salix Homes is responsible for treating pests in all communal areas and will provide pest control services to individual properties as detailed above.

7.2.6. Salix Homes is not responsible for treating pests outdoors.

7.2.7. If treatment is applied in a communal block of flats which contains leaseholders, Salix Homes will re-charge leaseholders the cost of any treatment of communal areas as part of the annual service charges.

7.2.8. Inspections will assess:

- Structural defects
- Hygiene and refuse issues
- Access points for pests

### 7.3. **HHSRS Categorisation**

7.3.1. All infestations will be carried out in relation to HHSRS hazard categorisation

- Domestic hygiene, pests, and refuse

### 7.4. **Responsibility and Recharge**

7.4.1. Where it is determined that a pest infestation has arisen due to a failure by the customer to take reasonable preventative measures, such as maintaining appropriate standards of cleanliness within the home or managing refuse and waste within external areas, and where inspection confirms that there are no structural defects or external factors attributable to the property, Salix Homes may apply a recharge to recover the reasonable costs of pest control treatment.

- Structural defects - landlord responsibility
- Customer behaviour - potential recharge

7.4.2. Recharge decisions will be evidence-based and be clearly communicated to the customer.

### 7.5. **Treatment and Eradication**

7.5.1. Pest control treatment will:

- Be carried out by competent contractors
- Include follow-up visits when required
- Confirm eradication prior to closure

### 7.6. **Prevention and Proactive Measures**

7.6.1. Preventative actions include:

- Stock condition surveys
- External inspection prior to all properties being re-let to new customers
- Estate walkabouts
- Tenancy audits
- Structural repairs

7.6.2. Customers will be supported with guidance on:

- Waste management
- Property upkeep

## 7.7. Integrated Risk-Based Approach

- 7.7.1. All services operate under a unified risk framework using the Housing Health and Safety Rating System.
- 7.7.2. We will ensure:
- Early identification of hazards
  - Consistent categorisation
  - Proportionate response
- 7.7.3. We will prioritise vulnerable customers and high-risk cases.

## 8. Monitoring / Performance / Targets

### 8.1. Monitoring, Reporting and Assurance

- 8.1.1. We will monitor performance through:
- KPI frameworks
  - Customer satisfaction surveys (transactional and TSM's)
  - Complaints feedback
  - Inspection reviews
  - Protocol compliance
  - Financial and case tracking
  - Post-inspections
- 8.1.2. Reporting includes:
- Monthly reporting
  - SLT reporting
  - Quarterly Board reporting
  - Assets and Sustainability Committee
- 8.1.3. Continuous improvement will be driven through:
- Lessons learned
  - Ombudsman feedback
  - Regulatory updates

### 8.2. Disrepair Performance

- 8.2.1. Disrepair Performance measures – KPI's:
- Number of cases received and successfully defended - 75%
  - Number of cases responded to with protocol timescale - 100%
  - Number of cases post inspected - 100%

- Number of repairs identified on the survey being completed – 100%

### 8.3. **Damp, mould and Condensation Performance**

#### 8.3.1. Performance measures – KPI's:

- % Surveys completed (10-day priority)
- % of damp and mould HHSRS Significant completed in 5 days (D-H Cat 2)
- % of Customer reports sent within 3 days of survey (excluding emergencies addressed within 24 hrs)
- % of HHSRS emergency hazards completed within 24 hours (A-C Cat 1)

## 9. Roles / Responsibility

### 9.1. Key areas of responsibility:

- Overall service responsibility - Board
- Service responsibility - Property Director
- Healthy Homes management policy holder - Senior Healthy Homes Manager
- Associated day-to-day repairs policy holder - Senior Repairs Manager
- Operations - Healthy Homes Manager

## 10. Legal / Regulatory Links

### 10.1. The latest revision of the Disrepair protocol can be found in full at:

[Pre-Action Protocol for Housing Conditions Claims \(England\) – Civil Procedure Rules – Justice UK](#)

### 10.2. The full HHSRS regulations can be found in full at:

[The Housing Health and Safety Rating System \(England\) Regulations 2005](#)

### 10.3. Awaab's Law guidance can be found in full at:

[Awaab's Law: Guidance for social landlords - GOV.UK](#)

## 11. Equality, Diversity, and Inclusion

11.1. Salix Homes is committed to promoting and embedding a culture of equality, diversity and inclusion (EDI) within our workplaces and the communities we serve.

- Equality is about ensuring that every individual has an opportunity to make the most of their lives and talents;
- Diversity is recognising difference and responding positively to those differences;
- Inclusion is about creating an environment where our services and employment opportunities are accessible to all.

11.2. We are committed to meeting our obligations and duties under the Equality Act 2010 and to promoting equal opportunities both in the provision of services and in our employment practices. We will consider all the protected characteristics of the Act which are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Race
- Religion or belief
- Sex
- Sexual orientation
- Pregnancy and maternity

11.3. We also recognise that Socio-economic background is an area where inequalities exist and commit to addressing this disadvantage and inequality in our communities where able to do so.

11.4. We are also mindful of our duties under the Public Sector Equality Duty, which is to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- Foster good relations between persons who share relevant protected characteristics and persons who do not share it.

11.5. Where reasonable to do so, Salix Homes will make any reasonable adjustment to ensure compliance with the Act.

## 12. Related Documents

### 12.1. Healthy Homes Procedure

Document Name: Healthy Homes Policy  
Issue Number: V1  
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Owner: Senior Healthy Homes Manager  
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- The Healthy Homes Procedure supports and aligns with the Healthy Homes Policy by setting out a structured, end-to-end process for the recording, management, monitoring, and reporting of cases through to completion, including post-works quality assurance checks for matters associated with damp, mould and condensation, Pest Control and wider HHSRS.

## 12.2. **Disrepair Procedure**

- The Disrepair Procedure supports and aligns with the Healthy Homes Policy by setting out a structured, end-to-end process for the recording, management, monitoring, and reporting of disrepair cases through to completion, including post-works quality assurance checks.

## 12.3. **Repairs procedure**

- The repairs procedure links indirectly to the Healthy Homes Policy by providing the wider step-by-step framework for how responsive repair requests are handled, from reporting through to completion and quality checks.

## 12.4. **Repairs handbook**

- The repairs handbook links to the Healthy Homes Policy by providing a practical, day-to-day guide for staff, contractors, and customers on how repairs should be reported, assessed, prioritised, and completed.

## 12.5. **Customer feedback and complaints procedure and policy**

- The customer feedback and complaints policy links to the repairs policy by providing a formal route for Customers to raise concerns when repair standards, response times, or communication set out in the repairs policy are not met.

## 12.6. **Empty property procedure**

- The empty homes policy links to the Healthy Homes Policy by setting out how properties are inspected, repaired, and brought up to a lettable standard before re-let.

## 12.7. **Equipment and adaptations policy**

- The equipment and adaptations policy links to the Healthy Homes Policy by setting out how aids, adaptations, and specialist equipment are provided, maintained, and reviewed to support Customers' needs.

## 12.8. **Asbestos policy**

- The asbestos policy links to the Healthy Homes Policy by setting out how asbestos-containing materials are identified, recorded, and managed to prevent exposure.

### 12.9. **Procurement policy**

- The procurement policy links to the Healthy Homes Policy by setting out how contractors, suppliers, and materials are selected to deliver repair and maintenance services.

### 12.10. **Value for money strategy**

- The value for money strategy links to the Healthy Homes Policy by guiding how repair and maintenance services are delivered efficiently, cost-effectively, and to a high standard.

### 12.11. **Asset Management strategy**

- The asset management strategy links to the Healthy Homes Policy by setting out how the housing stock is maintained, improved, and planned over its lifecycle to meet safety, quality, and investment standards.

### 12.12. **Compliance Policy**

- The aim of the policy and associated standards is to ensure that we consistently deliver safe, effective property related compliance services for customers which meet regulatory and legal requirements

### 12.13. **Recharge Policy**

- The Recharge Policy links to the Healthy Homes Policy by guiding how recharges are delivered efficiently.