



**Bolsover District Council**

**Meeting of the Housing Liaison Board on Monday, 20<sup>th</sup> January 2025**

**Agenda Item 8: Compliance Polices**

<b>Classification:</b>	This report is Public
<b>Report By:</b>	Assistant Director of Housing Management & Enforcement

Background

The Regulator for Social Housing revised Consumer Standards were effective from 1<sup>st</sup> April 2024, and were designed to protect tenants and to ensure they receive high quality services.

The Safety and Quality Standard requires landlords to provide good quality homes and landlord services to tenants. It is explicit that we must ensure that all legal assessments are carried out, with any arising actions to be completed within appropriate timescales.

The "Big 6" compliance areas for housing are:

- **Fire safety:** Ensuring properties are safe from fire
- **Gas safety:** Ensuring properties are safe from gas
- **Electrical safety:** Ensuring properties are safe from electrical hazards
- **Lift safety:** Ensuring lifts are safe to use
- **Asbestos management:** Ensuring properties are safe from asbestos
- **Legionella:** Ensuring properties are safe from legionella bacteria

We report on compliance of all these areas as part of the annual Tenant Satisfaction Measures, and quarterly updates are provided to the Board.

We have produced a Gas and Heating Compliance Policy which is attached at Appendix 1. This Policy explains the Councils legal obligations with regards to the installation and maintenance of gas appliances in Council Homes, as well as our responsibility for heating systems. The Policy goes into detail about how we will ensure we meet these legal obligations, specifically that our gas safe accredited operatives and contractors we will carry out annual gas safety checks to our homes.

The Policy sets out how we will monitor and report on our performance of these legal requirements, including an escalation process for when there is non-compliance.

We have produced an Electrical Safety Policy which is attached at Appendix 2. This Policy explains the Council's legal obligations with regards to the servicing, maintenance, and repairs of Electrical Installations. The Policy goes into detail about how we will ensure we meet these legal obligations, specifically that our qualified electricians and contractors will carry out five yearly electrical installation inspections and tests to all of our homes. The Policy sets out how we will monitor and report on our performance of these legal requirements, including an escalation process for when there is non-compliance.

### **RECOMMENDATION(S)**

1. That members of the Board note the draft Policies and provided comments for consideration as part of the development of the Policies in advance of formal Executive approval and implementation.

<b>Links to Council Ambition: Customers, Economy, Environment and Housing</b>
<p>Ambition: Customers            Priorities:</p> <ul style="list-style-type: none"> <li>○ <i>Continuous improvement to service delivery through innovation, modernisation and listening to customers</i></li> <li>○ <i>Improving the customer experience and removing barriers to accessing information and services</i></li> <li>○ <i>Promoting equality, diversity, and inclusion, and supporting and involving vulnerable and disadvantaged people</i></li> </ul> <p>Ambition: Housing            Priority:</p> <ul style="list-style-type: none"> <li>○ <i>Building more, good quality, affordable housing, and being a decent landlord</i></li> </ul> <p>Target HOU04: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.</p>

<b>DOCUMENT INFORMATION</b>	
<b>Appendix No</b>	<b>Title</b>
1.	Gas and Heating Compliance Policy
2	Electrical Safety Policy