



Building Safety Policy

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Policy	BUILDING SAFETY POLICY			Property Services
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Elaine Morgan – Chief Executive		09/09/2026		
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1. Purpose

- 1.1. This policy sets out how the Association will manage building safety in the homes and communal areas for which it is responsible. It provides a clear framework for identifying, assessing, controlling and monitoring building safety risks in a way that is proportionate to the Association's size, stock profile and operating model.
- 1.2. The Association does not own or manage high-rise residential buildings, higher-risk buildings, or buildings involving complex construction. However, it recognises that all homes must be well maintained, safe and compliant with relevant legal and regulatory requirements.

2. Scope

- 2.1. This policy applies to all residential properties, communal areas, shared facilities, plant rooms, stores, offices and other buildings owned, managed or maintained by the Association where it has a landlord or employer duty.
- 2.2. This policy should be read alongside the Association's specialist safety policies listed in the appendices. Those policies provide the detailed operational requirements for specific compliance areas.

3. Policy Statement

- 3.1. The Association will take all reasonable steps to protect tenants, residents, visitors, staff, contractors and others from foreseeable building safety risks. It will maintain accurate property information, comply with relevant health and safety duties, complete required inspections and remedial actions within appropriate timescales, and ensure that safety risks are considered when planning repairs, maintenance and improvement works.
- 3.2. The Association will adopt a risk-based and proportionate approach, reflecting the fact that its stock does not include complex construction or high-rise buildings. Building safety arrangements will focus on effective compliance management, reliable records, competent contractors, clear accountability and prompt action where hazards are identified.

4. Legal and Regulatory Framework

- 4.1. The Association will identify and meet all legal and regulatory requirements relevant to the safety of tenants' homes and associated communal areas. This includes requirements arising from landlord and tenant legislation and guidance in relation to housing, health and safety, fire safety, building safety, gas safety, electrical safety, asbestos, water hygiene and lifting equipment.
- 4.2. The Association will have regard to the Regulator of Social Housing's consumer standards, including the requirement to maintain an accurate, up-to-date and evidenced understanding of stock condition and to take reasonable steps to ensure tenant health and safety.

5. Roles and Responsibilities

5.1. The following roles have key responsibilities

- Board: Approves this policy, receives assurance on building safety performance, and holds the senior team to account for compliance and risk management.
- Chief Executive: Has overall responsibility for ensuring that suitable arrangements, resources and reporting are in place to manage building safety.
- Staff: Report hazards, follow procedures, support access arrangements and communicate safety concerns promptly.
- Contractors and Consultants: Carry out inspections, servicing, remedial works and advice competently, safely and in accordance with agreed standards and instructions.
- Tenants and Residents: Report repairs and hazards, allow reasonable access for inspections and works, and follow safety information provided by the Association.

6. Key Building Safety Risks

6.1. The Association will maintain arrangements for the following principal building safety areas, where applicable to its stock:

- gas safety, including annual servicing and certification of relevant appliances and installations;
- electrical safety, including inspection, testing, reporting and remedial actions;
- asbestos management in relevant buildings and materials;
- water safety, including legionella risk control where applicable;
- lift safety, including servicing, inspection and maintenance of passenger lifts or lifting equipment;
- fire safety in communal areas and common parts, where applicable;
- structural condition, damp and mould, slips, trips, falls, security and other housing health and safety hazards identified through inspections, repairs or tenant reports.

7. Risk Management and Controls

7.1. The Association will maintain a property-level compliance record for each home and relevant communal area. Records will include inspection dates, certificates, reports, identified actions, access attempts, completion dates and evidence of quality assurance.

7.2. Where inspections or assessments identify risks, defects or remedial actions, the Association will prioritise work according to risk, legal timescales, manufacturer or competent person recommendations, and the potential impact on tenants. Emergency or serious hazards will be escalated immediately.

- 7.3. The Association will use competent contractors and consultants with appropriate qualifications, experience, insurance and accreditation for the work being undertaken. Contractor performance will be monitored through document checks, sample audits, tenant feedback, post-inspection where appropriate and review of overdue actions.

8. Access, No Access and Enforcement

- 8.1. The Association will make reasonable and timely attempts to gain access to homes for safety inspections, servicing and remedial works. Tenants will be given clear information about why access is required, the importance of the work, and how appointments can be rearranged.
- 8.2. Where access is not provided, the Association will follow its no-access procedure, including written reminders, telephone contact, vulnerability checks, escalation to managers and, where necessary, legal action to secure access for essential safety work.

9. Tenant Communication and Engagement

- 9.1. The Association will provide tenants with clear, accessible information about building safety responsibilities, planned inspections, safety checks, remedial works and how to report concerns. Information will be provided in formats that are appropriate to tenant needs wherever reasonably practicable.
- 9.2. Tenant reports of safety concerns will be recorded, triaged and responded to in line with repairs, complaints and safeguarding procedures. Where a concern suggests an immediate or significant risk, it will be escalated without delay.

10. Monitoring, Reporting and Assurance

- 10.1. The Association will monitor building safety performance through a small set of proportionate key performance indicators. These may include compliance inspection completion rates, overdue remedial actions, no-access cases, high-risk actions, contractor performance, tenant complaints and audit findings.
- 10.2. Reports will be provided to the Board at agreed intervals. Significant risks, legal non-compliance, serious incidents or persistent contractor failures will be escalated promptly with proposed corrective action.

11. Data and Records

11.1. The Association will keep accurate and accessible records to demonstrate compliance and support effective decision-making. Records will be retained in line with the Association's document retention arrangements and will be available for internal review, audit, regulatory engagement and statutory requests where required.

12. Review

12.1. This policy will be reviewed at least every three years, or sooner if there are significant changes in legislation, regulation, stock profile, organisational structure, risk exposure, audit findings or a serious incident.

13. Appendices and Related Policies

13.1. The following related policies refer:

- Gas Safety Policy: Sets out arrangements for gas servicing, safety checks, certification, remedial works and access management.
- Electrical Safety Policy: Sets out arrangements for electrical inspection, testing, reporting, HCHA-provided appliances and remedial actions.
- Asbestos Safety Policy: Sets out arrangements for asbestos surveys, registers, risk assessment, management plans, contractor controls and tenant information.
- Water Safety Policy: Sets out arrangements for water hygiene, legionella risk assessment, control measures, monitoring and remedial actions.
- Lift Safety Policy: Sets out arrangements for lift servicing, thorough examination, repairs, entrapment response and contractor management.
- Fire Safety Policy: Sets out arrangements for fire risk assessment, prevention and protection measures, communal area management, remedial actions, evacuation information and contractor controls.