



Decent Homes Policy and Procedure

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www.broadacres.org.uk

Registered provider of social housing **registration number LH4014**
Co-operative and Community Benefit Societies Act 2014, **society number 27656R.**

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1. Introduction

- 1.1. Broadacres Housing Association (BHA) is a successful, innovative, not-for-profit housing association based in the market town of Northallerton in North Yorkshire. BHA owns and manages more than 6,800 homes and has stock in Hambleton, Darlington, Richmondshire, Harrogate, Redcar, Cleveland, Ryedale, Scarborough, Selby, the East Riding of Yorkshire, York and Leeds.
- 1.2. BHA provides a range of services to customers, all aimed at meeting the vision: 'to be the best rural housing association in the country'. Whether it is carrying out repairs to ensure homes are kept to the highest standards or providing ways for customers to save money, BHA strives to ensure their customers receive a first-class customer experience and ultimately that customers are proud to say they live in a BHA home.
- 1.3. BHA is regulated by the Regulator of Social Housing (RSH). The Directors Management Team (DMT) and Board set and oversee corporate strategy, including the approval of all compliance policy principles.
- 1.4. In 2000, the government made a commitment to bring all public-sector homes up to a decent standard, establishing a 10-year target and an interim target to:

"ensure that all social housing meets set standards of decency by 2010"

2. Scope

- 2.1. BHA must establish a policy which meets the requirements of the Decent Homes Standard, which came into force in July 2001 and then updated in April 2002, 2004 and revised in 2006 following the introduction of the [Housing Act 2004](#). In addition to this, the policy must provide assurance to BHA that measures are in place to ensure all properties meet the required standard.
- 2.2. BHA must also ensure that compliance with decent homes legislation is formally reported at DMT and Board level, including the details of any non-compliance and planned corrective actions.
- 2.3. The policy is relevant to all BHA colleagues, customers, contractors and other persons or other stakeholders who may work on, occupy, visit, or use its premises, or who may be affected by its activities or services.
- 2.4. It should be used by all to ensure they understand the obligations placed upon BHA to maintain a 'decent home' for customers.

3. Regulatory Standards, Legislation and Codes of Practice

- 3.1. Housing Act 2004
- 3.2. A Decent Home: Definition and guidance for implementation 2006
- 3.3. Housing Health and Safety Rating System. Guidance for Landlords and Property Related Professionals 2006

- 3.4. Homes (Fitness for Human Habitation) Act 2018
- 3.5. Tenant Satisfaction Measures (TSM's) 2023
- 3.6. Consumer Standards - Safety and Quality Standard 2024

4. Obligations

- 4.1. The Operational Repairs Manager (BHA) must implement all necessary improvements to meet the decent homes standard.
- 4.2. The Operational Repairs Manager (BHA) must put in place a suitable system of maintenance and appoint competent persons to implement any procedures that have been adopted.

5. Statement of Intent

- 5.1. BHA will hold accurate records against each property it owns or manages setting out the decent homes position.
- 5.2. BHA will establish and maintain accurate records against each property it owns or manages setting out the requirements for component replacement.
- 5.3. BHA will establish and manage programmes to deliver component replacements.
- 5.4. BHA will ensure adequate assurance is provided that decent homes data held against the organisations' property assets is accurate and up to date.
- 5.5. BHA will ensure that robust processes are in place to implement all component replacements identified during a stock condition survey.
- 5.6. Components which require replacement and are deemed to be at risk of causing harm or damage, will be replaced immediately. All components which require replacement and are deemed to be low risk, will be replaced within 12 months of them being identified.
- 5.7. BHA will implement a programme of regular property inspections to all properties. These inspections will be undertaken at intervals of no more than five years, except the first survey of a new build home, which will be at an interval of no more than ten years.
- 5.8. Broadacres will ensure that all properties are free from risks and hazards.

6. Stock Condition Surveys

- 6.1. BHA will implement a programme of regular property inspections which will be carried out on all BHA properties. Surveys will be undertaken at intervals of no more than five years, except the first survey of a new build home, which will be at an interval of no more than ten years.

- 6.1. BHA will implement a programme of regular property inspections which will be carried out on all BHA properties. Surveys will be undertaken at intervals of no more than five years, except the first survey of a new build home, which will be at an interval of no more than ten years.
- 6.2. Stock condition surveys include:
- an assessment of the expected life of each component
 - a hazard assessment
 - a damp and mould survey
 - an assessment of any required repairs
- 6.3. The Technical Support Team will update Aareon QLx Components in line with the component update guidance.

7. Component Durations

- 7.1. Table 1 shows the durations that are applied to components:

Table 1: Component Durations				Decent Homes Duration	Broadacres Duration
DH Building Components	Aareon QLx Component Ref	House/ Bungalow	Flats	Next Planned Date - House	Next Planned Dates - Flats
Wall Finish	EXT040	60	60	60	60
Wall Structure	Include in Walls	80	80	80	80
Lintels	Include in Walls	60	60	60	60
Brickwork	Include in Walls	30	30	30	30
Roof Finish	EXT001	50	30	65*	65*
Roof Structure	Include in Roof	50	30	65*	65*
Chimney	EXT010	50	50	50	50
Windows	EXT055	40	30	40	30
External Doors	EXT060 & EXT065	40	30	40	30
Kitchen	INT500	20***	20***	20***	20***
Bathrooms	INT505	30***	30***	30***	30***
Central Heating Gas Boiler/ASHP	INT545	15	15	15	15
Central Heating	INT550	40	40	40	40
Distribution System					
Heating Other	INT550	30	30	30	30
Electrical Systems	INT530	30**	30**	30**	30**

* Duration extended 2019 as a result of condition surveys

** See rewire risk assessment

*** Aligned with the decent homes 'modern' standard

- 7.2. Where there is an opportunity to achieve targets within the sustainability strategy, components may be replaced earlier than the Decent Homes duration.

8. Component Specifications

- 8.1. All specifications to be reviewed on an annual basis to ensure that replacement components provide 'best value' in terms of cost, quality and sustainability.
- 8.2. Any changes to component specifications must meet the objectives within the Sustainability Strategy.
- 8.3. Specific specifications in relation to customer needs will be considered on an individual basis and any variations from standard specifications must meet the objectives within the Adaptations Policy.

9. Properties that Fail the DHS Following Inspection

- 9.1. If a component is identified as 'failing' the decent homes standard (poor condition), the 'next planned date should be updated in Aareon Qlx.
- 9.2. Following a survey, the component will be refurbished or replaced within 12 months of the inspection.

Table 2: The Definition of 'poor condition'

Wall structure	Replace 10% or more or repair 30% or more
Wall finish	Replace/repoint/renew 50% or more
Chimneys	1 chimney need partial rebuilding or more
Roof structure	Replace 10% or more or strengthen 30% or more
Roof covering	Replace or isolated repairs to 50% or more
Windows	Replace at least one window or repair/replace sash or member to least two (excluding easing sashes, reglazing painting)
External doors	Replace at least one
Kitchen	Major repair or replace 3 or more items out of the 6 (cold water drinking supply, hot water, sink, cooking provision, cupboards, worktop)
Bathroom	Major repairs or replace 2 or more items (bath, wash hand basin, WC)
Electrical system	Replace or major repair to system
Central heating boiler	Replace or major repair
Central heating distribution	Replace or major repair
Storage heaters	Replace or major repair

10. Extending the Life of a Component

- 10.1. The life of a component may be extended for one of two reasons:
 - Following an inspection, it is found that a component is in good condition and does not require replacement.
 - The customer refuses the work that is due to be carried out.

- 10.2. If the component is found to be in good condition and the life of the component is extended, then:
- The original installation date, DHS duration and DHS replacement date should be preserved in Aareon QLx.
 - Notes should be added to the component in the DHS Extension Field
 - The 'Next Planned Date' should be updated to reflect the expected life of the component.
- 10.3. The customer refuses the work that is due to be carried out:
- The original installation date, DHS duration and DHS replacement date should be preserved in Aareon QLx.
 - Notes should be added to the component in the Declines Field
 - The 'Next Planned Date' should be updated in line with the 'Investment Work Refusal Procedure'.

11. Record keeping

- 11.1. BHA will establish and maintain a core asset register (in Aareon QLx) of all buildings that are required to meet the Decent Homes Standard.
- 11.2. The date of the component installation, the decent homes duration and the date of renewal must be held in the Aareon Qlx.
- 11.3. BHA will establish and maintain a register against each property asset of any components which contribute to the asset meeting the standard.
- 11.4. BHA will establish and maintain accurate records of all completed stock condition surveys and associated completed remedial works. All asset information will be stored on the organisation's core housing management system.
- 11.5. A data cleanse should be carried out on a regular basis.

The decent homes exception reports are be used to identify records that require updating or have invalid comments and these are monitored regularly.

The reports are subscribed to key members of the Broadacres Property Services Team on a weekly basis and any invalid comments or data errors should be corrected immediately.

A snapshot of the reports is saved in the Aareon Qlx report manager on the 1st day of every month.

- 11.6. Any lessons learned should be communicated to the Technical Support Team at their team meeting.
- 11.7. BHA will establish and maintain records of all decent homes related training undertaken by staff
- 11.8. BHA will ensure robust processes and controls are in place to provide and maintain appropriate levels of security for all decent homes related data..

12. Performance Reporting

- 12.1. Robust key performance indicator (KPI) measures will be established and maintained to ensure BHA is able to report on performance in relation to the decent homes standard.
- 12.2. KPI measures will be produced and provided at Board level monthly. As a minimum, these KPI measures will include reporting on:

The total number of:

- properties that are required to meet the decent homes standard
- properties that 'pass' the decent homes standard
- properties that 'fail' the decent homes standard
- % compliance
- details of properties that fail
- details of the property components that fail and the projected replacement dates of the failing components

As well as an explanation of the:

- current position
- corrective action required
- anticipated impact of corrective action

- 12.3. The decent homes position by property is displayed on the Reconciled stock compliance report which is monitored regularly.

The decent homes position by property is displayed on the decent homes failures – by component report which is monitored regularly.

- 12.4. BHA will carry out an independent audit of the decent homes at least once every two years. This audit will specifically test for compliance with the regulation, legislation and codes of practice and identify any non-compliance issues for correction.

13. Producing the Decent Homes Planned Maintenance Programmes

- 13.1. The decent homes planned maintenance programmes must be produced using Aareon Qlx planned maintenance review.
- 13.2. The review should include all components that are due to fail the decent homes standard using the decent homes 'next date'.
- 13.3. The review must also include any components that have been identified as failing prematurely, using the 'next planned date'.
- 13.4. The review must include all properties where Broadacres have a responsibility for planned maintenance, using the 'include in planned maintenance' flag.

- 13.5. Any additional components identified after the production of the programme, which require completion within the current financial year must be appended to the existing programme.

14. Post inspections following decent homes upgrades

- 14.1. A minimum of 10% of components must be inspected following decent homes component upgrades.
- 14.2. All post inspections must be recorded in Aareon QLx on the order associated with the completed work on (main screen 4).
- 14.3. A copy of the post inspection survey must be stored electronically.

15. Key Roles and Responsibilities

- 15.1. BHAA&D Committee will have overall governance responsibility for ensuring the Decent Homes Policy is fully implemented to ensure full compliance with the regulatory standards, legislation and codes of practice. As such the A&D Committee will formally approve this policy and review it every year (or sooner if there is a change in regulation, legislation or codes of practice).
- 15.2. The A&D Committee will receive regular updates on the implementation of the Decent Homes Policy and Decent Homes Standard performance along with notification of any non-compliance issue which are identified. This is so they have assurance that the policy is operating effectively in practice.
- 15.3. The DMT will receive reports in respect of decent homes standard management performance and ensure compliance is being achieved. They will also be notified of any non-compliance issue identified.
- 15.4. The Customer Experience Director has strategic responsibility for the management of the decent homes standard and ensuring compliance is achieved and maintained.
- 15.5. The Operational Repairs Manager will be responsible for overseeing the delivery of the agreed standard, component replacement programmes and stock condition programmes.

16. Competent Persons and Training

- 16.1. BHA will ensure that the Technical Support Team are trained in the application of the decent homes standard.
- 16.2. BHA will ensure that the Technical Support Team are trained in the application of the Housing Health and Safety Rating System (HHSRS) within 12 months of approval of this policy or 12 months of appointment into the team.
- 16.3. This policy and the procedures that support it will be subject to a range of training across BHA and will involve all relevant stakeholders. The training will be bespoke to the individual stakeholders and refresher training will be provided as appropriate.

- 16.4. Training will include team briefings for those colleagues who need to have a basic understanding and awareness of the decent homes standard but who may not be actively involved in the delivery of the standard.
- 16.5. On the job training will be provided to those colleagues who will be responsible for managing the programme of component replacements as part of their daily job.
- 16.6. Training will be provided to all BHA colleagues with specific duties regarding the decent homes standard.

17. Non-Compliance/Escalation Process

- 17.1. Any non-compliance issue identified at an operational level will be formally reported to the Customer Experience Director in the first instance.
- 17.2. The Customer Experience Director will agree an appropriate course of corrective action in order to address the non-compliance issue and report details of the same to the DMT.
- 17.3. The DMT will ensure the A&D Committee are made aware of any non-compliance issue so they can consider the implications and take action as appropriate.
- 17.4. In cases of a serious non-compliance issue the DMT and A&D Committee and Board will consider whether it is necessary to disclose the issue to the Regulator of Social Housing in the spirit of co-regulation as part of the Regulatory Framework.

18. Annex 1 – Equality Impact Assessment (EQIA) - Decent Homes

18.1. Impact Assessment

NB Evidence can be referenced with details attached to this document

Department:	Property Services
Policy Owner:	Chris Hyde
Name of Policy* to be assessed: *Function/Service Major Project	Decent Homes Policy & Procedure
Date of Assessment:	27/6/23
Is this a new or existing policy/strategy:	Existing

1. Briefly describe the aims, objectives, purpose and expected outcomes of the policy/strategy.	To ensure compliance with the decent home standard, and that we replace our components in line with this. To provide our customers with a high quality home, while maintaining vfm.
2. Who is intended to benefit from this policy, and in what way?	Our customers and colleagues.
3. Are there concerns that the policy could have a differential impact either positive or negative on individuals based on their race or ethnicity?	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes
What existing evidence do you have for this? Can any positive/negative impact of the policy on these groups be justified? Is there any mitigation in place?	We would take to opportunity to replace components at and earlier date to meet individual customer needs including cultural requirements.
4. Are there concerns that the policy could have a differential impact either positive or negative due to gender?	Yes <input type="checkbox"/> No <input type="checkbox"/> No
What existing evidence do you have for this? Can any positive/negative impact of the policy on these groups be justified? Is there any mitigation in place?	

5.	Are there concerns that the policy could have a differential impact either positive or negative due to disability?	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes
	What existing evidence do you have for this? Can any positive/negative impact of the policy on these groups be justified? Is there any mitigation in place?	We would take to opportunity to replace components at and earlier date to meet individual customer needs including health and disability requirements.
6.	Are there concerns that the policy could have a differential impact either positive or negative due to sexual orientation?	Yes <input type="checkbox"/> No <input type="checkbox"/> No
	What existing evidence do you have for this? Can any positive/negative impact of the policy on these groups be justified? Is there any mitigation in place?	
7.	Are there concerns that the policy could have a differential impact either positive or negative due to their age?	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes
	What existing evidence do you have for this? Can any positive/negative impact of the policy on these groups be justified? Is there any mitigation in place?	We would take to opportunity to replace components at and earlier date to meet individual customer needs including health or disability requirements.
8.	Are there concerns that the policy could have a differential impact either positive or negative due to their religious belief?	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes
	What existing evidence do you have for this? Can any positive/negative impact of the policy on these groups be justified? Is there any mitigation in place?	We would take to opportunity to replace components at and earlier date to meet individual customer needs including cultural or religious requirements.

9.	Are there concerns that the policy could have a differential impact either positive or negative due to any other equality issues? (e.g. people with dependents and or/ caring responsibilities or people with a criminal record)	Yes <input type="checkbox"/> No <input type="checkbox"/> No
	What existing evidence do you have for this? Can any positive/negative impact of the policy on these groups be justified? Is there any mitigation in place?	
10.	Are there concerns that the policy could have a differential impact either positive or negative due to their geographical location?	Yes <input type="checkbox"/> No <input type="checkbox"/> No
	What existing evidence (either presumed or otherwise) do you have for this? Can any positive/negative impact be justified?	
11.	Could the differential impact identified in 3-10 amount to there being the potential for adverse impact in this policy?	Positive impact on marginalised groups as we take action to meet their needs.
	Can this adverse impact be justified on the grounds of promoting equality of opportunity for one group? If so how.	
	Is there any other justification for any potential adverse impact identified.	
	Signed:	Fiona Webb, Chris Hyde



Broadacres Housing Association
Broadacres House
Mount View
Standard Way
NORTHALLERTON
North Yorkshire
DL6 2YD

TEL: 01609 767900 EMAIL: info@broadacres.org.uk

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