

Hazards Policy

1. What is this policy for?

- 1.1 This policy is designed to ensure that Magenta Living meets its obligations under the [Housing Health and Safety Rating System \(HHSRS\)](#), which is the framework used to identify and assess potential hazards in residential properties. By following the HHSRS, we aim to maintain safe, healthy homes for all our customers and proactively address any risks that may arise. By doing so, Magenta Living demonstrates its commitment to providing secure, habitable properties and protecting customer wellbeing.
- 1.2 This policy makes sure Magenta Living complies with legislative changes such as Awaab's Law, reflects the latest good practice within the housing sector, including Housing Ombudsman recommendations, and supports continuous improvement in safety standards.
- 1.3 This policy makes sure Magenta Living provides a service that is fair, accessible and communicates with customers in a way that is clear, transparent, and responsive to their needs.

2. Details of the policy

- 2.1 This policy applies to all Magenta Living homes, communal areas, and any property we manage or maintain. It covers every customer living in our homes and all staff, contractors, and partners who carry out work on our behalf.
- 2.2 It outlines Magenta Living's approach to managing hazards in line with Awaab's Law, ensuring urgent health and safety risks are addressed promptly and homes remain compliant with legal standards. This includes clear processes for identifying hazards, prioritising repairs, and communicating with customers about actions taken.
- 2.3 What's included in this policy
 - How hazards are identified and assessed in homes and communal spaces.
 - The steps Magenta Living takes to reduce or remove risks, including urgent actions for serious hazards under Awaab's Law.
 - How we comply with legal requirements and follow Housing Ombudsman best practice.
 - How we communicate with customers about hazards and repairs.

- What customers can expect from us and what we expect from customers (e.g., reporting issues promptly).
- How we aim to proactively manage hazards across our stock portfolio

3. Awaab's Law and Hazard Management

3.1 In accordance with [Awaab's Law](#), Magenta Living will investigate and address relevant hazards within strict timescales, prioritising urgent repairs and ensuring completion without delay. Robust record-keeping and transparent communication with residents regarding the steps taken to resolve any reported issues are fundamental to our approach.

- **Response Times:** All reported hazards will be investigated within a defined timeframe. Emergency situations will be investigated and made safe within 24 hours, and less significant cases will be investigated within 10 working days.
- **Clear Communication:** Residents will be kept informed throughout the process, from the initial report and assessment through to the completion of repairs, ensuring transparency and trust. A written summary will be provided within 3 working days of the investigation concluding, setting out the nature of the investigation, advice around the hazard identified and what the next steps are.
- **Record Keeping:** Detailed records of inspections, hazard reports, remedial actions, and communication with residents will be maintained to demonstrate compliance.
- **Accountability:** Magenta Living will maintain clear service standards and supporting processes. This will include escalation routes for unresolved or recurring hazards.

3.2 By embedding these principles into our hazard management approach, Magenta Living ensures alignment with Awaab's Law, delivering safe, healthy homes and responding swiftly and transparently to all concerns raised by our customers.

4.0 Hazard Classification and Prioritisation

4.1 Magenta Living adopts an indicative classification system that is closely aligned with the Housing Health and Safety Rating System (HHSRS). This approach enables us to assess hazards systematically and ensures that risks are managed and remediated according to their severity. By utilising the HHSRS framework, we are able to prioritise our actions effectively, applying a risk-based methodology to both the management and resolution of identified issues within our properties.

- 4.2 These classifications and timeframes mirror our Repairs and Maintenance timescales and work hand in hand when it comes to remediation, ensuring consistency and clarity for customers and staff.

Category 1 – Emergency Hazards Serious risk to health or safety (e.g., severe damp and mould, structural failure, gas leaks). Investigate and make-safe within 24 hours and full remedial plan initiated. Where unable to make safe a decant will be initiated. Steps will be taken within 5 working days to provide the follow-on repair appointments and remedial plan. Work will be started as soon as possible and within 12 weeks.

Category 2 – Significant Hazards Significant risk but not immediately life-threatening (e.g., faulty heating, electrical issues). As per Awaab's Law will be investigated within 10 working days. Remedial repairs of this nature will usually be raised on a priority 2. Steps will be taken within 5 working days to provide the follow-on repair appointments and remedial plan. Work will be started as soon as possible and within 12 weeks.

Category 3 – Slight Hazards Low-level risk requiring monitoring or scheduled maintenance. Out of scope for Awaab's Law, however Magenta Living will treat in as a routine or planned repair. To ensure continuous improvement, we regularly review our hazard management practices, seeking feedback from residents and staff, and adapting our procedures to reflect best practice and legislative updates.

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5.0 Management of Hazards

- 5.1 We are currently advancing the implementation of a comprehensive case management system for hazards, which aligns with the introduction of Awaab's Law. At present, we have established case management processes specifically for issues related to damp and mould. Our ongoing efforts are focused on extending this systematic approach to encompass all types of hazards across our housing portfolio.
- 5.2 By adopting this methodology, we aim to ensure that every hazard we are made aware of is diligently tracked and monitored from initial report through to resolution. This structured process will enable us to respond to issues efficiently, delivering timely interventions and maintaining high standards of safety and wellbeing for our residents.
- 5.3 This approach will:

- Provide clear service standards will be established for each type of hazard, ensuring that expectations are consistently defined and met across all cases.
- Promote the use of virtual triage to understand the classification on day zero, supporting in appropriate and timely action.
- Ensure a single point of accountability assigned to each hazard case, providing clarity over responsibility and ensuring that no issue is overlooked or unmanaged.
- Ensure customers will be supported to understand the potential health risks associated with hazards in their homes, empowering them with the information needed to make informed decisions and engage effectively with the process.
- Ensure communication with customers will be enhanced, including the provision of clear timelines and regular updates, so that residents are always kept informed about the progress of their case.
- Ensure that, once a hazard has been made safe, we will have robust processes to manage supplementary follow-on works, so that full resolution is achieved and the customer is aware.
- Ensure data collected through this process will support evidence-based decision-making for investment planning and the development of asset strategies.
- Ensure the system will be fully integrated with our Repairs and Maintenance processes, ensuring a seamless approach to remediation and timely resolution of issues.
- Provide the ability to track refusals, allowing for effective monitoring of cases where access or remediation has not been possible.

6.0 Implementation Plan

- 6.1 In line with Awaab's Law the following is a phased approach to improvement. This policy is underpinned by a set of service standards for each hazard type, ensuring clarity and accountability for both customers and staff. These standards define the level of service customers can expect and guide staff in delivering timely, effective responses.
- 6.2 The phased approach will be carefully managed to ensure a smooth transition between each stage, with regular reviews to assess progress and address any emerging challenges. The dates for phase 2 and had not yet been confirmed by legislation. However, Magenta Living intends to implement service standards without delay.
- 6.3 The roll out will be supported by a communication plan to engage with both customer and colleagues, ensuring feedback is captured and incorporated to

refine the process. This collaborative approach will help build trust and ensure the service meets the needs of all stakeholders.

- 6.4 Standards will be developed by the subject matter expert and tie together existing processes, policies and procedures, with a view to enhance what is already in place for management of each hazard.
- 6.5 We are committed to ensuring colleagues have the right skills and knowledge to deal with hazards effectively, we will continue to develop a roll specific training matrix using job families.

Year Hazard Type

2025	<ul style="list-style-type: none">• Damp & Mould
2026	<ul style="list-style-type: none">• Excess cold• Excessive heat• Fire• Falls combined (from baths, between levels, on stairs, on level surfaces)• Structural collapse & falling elements• Explosions• Electrical• Domestic hygiene pests & refuse• Personal hygiene sanitation & drainage• Food safety
2027	<ul style="list-style-type: none">• Asbestos & MMF• Biocides• Carbon Monoxide• Lead• Radiation• Water supply• Uncombustable fuel gas• Volatile organic compounds• Entry by intruders• Lighting• Noise• Flames hot surfaces• Collision & entrapment• Position of amenities

7.0 Proactive Management

- 7.1 Magenta Living is committed to a proactive approach in managing hazards. This means:

- Using data from inspections, repairs history, and customer feedback to manage hazards that may be linked to archetype.
- Maintaining an Assets Issues tracker to track known issues and prioritise investment decisions utilising risk and likelihood to prioritise action.
- Using trend analysis to inform asset strategy and long-term maintenance planning, reducing the likelihood of repeat hazards.
- By systematically analysing case data from inspections, repair histories and customer feedback, Magenta Living can pinpoint recurring issues and emerging trends. This approach helps to identify hazards that may be associated with specific property archetypes, enabling targeted interventions and more effective risk management.
- By analysing data from inspections, repairs and customer feedback, Magenta Living can identify trends and hazards linked to specific property types, allowing for targeted risk management.

8.0 Who was consulted and how was it done?

8.1 Consultation on the development of this policy has involved both customers and colleagues. Customer consultation is currently being carried out via Customer Voice, with engagement activities taking place in May 2026 and ongoing at the time of drafting. In addition, colleagues are being consulted throughout May 2026, with feedback mechanisms in place to ensure their input is considered as the policy evolves.

9.0 Equality Impact Assessment (EIA)

9.1 We believe all people should be treated with dignity and respect regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including nationality, ethnic or national origins), religion, belief or non-belief, sex or sexuality, or by association with someone with any of these characteristics or perception of having any of these characteristics.

9.2 The EIA was undertaken on xx by xx and xx. It was reviewed by the Equality Impact Assessment Review Group on xx and the final agreed rating was red / amber / green. (See the full EIA document for further details).
discrimination.

10.0 How we make sure this policy is effective

10.1 To ensure the policy is performing effectively and achieving its intended outcomes, we will implement ongoing self-assessment processes aligned with current legislation and recognised best practice within the sector.

- 10.2 Performance will be regularly benchmarked against peer organisations to identify areas for improvement and to maintain high operational standards. Oversight will be enhanced through systematic monitoring of all identified hazards, enabling us to proactively address issues and reduce the number of reactive cases. Relevant Key Performance Indicators (KPIs), customer satisfaction measures, and assurance or audit checks will be used to evaluate the effectiveness of the policy.
- 10.3 The Chief Investment and Property Compliance Report will be utilised to provide comprehensive oversight of policy implementation and effectiveness. This report will capture relevant performance data, highlight compliance with statutory obligations, and identify any areas requiring remedial action. Regular submissions will ensure that the Board and relevant Committees are kept informed of progress and any emerging risks, thereby supporting continuous improvement and transparency.
- 10.4 Where required, external reporting will be completed to ensure accountability and to demonstrate adherence to sector standards and statutory requirements.
- 10.5 In addition, development of our approach to management of hazard is governed by The 2030 SteerCo group. This group will monitor progress, oversee implementation, and ensure all requirements under Awaab's Law are fully integrated into operational practice. The Steering Group will provide updates and recommendations to the Board and relevant Committees, reinforcing governance and ensuring that statutory and sector standards are rigorously upheld.
- 10.6 The effectiveness of this policy will be closely monitored through the implementation of several dedicated reporting dashboards. These dashboards include the Awaab's Law Emergencies Dashboard, the Damp & Mould Dashboard, and the Stock Condition Category 1 Hazards Report. Each dashboard is designed to provide real-time insights regarding compliance, incident trends, and remedial actions, thereby supporting robust oversight across all relevant areas. These dashboards are discussed as part of the CPIO Steering meeting and reports in the quarterly CPIO reporting.
- 10.7 Performance assessment will incorporate Key Performance Indicators (KPIs), benchmarking against peer organizations such as Liverpool Community Region (LCR), and the Housemark Pulse Report. These benchmarking tools will help identify areas for improvement and measure operational standards relative to sector peers.
- 10.8 Additionally, customer feedback will be integrated into the case management process. This will include complaint analysis and satisfaction surveys to

evaluate the quality and impact of service delivery. The outcomes from these reporting tools, together with customer input, will be presented regularly to the Board and relevant Committees. This approach ensures ongoing transparency, accountability, and supports continuous improvement throughout the organization.

- 10.2 Non-compliance with this policy may trigger a regulatory investigation, potentially leading to disciplinary measures, including dismissal if appropriate, and may result in referral to law enforcement or findings of maladministration by the Housing Ombudsman, as required under Awaab's Law.

11. Colleague Training

- 11.1 A training matrix establishes structured hazard awareness training tailored to job responsibilities and risk exposure. Skills gap analysis identifies training needs for each job family, guiding programme development to address gaps in hazard identification and management.
- 11.2 Mandatory training currently covers damp, mould, Housing Health and Safety Rating System (HHSRS) Training alongside general hazard identification, delivered to relevant job families with content regularly updated to meet sector standards. The programme will expand as new hazards emerge, informed by ongoing risk assessments, sector developments, and regulatory changes.
- 11.3 Statutory requirements are clearly stated and integrated into the matrix; all legally required staff are enrolled, and completion is tracked to ensure compliance.
- 11.4 For this policy mandatory training is required for the roles outlined in the training matrix.
- 11.5 Mandatory training currently covers damp, mould, Housing Health and Safety Rating System (HHSRS) Training alongside general hazard identification, delivered to relevant job families with content regularly updated to meet sector standards. The programme will expand as new hazards emerge, informed by ongoing risk assessments, sector developments, and regulatory changes.
- 11.6 Statutory requirements are clearly stated and integrated into the matrix; all legally required staff are enrolled, and completion is tracked to ensure compliance.
- 11.7 For this policy mandatory training is required for the roles outlined in the training matrix.
- 11.8 It will be completed annually, unless otherwise stated in the training matrix.
- 11.9 Completion will be monitored by HR with a monthly report sent to people managers showing who has completed the training and who is outstanding.

11.10 Any additional training or qualifications required for colleagues will be identified through ongoing reviews of the training matrix. The effectiveness of training programmes is assessed via regular skills gap analyses and colleague feedback, ensuring continuous improvement and compliance with statutory obligations.

12.0 Documents related to the policy

12.1 This policy is shaped and supported by the following linked policies and strategies, each providing essential context and direction for work mode practices:

- Health and Safety Policy
- Equality, Diversity and Inclusion Policy
- Safeguarding Policy
- Learning and Development Policy
- Complaints and Feedback Policy
- Data Protection and Confidentiality Policy
- Asset Management Strategy
- Repairs and Maintenance Policy
- Decarbonisation Strategy
- Pest Policy
- Disrepair Policy

Refer to these documents for further details regarding organisational standards, responsibilities, and operational procedures in work mode.

12.2 Please also see the following documents:

- Damp & Mould Service Standards

13.0 Version control / Amendment log

Date of change :	Revised Version Number:	Change made:	Reason for change:
			e.g. Regulation change

			e.g. Approval body change