



Trust



Kindness



Hope

“Together, we will end poverty”

CLWYDALYN POLICY

Managing Hazards in the Home Policy

**IMS/AM-POL-10
Version 3**

This document can be made available in other formats. To request an alternative format please contact document control hsqe@clwydalyn.co.uk



ClwydAlyn

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ClwydAlyn Housing Limited
72 Ffordd William Morgan,
St Asaph Business Park, St Asaph,
Denbighshire, LL17 0JD



About ClwydAlyn

Our mission is to beat poverty, and we strive to support our residents into work, training and volunteering.

How we do things



Trust



Kindness



Hope

Contact us



Customer Services

Monday to Friday 08:00 to 17:00 Freephone from a landline 0800 183 5757 or 01745 536800

Out of hours
emergency repairs

0300 1233091 or text 07786 202533
(please remember to include your name, address and telephone number in your message).



E-mail/online

help@clwydalyn.co.uk or online @ <https://www.myclwydalyn.co.uk/>



Postal address

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#InfluenceUs

Do you want the chance to feedback on what is important to you as a ClwydAlyn resident? Do you want to help shape and improve the service we provide to you? Do you have anything from a few minutes to a few hours to spare each month? If the answer is Yes, then this is your chance to become an Influencer at ClwydAlyn, please follow the link [#influenceus form](#) or contact influenceus@clwydalyn.co.uk

Equality, Diversity and Inclusion

Every care has been taken to make this document inclusive. If you have any suggestions or would like this document in an alternative format please contact document control on hsqe@clwydalyn.co.uk

Document Information/Document Control

This document is an agreed statement which contains the set of principles acting as guidelines for achieving the goals of ClwydAlyn. This document cannot be changed unless authorised to do so.

The master copy is held by the Document Controller, the PDF version is held in ClwydAlyn's SharePoint.

For further information please contact document control hsqe@clwydalyn.co.uk

Issue Number and Revision History

Version No.	Revision Details/Reason for change	Author	Date
V1	First issue of policy reviewed by Working Group	B. Jones	01/03/2026
V2	Reviewed by Craig Sparrow/ Edits & suggestions completed. Approved at Property Committee 13/04/2026	B. Jones	13/04/2026
V3	Minor Edits to mirror completed Supporting Documents	B. Jones	28/07/2026

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1 Purpose

This policy sets out ClwydAlyn's approach to the identification, assessment, recording, and management of hazards within ClwydAlyn homes. It provides a clear and consistent framework to ensure that properties are maintained in a condition that supports resident safety, wellbeing, and legal compliance.

In accordance with the Renting Homes (Fitness for Human Habitation) (Wales) Regulations 2022, ClwydAlyn is required to ensure that all homes are free from hazards that could pose a risk to the health, safety, or welfare of residents. This policy outlines the standards, processes, and responsibilities that enable ClwydAlyn to meet these statutory duties.

The policy is also supported by the (Hazards (Element 1c) Supporting Document) that describes the method for recording and reporting hazards using the Welsh Housing Quality Standard (WHQS) framework, ensuring that all identified hazards are documented, assessed, prioritised, and addressed in a transparent and auditable manner.

Through these arrangements, ClwydAlyn ensures a consistent, defensible, and organisation-wide approach to hazard identification and management across its housing portfolio, supporting continuous improvement and compliance with national housing standards.

2 Scope

This policy applies to:

-  All properties that fall within the scope of WHQS requirements and responsibilities. These include homes owned and managed by ClwydAlyn Housing under licence agreements or occupation contracts, specifically encompassing General Needs housing, Extra Care schemes, Care and Nursing Homes, Group Homes, Intermediate Rent properties, and selected Management Agreement portfolios
-  All Property, Compliance, Repairs, and Housing Management teams (Inc Affordable Homes)
-  Contractors delivering repairs or inspection services

3 Legislative Context

Under the Renting Homes (Wales) Act 2016 and the FFHH Regulations (2022), all rented homes must be:

-  Fit for Human Habitation (FFHH) at the start of and throughout the tenancy.
-  Free from serious hazards that could cause harm to the resident.

 Compliant with the following key requirements:

- Working smoke alarms
- Carbon monoxide alarms
- Electrical safety testing (every 5 years)
- Safe, secure structure and installation
- Absence of serious damp, condensation, or mould
- Healthy indoor temperatures

This policy also supports compliance with the Welsh Housing Quality Standard (WHQS) 2023, which requires the landlord to provide homes that are safe, warm, secure and free from hazards, and the evidence a consistent approach to the identification and management of risks within the home.

4 Hazard Categories

Hazards within ClwydAlyn homes are classified and assessed in line with recognised national frameworks. The following categories and principles apply:

A hazard is defined as any risk of harm to the health or safety of residents or visitors. Key hazard groups include:

4.1 Hazard Types/Overarching Categories

The following are types of hazards

-  Fire and electrical hazards
-  Damp, mould, and condensation
-  Structural issues
-  Gas safety hazards
-  Falls risks (stairs, steps, lighting)
-  Sanitation and water supply hazards
-  Excess cold or heat

To ensure a consistent approach, hazards are categorised by type, affected groups, and assessed using the principles of HHSRS

4.2 Groups affected/Vulnerability

ClwydAlyn must consider how these hazards impact:

-  Vulnerable households
-  Children
-  Older persons
-  Persons with long term health conditions

4.3 HHSRS Principles

To ensure a consistent, transparent, and evidence-based approach across all properties, ClwydAlyn will apply the principles of the Housing Health and Safety Rating System (HHSRS), which provides a structured method for identifying and evaluating potential health and safety hazards within homes.

Landlords are not required to use HHSRS as a formal assessment or scoring tool for hazards. Instead, the organisation will apply the underlying principles of HHSRS—such as recognising potential sources of harm, understanding groups at greater risk, and considering likely outcomes—as a consistent reference point to guide professional judgement. All hazard categorisation, prioritisation, and risk-based decision-making will be determined solely through ClwydAlyn's internal hazard assessment process, which provides a clearer, more practical, and operationally appropriate framework for determining responses and ensuring organisational consistency.

Determination of Significant Risk will be based on HHSRS principles, professional judgement and available evidence, with the rationale for decisions recorded for audit and assurance purposes.

4.4 Links to existing policies

This approach operates alongside the standards and requirements set out in the WHQS 2023 Policy, Asbestos Management Policy, Gas Safety Policy, Water Hygiene Policy, Electrical Safety Policy, Fire Safety Policy, and the Damp, Mould, and Condensation Policy. Together, these frameworks ensure that every reported issue is assessed using recognised national guidance, recorded appropriately, and addressed in a manner that prioritises resident safety, supports quality assurance, and strengthens long-term asset management.

To ensure the proactive management of Hazards, responsibility must be shared across relevant departments. Hazard management tasks should be allocated to teams with the appropriate competency levels. For clarity, the 'Hazards (Element 1c) Supporting Document' should be used alongside this policy. Each hazard will be monitored through dedicated KPIs assigned to specific teams, as outlined in the supporting guidance.

5 WHQS Reporting Requirements

ClwydAlyn requires that all identified hazards are formally recorded within the CX Reporting System to ensure consistent assessment, prioritisation, and monitoring. This recording requirement applies to any condition that could reasonably pose a risk to health, safety, or wellbeing, and is separate from the standard repairs process. Where a repair is raised in response to a

significant risk hazard, staff must also keep a detailed log of the repair, update it as works progress, and ensure all items listed within the work order is fully completed before the order is closed. This approach ensures clear auditability, supports regulatory compliance, and enables accurate organisational oversight of emerging risks and long-term asset needs.

5.1 When to Report

A WHQS hazard report must be created when:

A significant risk hazard may be identified during any type of property visit. Examples include (but are not limited to): stock condition surveys, light-touch surveys, welfare visits, and annual home visits.

A significant risk hazard is reported by a resident

A significant risk hazard is detected by repairs staff or contractors

A significant risk hazard arises during routine inspections (e.g., gas, electrical, compliance)

Any ClwydAlyn employee engaging with residents or attending a property has a duty to identify potential hazards and ensure they are promptly reported to the appropriate department, in line with this policy and associated procedures.

5.2 How to Report in WHQS

All staff must follow the approved WHQS Hazard Reporting Procedure, ensuring hazards are categorised correctly, supported by appropriate evidence, prioritised according to risk, and updated throughout their lifecycle.

5.3 Response Times

Response times shall be managed in accordance with the WHQS Element 1c Hazard response rule detailed within the accompanying guidance document.

6 Overarching Roles and Responsibilities

ClwydAlyn operates a shared-responsibility model for the identification, reporting, assessment, and resolution of hazards. All teams involved in property management, asset compliance, repairs, and resident services must work collaboratively to ensure that hazards are managed consistently and in accordance with WHQS and FFHH requirements.

Explicit detail on roles and responsibilities is explained within the Hazards (Element 1c) Supporting Document, with each allocated team will be responsible for managing their assigned hazard.

6.1 Property Team

The Property Team is responsible for the organisational oversight of WHQS hazard reporting. This includes ensuring that all hazards are accurately recorded, monitored, and used to inform maintenance planning and asset investment decisions. The team must analyse trends, support quality assurance, and ensure residents are notified when identified hazards have been fully resolved.

6.2 Housing Officers and Housing Services

Housing staff play a key role in supporting residents to identify and report hazards, providing access assistance for inspections and works, and recognising safeguarding or wellbeing concerns linked to property conditions. Housing Officers must ensure that any hazard identified during visits or resident engagement is promptly reported and escalated in line with this policy and the Safeguarding Policy where applicable.

6.3 Repairs & Maintenance Teams

Repairs and Maintenance Teams are responsible for making safe any hazards presenting a significant or imminent risk and completing remedial works within required timescales. They must provide accurate updates on works completed to support WHQS hazard record closure and work collaboratively with the Property and Housing teams to address access, communication, and follow-up requirements.

6.4 Compliance & Building Safety Team

The Compliance and Building Safety Team ensures all statutory safety checks are undertaken, evidenced, and acted upon. They are responsible for monitoring compliance-related hazards, ensuring appropriate risk mitigation, and escalating any statutory breaches or emerging risks.

6.5 All Staff and Contractors

Any ClwydAlyn employee or contractor attending a property has a responsibility to identify and report potential hazards. This includes staff completing home visits, surveys, inspections, and resident engagement activities. All contractors must follow ClwydAlyn's hazard reporting

expectations and contribute information necessary for WHQS compliance and safety assurance.

Under WHQS Element 1c, hazards are not assessed using HHSRS severity ratings. Instead, all hazards are assessed through ClwydAlyn's internal hazard assessment process, which relies on the professional judgement of the competent team responsible for the hazard type. Each team applies a structured, evidence-based method to determine the level of risk, prioritisation and required action. This approach ensures consistent, accurate, and operationally appropriate categorisation of hazards in line with the WHQS hazards response rule and organisational safety standards.

7 Communication with Residents

ClwydAlyn must:

-  Inform residents promptly when hazards are identified
-  Clearly communicate the works required and timescales
-  Provide advice on minimising risk (e.g., damp & mould prevention)
-  Support vulnerable residents where hazards have health implications
-  Provide a written summary plan if the noted hazard cannot be made safe within the expected timescale
-  Ensure Residents are kept informed of progress, including updates on works, access arrangements, and completion (In line with FFHH expectations)

Contract holders have a duty to report hazards promptly, provide reasonable access for inspections & repair, and follow safety advice provided by ClwydAlyn. Where hazards may affect health or wellbeing, full cooperation will be required for remedial works or temporary measures required to make the home safe.

8 Monitoring & Review

Key performance measures and monitoring arrangements supporting this policy will be set out in the accompanying [HHSRS Hazards and Application Under WHQS Element 1c \(AM-P-26\)](#). These measures will define how hazard cases are tracked, the expected response times for different risk categories, and the standards for updating and closing WHQS records. Performance will be reviewed regularly through internal audits, KPI reporting, and cross-departmental oversight to ensure timely responses to hazards, accurate WHQS reporting, and continuous improvement in the management

of property-related risks. Findings from these reviews will inform ongoing training needs, process enhancements, and wider assurance activity

The policy will also be reviewed annually or sooner if:

-  WHQS guidance changes
-  Linked legislation is updated
-  New organisational procedures are implemented