

PROPERTY CONDITION POLICY

Property Condition Policy

Responsible Officer	Group Director Housing
This policy is applicable to	Karbon Group
Policy version	2
Date this version implemented	September 2026
Date of next review	September 2027

Policy Statement

The Karbon Group (the Group) is committed to ensuring that our properties are safe, of a good standard and property maintained.

Where poor property condition prevents this, then we take reasonable and proportionate action to ensure that we achieve and maintain the standards as set out in the Tenancy Agreement.

This policy details the Group's approach in managing this.

Risk the policy is designed to control

1. Health & Safety – Risk of failure by the Group to take all reasonable health and safety measures leading to serious injury or loss of life.

Key performance measures

Compliance with this Property condition Policy will be monitored through a programme of quality assurance audits. On a quarterly basis, 10% of all open property condition cases will be selected for audit to assess adherence to policy requirements, including risk assessment, case recording, multi-agency working, safeguarding considerations, action planning, and case reviews. Audit findings will be reported to senior management and used to identify areas of good practice, address any compliance issues, and support continuous service improvement

Definitions

Poor Property Condition

A wide ranging term that can be used to describe a number of factors that prevent a safe, good standard and well-maintained property. This could be due to the following but is not limited to:

- Accumulation of rubbish/hoarding,
- Damage/disrepair,
- Poor state of decoration,
- Unclean conditions,
- Unsanitary conditions.

Capita ASB Module

The module used for the case management for the property condition case.

Abbreviations

ASB

Anti-social Behaviour

Policy Detail

1.0 Purpose of policy

- 1.1 This document sets out the approach to be taken by staff when dealing with poor property condition.
- 1.2 The purpose of this policy is:
- To ensure the safety and wellbeing of our customers and help sustain tenancies.
 - To recognise and identify poor property condition.
 - To engage and work with the tenant to improve poor property condition.
 - To protect our stock.
 - To safeguard individuals and communities.
- 1.3 This policy must be read in conjunction with the Property Condition Procedure

2.0 Objectives

- 2.1 The approach taken in this document aims to balance the rights of the customer with our duty to tackle issues that can cause a health and safety problem.
- 2.2 We will work with partner agencies, where appropriate. This includes subcontractors as well as support agencies and statutory services.
- 2.3 As described in the section above, our objectives are:
- To recognise and identify poor property condition.
 - To protect our stock
 - To ensure the safety and wellbeing of our customers and help sustain tenancies.
 - To engage and work with the tenant to improve poor property condition.
 - To safeguard individuals and communities.

3.0 Policy detail

3.1 What is Poor Property Condition?

- 3.1.1 Poor property condition is a wide-ranging term that can describe certain situations where potentially the property can be at risk and/or can pose a risk to the health and safety to the household members, neighbours, Group staff and contractors.

- 3.1.2 There are a number of factors that can contribute to poor property condition which can include accumulation of rubbish, poor state of decoration, damage/disrepair, unclean and unsanitary conditions.
- 3.1.3 Poor property condition can have a detrimental effect on the wellbeing and health of the household and can prevent the Group carrying out its statutory and legal requirements as a landlord.
- 3.1.4 We recognise that homes in a poor condition may require remedial works and maintenance to ensure that the condition is improved to a satisfactory standard.

3.2 Identifying Poor Property Condition

- 3.2.1 All front-line colleagues will be given training in helping to identify and manage poor property condition cases including damp and mould awareness.
- 3.2.2 All front-line colleagues will be given training on to highlight and refer incidents of poor property condition into the appropriate teams.
- 3.2.3 We will review our data to help identify properties that have high levels of no access for both repairs and compliance visits, low levels of repair reporting which will help prioritise our tenancy visits.
- 3.2.4 Other situations where property condition concerns may be identified include:
- Complaints or concerns registered by a neighbour (pests, smells, unusual behaviour, blocked communal paths or areas).
 - Information from a statutory agency.
 - Where a concern about a garden raises a concern about the condition of the property.

3.3 Management of Property Condition Cases

- 3.3.1 We will take a proactive approach to identify properties in poor condition through tenant engagement and the use of data.
- 3.3.2 We will engage and support customers with respect, empathy, honesty and provide appropriate, clear, and accessible advice.
- 3.3.3 Officers must remain objective and should avoid making judgments on the customer's living conditions. Instead, the focus should be on the property as an asset, whether the room(s) can be used for the intended purpose, whether inspections can be carried out such as electrical and gas safety checks, and whether there are health and safety implications.
- 3.3.4 A record of a Property Condition case should be recorded on the Capita Housing system via the ASB module. Action will then be taken to investigate and where appropriate an Action Plan will be drawn up with the customer. We will carry out regular case reviews.

- 3.3.5 Poor property condition may literally take over a person's life, causing their work performance, personal hygiene and social life to suffer therefore it's critical that early intervention and engagement is achieved. It's also important to risk assess the nature of the property condition and document this within the case. For example, action needs to be taken when:
- It is associated with self-neglect or safeguarding concerns.
 - It is contributing to a pest control issue.
 - It has health and safety implications.
 - The organisation is being hindered from carrying out a statutory duty (e.g., annual gas safety check).
 - Where there are potential damp and mould issues.
- 3.3.6 We will support a customer to take all steps to address the issues of the property condition so that the risk is reduced to a level that is safe for them, their neighbours and others who need to access the property. We will sign post to other agencies who can support the customer and work collaboratively with other partner agencies to address the issues at hand. We will make safeguarding referrals where appropriate and in line with our Safeguarding Policy.
- 3.3.7 We will consider a range of interventions both legal and non-legal that can help address the issue including an injunction where access to the property is denied. The Group may also recharge the customer for any works carried out or costs incurred as result of the poor property condition. We may consider decanting a customer on a temporary or permanent basis should it be necessary if the risk to the customer and/or the property be so severe.
- 3.3.8 If despite following the Property Condition procedures there is no improvement in the property condition and it remains a risk to the health and safety to our customers, or a risk of damage to our property for example damp and mould issues the Group will take enforcement action which may include seeking an injunction to compel the resident to engage and to address the issue within the property. If an Injunction has been obtained and enforced but the customer allows the property condition to deteriorate again in the absence of any exceptional circumstances, then the Group will apply for a court order for possession.

3.4 Prevention

- 3.4.1 We will regularly communicate with our customers and promote and carry out tenancy visits with our customers in their homes to ensure that good standards are met and help identify any risks.
- 3.4.2 All front-line colleagues will be given training in helping to identify and manage poor property condition cases ensuring early intervention and engagement is achieved.
- 3.4.3 We will continuously look to improve our services and will learn from feedback and experiences (including complaints) from our customers.
- 3.4.4 We will support customers with any requests for alterations or permissions for improvements in line with our policies and procedures and tenancy agreements.

- 3.4.5 We will support or sign post where appropriate customers who require support with Aids and Adaptations to help sustain their tenancy.
- 3.4.6 We will invest in our properties using stock condition data and planned investment programmes. We will respond to requests of service including repairs in a timely manner which is appropriate to the needs of the customer.

4.0 Customer Vulnerabilities

- 4.1 This policy is applied in line with our Customers in Vulnerable Circumstances Policy. We want people to be treated fairly, have equality of opportunities, freedom, respect, and access to our services.
- 4.2 We will support people in vulnerable circumstances to help us deliver this service. We will work alongside external agencies such as social services, the police and fire services and other appropriate agencies to help and support people in vulnerable circumstances and to ensure we meet our statutory and regulatory requirements as a social landlord.
- 4.3 Policies and key information are made available on our website.

5.0 Monitoring and Review

- 5.1 This policy will be reviewed at least every 3 years. The review will be brought forward if there are significant changes to good practice, regulatory or legislative requirements.
- 5.2 The Group Director of Housing is responsible for delegating the implementation, monitoring and review of this policy.
- 5.3 We will consult with customers/staff regarding this policy wherever this is appropriate.

6.0 Equality and Diversity

- 6.1 This policy is applied in line with our Inclusion and Belonging Policy. This includes the legal requirements of the Equality Act 2010, Workers Protection Act 2023 and the Public Sector Equality Duty.
- 6.2 At the Karbon Group we aim to eliminate discrimination, promote equality of opportunity, foster good relations and define the nine protected characteristics of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.
- 6.3 If you would like this or any other policies in a different language or format please contact inclusion@karbonhomes.co.uk.

7.0 Data Protection and Privacy

- 7.1 We have a clear policy on data protection and sharing data with other partners/third parties under the requirements of the UK General Data Protection Regulation, the Data Protection Act 2018 and other associated legislation. This is clearly set out in the Data Protection Policy for the Karbon Group which, along with its associated procedures, must be followed throughout the operation of this policy.