

Cheshire West & Chester Council

# Council Housing

## Fire Safety Policy

Issue date: July 2025

Review date: July 2028



Cheshire West  
and Chester

## 1. Management Information

Approval Date:	July 2025
Next Review Date:	July 2028
Policy Owner:	Janet Lawton, Head of Council Housing Management Service
Responsible Service Area:	Council Housing Management Service
Responsible Director:	Director of Economy and Housing

### Annual Checks

Policy owners should ensure that an annual check of hyperlinks, roles, and names is undertaken. These checks are in addition to formal review process. Please see Policy and Procedure framework guidance for further details.

## 2. Introduction

This policy sets out how the Council will manage fire safety across its housing stock. It explains how we meet that responsibility and provide assurance that risks from fire are managed in a consistent and proportionate way. It establishes the principles that guide our approach and confirms our commitment to protecting tenants, staff, contractors and the wider public.

## 3. Aim of Policy

The aim of this policy is to provide a framework for fire safety management, including assurance that measures are in place to identify, manage and mitigate the risks associated with fire, in respect of tenant's homes, our offices, communal spaces, community hubs and commercial properties.

The policy is relevant to all our staff, tenants, contractors and other relevant persons or stakeholders who may work on, occupy, visit or use our premises, or who may be affected by our activities or services.

When we use the terms 'we', 'our' and 'us' within this policy, we mean the Council.

The policy objectives are to:

- Promote a person-centred approach to fire safety.
- Provide clear lines of responsibility for the management of fire safety.
- Specify individual responsibilities in the management of fire safety.
- Clarify our approach to Fire Risk Assessments (FRAs).
- Clarify the method of reviewing and monitoring fire safety compliance.
- Meet our legal and moral obligations as a Domestic and Commercial Landlord.

#### **4. Strategic context**

This policy helps the Council to meet the following local and national strategic aims.

Social Housing Regulations Act 2023 – Consumer Standards

- Quality and Safety Standard
- Transparency, Influence and Accountability Standard
- Tenancy Standard

[CWAC Borough Plan 2024 – 2028](#) - sets out how the Council will work with all its residents to build a stronger future where the Council and residents all play their part in creating thriving, caring and sustainable communities.

The Borough Plan has six missions as follows:

- Starting well - The best start for the borough`s children and young people, with improved opportunity, a healthier start, greater resilience in families and the best possible support and care when it is needed.
- Tackling hardship and poverty - More people feel more financially secure as the causes and impact of hardship and poverty are addressed by working alongside residents.
- Resilient people living their best lives - Local people are enabled to flourish, be healthy, happy and independent for longer in supportive communities.
- Opportunity in a fair local economy - Local people and businesses contribute to and benefit from a strong and fair local economy.
- Neighbourhood pride - Residents live in well maintained, connected and safe places with good and affordable homes.
- Greener communities - Individuals, public services and businesses take action to move to tackle the climate emergency, achieve net zero, protect the natural environment and adapt to the impact of climate change.

[Together with Tenants Charter | Cheshire West and Chester Council](#)  
[Tenant Engagement Strategy 2025-30](#)  
[Council Housing Asset Management Strategy](#)

#### **5. Definitions and legislation**

Fire safety refers to the set of precautions, procedures, and measures taken to prevent fires, minimize the risk of fire-related accidents, and ensure the safety of individuals and property in the event of a fire. It involves a combination of awareness, preparedness, and proper safety practices to prevent fires from occurring and mitigate their impact if they do happen.

##### **Fire Risk Assessments (FRAs)**

FRAs are a fundamental element in managing the risks of fire across our organisation. As a minimum, we will undertake FRAs for all properties falling within scope of the Regulatory Reform (Fire Safety) Order 2005 and Fire Safety Act 2021.

## **Tenant Fire Risk Assessments (TFRAs)**

TFRAs will be used to identify tenants at higher risk from fire in their own accommodation, whether this is due to certain characteristics or their ability to respond and escape from a fire.

The TFRA will include an action plan that identifies the steps to be taken to improve the safety of the tenant who is at higher risk. It will consider individuals on a case-by-case basis, taking account of the tenant's contribution to the likelihood and consequences of a fire, and their understanding, capacity and ability to manage the relevant fire risks.

## **Legislation**

The application of this policy will ensure compliance with the regulatory framework and the new consumer standards (safety and quality) for social housing in England, which was introduced on the 1st April 2024 and is now applied by the Regulator of Social Housing.

The principal legislation applicable to this policy is the Regulatory Reform (Fire Safety) Order 2005, Fire Safety Act 2021 and Fire Safety (England) Regulations 2022. These place a duty on the Responsible Person to take general fire precautions to ensure, as far as is reasonably practicable, the safety of the people on their premises and in the immediate vicinity.

The Regulatory Reform (Fire Safety) Order 2005, Fire Safety Act 2021 and Fire Safety (England) Regulations 2022 apply to all in scope premises in England, including the common parts of blocks of flats and houses in multiple occupation (HMOs), as well as any buildings containing two or more sets of domestic premises. They do not apply to private homes in other tenures, such as individual houses or individual flats in a block.

This policy also operates in the context of the following legislation:

- Housing Act 2004
- Health and Safety at Work Act 1974
- Fire & Rescue Services Act 2004
- Building Safety Act 2022
- The Management of Health and Safety at Work Regulations 1999
- Management of Houses in Multiple Occupation (England) Regulations 2006
- Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provisions) (England) Regulations 2006
- The Furniture and Furnishings (Fire Safety) Regulations 1988
- The Health and Safety (Safety Signs and Signals) Regulations 1996
- The Building Regulations 2010
- Electrical Equipment (Safety) Regulations 2016
- Gas Safety (Installation and Use) (Amendment) Regulations 2018
- The Construction, (Design and Management) Regulations 2015
- Corporate Manslaughter and Corporate Homicide Act 2007
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

- The Social Housing Regulation Act (2023)
- Fire Safety Procedure
- Tenant Fire Risk Assessment (TFRA) Procedure
- TWINE Procedure

## **6. How the policy will be delivered**

The Council will take all reasonably practicable steps to prevent and control the risk from fire in the properties that we own, lease or manage.

We will provide all our tenants, staff, contractors and visitors with clear advice on fire safety, which shall include appropriate evacuation policies and fire signage, and where required, provide training and resources to ensure that they remain safe from fire. We will also provide a clear and transparent process for undertaking FRAs and any works or actions that arise from these.

We are committed to keeping tenants, staff, contractors and visitors to our properties safe from fire risk and meeting our obligations as a Responsible Person under all current and relevant legislation, whilst also following best practice in relation to fire safety.

### **Roles and Responsibilities**

The Compliance Manager is responsible for:

- Operational implementation and delivery of this policy whilst ensuring that it is regularly reviewed and kept up to date.
- Ensuring that any supporting procedures are implemented and kept up to date.
- Ensuring that fire safety progress and performance of the FRA Programme is monitored, measured and reviewed, and fire safety performance is reported to the Board.
- Monitoring and reviewing the effectiveness of fire safety training and policy development
- Ensuring FRAs and any remedial works are regularly carried out and reviewed.
- Ensuring that there is a programme of fire safety works that meets all relevant fire safety related standards, legislation and best practices.
- Ensuring that there are maintenance, testing and servicing contracts for fire safety assets that meet all relevant fire safety related standards, legislation and best practices.
- Ensuring that routine quality assurance checks in relation to fire safety are undertaken.
- Ensuring that the quality and integrity of fire safety related data, including fire risk management, such as FRAs, servicing, testing, component life and repairs, meet legislative requirements and inform intelligent investment decisions.
- Ensuring staff under their management are trained and competent in fire safety to a level appropriate to their roles and responsibilities.
- Ensuring that information is provided to tenants, staff, contractors and other relevant stakeholders on the potential risks associated with fire.
- Ensuring that there are formal embedded arrangements for reporting serious incidents related to fire safety, as defined in relevant procedures.

## Fire Safety Duty Holders

This is a key role designated to any person that has specific responsibility for any of our properties covered by this policy or for the delivery of a service from any of our properties, which may be one person responsible for a single property, or one person responsible for several properties.

Roles that are designated as Fire Safety Duty Holders are outlined below:

Type of Property	Fire Safety Duty Holder
High Rise Buildings with multiple dwellings (18m or seven or more floors)	Building Safety Coordinator
Specialised Housing Schemes (with five or more dwellings)	Direct Manager or Coordinator of Scheme
Offices and Depots	Facilities (Offices/Depots)
Specialised Housing Schemes (with three to four dwellings)	Direct Manager or Coordinator of Scheme
Community Hubs/Centres	Direct Manager or Coordinator of Centre
Medium-Rise Buildings with multiple dwellings (three to six floors)	Neighbourhood, Housing, Property Manager for Region or Building Safety Officer
Low-Rise Buildings with multiple dwellings (two or fewer floors)	Neighbourhood, Housing or Property Manager for Region or Building

The Compliance Manager may delegate responsibility for the role, or parts of the role, to another person, but will always retain accountability.

The Compliance Manager have the following responsibilities across all properties they are responsible for (where applicable):

- Ensuring all reasonable steps are taken to prevent fires occurring.
- Ensuring all routine fire safety checks are undertaken and recorded, including regular checks of any communal areas to ensure they are kept sterile.
- Staff under their management have adequate training, instruction and information in relation to fire safety commensurate with their roles and responsibilities.
- There are enough trained Fire Marshals to enact the Fire Management Plan for each of their properties, where required.
- Suitable and sufficient fire safety arrangements are in place at each property, including a Fire Management Plan, where required.
- Information in relation to fire safety arrangements are provided to all relevant people occupying, using or visiting the property, and displayed in a prominent position.
- Any recommendations or actions arising from FRAs that they or their team are responsible for are progressed and actioned in a suitable and timely manner.

- Any regulatory visits by the Fire and Rescue Service that they are aware of are reported to the Fire Compliance Team at least 48 hours prior to attendance, or where this is not possible, the duty holders must inform the fire compliance team with any outcomes or feedback within 10 days following attendance.
- Tenant Fire Risk Assessments (TFRAs) are undertaken for tenants identified as being at higher risk from fire and that these are recorded on the relevant systems.
- In the case of shared occupancy, liaison with the property manager or owner, and sharing of relevant information, including FRAs and details of any Fire Marshals.
- Secure/Premises Information Boxes within Specialised Housing (containing five or more dwellings) and High-Rise Residential Buildings contain all relevant fire safety documentation, such as floor plans, fire strategies and details of any tenants at higher risk from fire, where available.

**Senior Managers** will, with the assistance of their Senior Management Teams:

- Exercise overall control within their functional area of responsibility to ensure compliance with fire safety legislation and this policy.
- Provide sufficient resources from their budgets to fulfil their functional area's fire safety responsibilities and to report any non-compliances or inadequately controlled fire risks that require further resources.
- Promote participation of staff and managers in improving fire safety e.g., by facilitating discussion of fire safety issues at team meetings and one-to-ones.
- Approve or recommend approval of functional area improvement plans with targets for improving fire safety performance, where appropriate.
- Receive any exceptional reports on any urgent fire safety issues requiring an Executive or Board decision at functional area level.

**Line Managers** will, with assistance from their staff:

- Be held accountable for the fire safety performance of their staff and activities under their control and will ensure that the requirements of this policy are complied with.
- Demonstrate leadership by example in monitoring staff for good control of fire safety risks and acting in accordance with safe systems of work and good safety practice.
- Undertake and review, as appropriate, suitable and sufficient risk assessments and ensure that adequate measures are taken to minimise the fire safety risks to staff under their control and to any other persons who may be affected by their work.
- Take action to resolve any situations that may adversely affect the fire safety of staff or other persons and rectify any problems within their control or escalate to an appropriate manager, as soon as practicable.
- Give all staff under their control adequate information, instruction, training and supervision to carry out their duties safely and competently, paying particular attention to new and inexperienced staff and trainees.
- Manage the fire safety performance and training of their direct reports through one-to-ones, appraisals, direct supervision, briefings, etc.

- Arrange for regular inspections to be carried out of the areas under their control in order to review the effectiveness of fire safety arrangements, such as housekeeping etc.
- Seek competent advice, where necessary, and act appropriately on the advice and recommendations given.

**All staff will:**

- Ensure that they comply with this policy to ensure that the aims, objectives and intent of the policy are achieved.
- Take reasonable care for the fire safety of themselves and other persons who may be affected by their acts or omissions.
- Report accidents, incidents and near misses with the potential for injury or damage to their line manager or supervisor.
- Co-operate with their managers, colleagues and other relevant persons in matters relating to this policy.

**Other Relevant Roles and Responsibilities**

The Council's Executive Cabinet has ultimate responsibility for fire safety across all Council owned properties, and will:

- Resource and allocate appropriately qualified and suitably experienced persons to assist the implementation of this policy and in discharging our duty for fire safety.
- Ensure that an effective fire safety strategy is in place, and responsibilities have been delegated to other Directors to support the implementation of this policy

The Council Housing Management Board has strategic oversight for the management of fire safety and ensuring compliance is achieved and maintained.

The Compliance Manager will ensure that the Fire Safety Lead discharges their duties outlined within this policy.

The Compliance Manager will utilise IT systems and provide monthly updates on property lists across all systems ensuring stock lists match and reporting any discrepancies to the fire safety Lead for further investigation.

The Compliance Manager will liaise with contractors and any relevant staff in relation to the delivery of fire safety works related to maintenance programmes.

The Compliance Manager will ensure all commercial premises including shop units, have suitable passive fire safety in place, where required, and where we are responsible, adequate active fire safety arrangements.

The Compliance Manager will ensure, through regular checks and audits, that compliance with this policy, and health and safety legislation in general, are maintained with respect to the implementation of this policy across the organisation.

The Compliance Manager will be responsible for supporting the delivery of the FRA Programme, and prioritisation, management and monitoring of recommendations and actions arising from FRAs.

There are also other operational roles with responsibility for property and tenancy management whose titles vary. These roles shall support resident liaison in respect of fire safety and manage the response or completion of FRA recommendations and actions relevant to the management of our properties or tenancies under their influence. This includes managing issues relating to sterile areas and inappropriate storage of items and hoarding.

## **Training and Competence**

We will provide staff responsible for any aspects of fire safety with suitable training to enable them to effectively carry out their roles and responsibilities.

This policy and any relevant procedures will be supported by a range of training across the organisation, which, as a minimum, shall include general information, on the job training, instructions, briefings and e-learning relevant to their roles and responsibilities.

Staff with special or additional responsibilities, such as Fire Marshals, Fire Risk Assessors, etc. will receive additional training commensurate with those responsibilities.

Contractors and other stakeholders acting on our behalf or instructions, are required to be suitably qualified and accredited to carry out the roles and responsibilities placed on them and must undertake regular auditing and training to ensure this suitability continues. The operational team with responsibility for delivery will check the relevant competencies, and where relevant, any third-party accreditations for the work that they are carrying out.

We will ensure that only suitably competent contractors and engineers that are third-party accredited are procured and appointed to undertake works on fire safety assets within any of our properties.

## **Resident Engagement**

We will, where applicable and relevant, engage and communicate with our tenants to support them in their understanding of Compliance, Fire and Building Safety. This will be in a number of ways whether that is through our website, tenant compliance portal, social media channels, focus groups, customer committee or any other communication channels we choose to utilise.

We will meet our fire safety obligations and protect our tenants, staff, contractors and visitors from risks to their health, safety and wellbeing from fire by:

- Understanding and complying with legislative requirements and best practice.
- Using competent, skilled and well-trained staff and contractors.

- Providing staff with training at a level appropriate to their roles and responsibilities.
- Briefing tenants, staff and contractors about fire safety related policies and procedures.
- Knowing our properties and our activities and maintaining accurate asset information.
- Maintaining an operational risk management approach.
- Providing suitable, sufficient and risk proportionate measures and precautions.
- Conducting ongoing and continuous FRA activities.
- Addressing any actions resulting from FRAs within appropriate timescales.
- Maintaining and servicing all fire safety assets.
- Delivering remedial works and supplementary servicing, inspection and testing.
- Maintaining accurate records and data.
- Regularly reporting on our fire safety compliance and performance.
- Engaging openly and proactively with regulators and other stakeholders.
- Responding appropriately to the needs of tenants who inform us they may be at higher risk. from fire, for example, due to a physical, mental or sensory impairment.
- Ensuring all properties undergo gas and electrical safety checks, including testing of portable electrical items and white goods provided for staff, tenant and public use.

Where furniture is provided, whether in common areas or as part of a furnished tenancy, ensuring they are fire retardant in compliance with the Furniture and Furnishings (Fire Safety) Regulations 1988.

### **Fire Risk Management**

The key hazards associated with non-delivery of this policy, and related procedures are:

- Failure to ensure all fire safety assets are maintained to the required standards.
- Failure to identify how ineffective management of these can impact on the health and safety of staff, tenants, contractors and members of the public.
- Failure to inform persons of their roles and responsibilities relating to fire safety within our properties for which they are responsible.
- Not completing FRAs for properties where these are required by legislation, and/or not reviewing the FRAs in a timely manner.
- Not completing the recommendations and actions resulting from FRAs.
- Insufficient systems to detect fire and warn people of fire.

These can have a range of consequences, such as:

- Injury, death and damage to property.
- Prosecution of the organisation, individuals and contractors.
- Regulatory intervention or other enforcement actions short of prosecution.
- Negative media coverage and reputational damage.
- Loss of confidence by relevant stakeholders.
- Cost of repairs, recovery and insurance premiums.

Some of the management and mitigation measures we have in place to address these include:

- Adopting and promoting a culture of learning and improvement.
- Competent and trained staff who undertake assigned fire safety duties.
- Robust procurement processes to ensure the use of competent contractors.
- Comprehensive FRA Programme and supporting management processes.
- Rigorous inspection, testing, servicing and maintenance regimes for all fire safety assets.
- Robust tenant and housing management processes.
- Sterile communal area, portable electrical and no smoking policies.
- Annual heat and smoke detector tests, including sprinkler heads installed within dwellings.

Our FRAs have four objectives:

- To identify all factors which could cause harm to people, property or the environment, either during or because of fire.
- To consider the likelihood and consequences of a fire occurring.
- To enable the Responsible Person, Fire Safety Duty Holders and other relevant staff and stakeholders to plan, implement and monitor the preventative and protective measures in place to ensure the risk of fire is as low as reasonably practicable.
- To make recommendations and suggest corrective actions, improvements or remedial works that will help enhance fire safety, where required.

Our approach to the management of FRAs will ensure that:

- All relevant properties have a suitable FRA in-line with the PAS79 Codes of Practice.
- All FRAs are reviewed no later than the cyclical FRA review periods outlined below.
- Where required, FRAs are reviewed following any significant changes or material alterations to or within relevant properties.
- Robust processes are in place to manage, complete and evidence any recommendations, corrective actions, improvements or remedial works resulting from FRAs.
- A robust process is in place to gain access to relevant properties, including where any tenant, leaseholder or other relevant stakeholder refuses access, to undertake FRAs, essential fire safety related inspections and remediation works.

All staff undertaking FRAs will adhere to the relevant PAS79 Codes of Practice, which outlines a nine-step approach to the assessment of fire risks:

- Obtain relevant information.
- Identify the fire hazards and control measures.
- Assess the likelihood of fire.

- Determine the fire protection measures.
- Obtain information about fire safety management.
- Assess the likely consequence to people in the event of a fire.
- Make an assessment of the fire risk.
- Formulate and document an action plan with target dates for each action.
- Set a date for review.

An FRA Programme covering all relevant properties will be maintained and monitored, based on the review dates of each FRA and the cyclical FRA frequency table below.

The Council's Head of Council Housing Management Service will be the Responsible Person with the Compliance Manager being advised of any significant findings during FRA inspections, and the subsequent reports will be completed and issued to the Responsible Person / Fire Safety Duty Holder within 28 days of the FRA inspection.

In line with current best practice, we will carry out cyclical FRAs and reviews based on the type of property and occupancy profile at a frequency no less than those outlined below:

<b>Type of Property</b>	<b>Frequency</b>
High Rise Buildings with multiple residential dwellings (18m or seven or more floors)	Annually
Medium-Rise Buildings with multiple residential dwellings (three to six floors)	Every three years
Low-Rise Buildings with multiple residential dwellings (two or fewer floors)	Every four years
<b>Type of Property</b>	<b>Frequency</b>
New build or major refurbishments that fall within scope of this policy	Within 28 days of completion/handover, then as above

### **Further Investigations**

We will undertake further investigations where these are required due to concerns related to fire safety within a property. This may include, but is not limited to, investigations into external wall systems, balconies, compartmentation and fire doors. These investigations will typically be recommended by the FRA, the Fire and Rescue Service or initiated where we are not satisfied there are appropriate assurances around the design, installation or maintenance of a property or component.

### **FRA Recommendations and Actions**

We will ensure there is a robust process in place for the management and monitoring of all recommendations and actions arising from FRAs and further investigations.

All such actions shall have clear target dates determined by the person undertaking the FRA, or the Fire Compliance Lead, based on the overall fire risk rating and action priority level. Any changes to these will be agreed with the Fire Compliance Lead, as and when required. May need to change wording.

All fire safety actions will be carried out in accordance with all relevant standards, Approved Codes of Practice and any associated good practice guidance. Any contractors undertaking fire safety remedial works should be third-party accredited, where appropriate.

All actions will be reviewed regularly from the time of the FRA until their satisfactory resolution.

Large remediation programmes following FRAs and further investigations may be monitored as distinct projects outside of general remedial actions, and where appropriate, shall be subject to third-party audits.

### **General Fire Prevention and Protection**

For us to maintain a safe environment for our tenants, staff, contractors and the general public within each of our properties, we will:

- Control, manage and monitor all our planned and reactive works.
- Provide and maintain Stay Put/Safe Policies, where these are appropriate, and safe means of escape from our premises in the event of a fire.
- Inspect, test, service and maintain all fire safety assets.
- Ensure all dwellings owned by us have working mains powered smoke/heat detectors.

We are also committed to working with the Fire and Rescue Services to create safer places to live and work. Joint working will include sharing of relevant information and proactive liaison with our counterparts within each of the relevant Fire and Rescue Services.

### **Means of Escape & Evacuation**

We will ensure safe means of escape and evacuation are maintained across our properties subject to this policy through the following approaches:

- Operating a sterile area policy whereby tenants are not permitted to store personal effects in any of our communal areas, including scooters, bikes and other belongings.
- Housing, Neighbourhood and Community teams being made responsible for the management of communal areas and means of escape within their influence or control, which may involve taking action against a tenant in breach of this policy, or removal of items following the serving and expiry of a Tort Notice, where appropriate.
- Monitoring the validity of Stay Put/Safe Policies through FRA reviews.
- Applying No Smoking Policies across all our communal areas, offices and public buildings.
- Where requested by, and in consultation with, a Fire and Rescue Service, altering or creating supplementary evacuation plans or policies, and communicating these to any affected tenants, staff and members of the public.

- Placement of Fire Action Notices and signs within communal areas and relevant properties regarding the property's specific evacuation strategy, which shall also be included in tenant information packs and staff inductions, where appropriate.

### **Planned and Reactive Works**

There is a risk that planned and reactive works may unwittingly impact fire safety. Owing to the volume and nature of these types of works, it is not practicable to undertake specific risk assessments of all jobs.

We will manage this risk by ensuring that:

- Fire safety is considered at the beginning and as part of any planned or reactive works.
- Where possible, planned, reactive and fire safety related works are delivered through the organisation's Contractors Framework.
- There are monitoring and verification mechanisms within our standard procurement processes, and any relevant procedures, for measuring statutory competencies and performance capabilities of contractors.
- All contractors obtain prior permission before working on any of our properties, which in the case of high-rise residential buildings, must be obtained through the Building Safety team or the relevant Building Safety Officer.
- Staff and contractors have a general awareness of fire safety when undertaking any works that may have an impact on fire safety.
- All planned and reactive works comply with all relevant fire safety related standards, Approved Codes of Practice or associated good practice guidance, and, where required, are carried out by third-party accredited contractors.
- All staff and contractors who carry out planned or reactive works have relevant and up to date skills, training and competence relevant to that work.
- During mobilisation of any planned or reactive works, contractors confirm that all staff and subcontractors have the skills, training and competence relevant to the work.
- Where information determines that contractors are not complying with statutory or policy requirements, that these are escalated and action is taken to address this, which may result in a permanent ban from undertaking any further works for us.

### **Inspections, Testing, Maintenance and Servicing**

We will establish, manage and monitor programmes to deliver inspection, testing, maintenance and servicing of all fire safety assets within our properties in accordance with all relevant standards and manufacturer's recommendations. This will include completion of all essential remedial works identified during these activities.

### **Tenant Commissioned Improvement Works**

We will maintain a consent process for any tenant commissioned works. Approval will not be unreasonably withheld, although consent may be refused, or conditions

imposed, where these are required to protect the safety of the tenant and others who may be impacted.

In properties that are subject to an FRA, the proposed work should be evaluated by a competent person to consider if there are any foreseeable impacts on fire safety.

Where unauthorised work is identified that has the potential to impact fire safety, we will take the appropriate action to remove or remedy this, including through legal means, where necessary, and the costs for this may be recovered from the tenant.

## **Notifications and Advice**

### **Tenants**

We will encourage tenant fire safety by:

- Providing a copy of an FRA or evidence of servicing and maintenance of fire safety assets to a relevant tenant within 28 days, when requested and required to do so.
- Inform tenants of the importance of fire safety on a regular basis, through the provision of information via engagement visits, website, newsletters, leaflets, referrals and information during tenant sign-ups.
- Maintain a clear approach to gaining access to carry out FRAs, servicing, maintenance, and remedial works, and be clear that enforcement action may be taken, where necessary.
- Communicate with tenants through Fire Action Notices, other signage, tenant information packs and engagement visits.
- Communicate with Leaseholders and Shared Owners periodically to remind them of the importance of undertaking periodic electrical and gas safety checks.
- In addition, we will provide compliance documentation at the request of a tenant or leaseholder.

### **Staff**

- Communicate with staff through induction training, on the job training, training packages, briefings, instructions, one-to-ones, fire drills, appraisals, signage and our intranet.

### **Other Responsible Persons**

- Comply fully with Article 22 of the Regulatory Reform (Fire Safety) Order 2005 by ensuring that where we are considered jointly responsible for a property or common area, we share our FRA with other relevant parties and co-operate with them, so far as is practicable, to ensure the safety of all relevant persons.

### **Fire and Rescue Services**

- We will engage in regular communication and working partnerships with all relevant Fire and Rescue Services to ensure good lines of communication and operational familiarity.

## **Escalation and Difficult to Access Properties**

Where we encounter access issues the organisation will utilise all available means to access properties, which may include breach of the tenancy agreement or breach of any lease or license, or potentially using legal channels to obtain warrants of access through the magistrate's courts where we have continued no access. Should there be a need to utilise the legal process these decisions will be made in conjunction with, and support from our legal team.

## **Non-Compliance**

Any non-compliance with this policy that is identified at a functional level should be formally reported to the Compliance Manager in the first instance.

The Compliance Manager will agree an appropriate course of corrective action with the functional team in order to address any such non-compliance and, where appropriate, report details of the non-compliance to the Compliance Manager.

The Compliance Manager will ensure, where appropriate, the Executive team and Board are made aware of any non-compliance so they can consider the implications of this and take action as appropriate.

The Head of Council Housing Management Service will ensure, where appropriate, the Council's Executive Cabinet and Council Housing Management Board are made aware of any non-compliance so they can consider the implications of this and act as appropriate.

## **7. Equality and reasonable adjustment statement**

We value diversity and work to create an inclusive environment for customers and staff, where everyone has access to the same opportunities. We welcome our responsibility to comply with equalities legislation and regulatory requirements that relate to equity, diversity and inclusion and aim to do more. Through our activities we aim to remove systemic barriers to equal opportunities and eliminate all forms of discrimination, harassment, and victimisation within our organisation.

We are committed to providing excellent customer services, which are fair, equitable and inclusive. As such, we will endeavour to understand and make any reasonable adjustments required for customers in line with our Reasonable Adjustment Statement and the Equality Act 2010. Any reasonable adjustment provided will be recorded and kept under active review.

## **8. Related Documents**

- Building Safety Policy

## **9. Equality Analysis**

Results of EA / Actions taken forward to mitigate any potential negative impacts	Inform that this policy can be provided in alternative formats.  Inform about the ongoing equality and diversity training for staff in the delivery of this policy.
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## 10. Consultation and Business Intelligence

The policy was created in consultation with the Council's tenants, leaseholders and staff.

## 11. Monitoring and review

The Council Housing Management Board has responsibility for the monitoring and review of this policy. This policy will be reviewed every three years starting from the date it is approached and adopted.

## 12. Approval and Review History

The approval route for all policies and procedures is via the Cabinet Member for Homes and Planning who has delegated powers for policy approval from the Council's Executive Cabinet.

Date	Version	Approved by
30/07/2025	V1	Cabinet Member for Homes and Planning
29/09/2025	V1.2	Cabinet Member for Homes and Planning

## 13. Document Revision History

Date amended	Version	Key Changes
25/09/2025	V1.2	Revised version to take into account the insourcing of the housing management service from ForHousing.
22/05/2026	V1.3	Policy revised following insourcing of housing management services, updates to revised service structure and contact information. No substantive changes have been made to the policy.

