



Housing Engagement Board

Special Meeting

27 October 2025 – 2pm to 4pm

Agenda Pack

Housing Engagement Board – Special Meeting – Agenda

Date: **Monday, 27 October 2025**

Time: **2pm – 4pm**

Venue: **Monkfield Meeting Room, SCDC Offices, Cambourne**

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1. Welcome and Apologies

The Chair will welcome all present and apologies will be noted.

2. Quorum

A quorum shall consist of 50% of members.

3. Endorsement of Policies

The following policies are to be endorsed prior to Cabinet approval.

- Gas Safety and Servicing Policy
- Electrical Management Policy
- Water Hygiene Policy
- Assignment and Succession Policy

The following documents are enclosed:

- Report to the Housing Engagement Board in respect of the Gas Safety and Servicing, Electrical Management, and Water Hygiene Policies
- Appendix D – Feedback Report from Housing Policy and Procedure Tenants Panel in respect of the Gas Safety and Servicing, Electrical Management, and Water Hygiene Policies

Report to:	Housing Engagement Board 27 October 2025
Lead Cabinet Member:	Councillor John Batchelor – Lead Member for Housing
Lead Officer:	Peter Campbell – Head of Housing

Draft Housing Safety Policies relating to Gas Safety and Servicing, Electrical Management, and Water Hygiene

Recommendations

- It is recommended that the Housing Engagement Board endorses the Draft Housing Safety Policies relating to Gas Safety and Servicing, Electrical Management, and Water Hygiene, as outlined in Appendix A, B and C, ahead of their submission to Cabinet for approval on 2 December 2025.
- The Housing Engagement Board may also wish to provide additional comments for Cabinet’s consideration during its review of the draft policy.

Details

- The Social Housing Regulation Act 2023 introduces strengthened Consumer Standards that place a statutory duty on social housing providers to ensure tenant safety and wellbeing. Key health and safety-related provisions include:
 - Safety and Quality Standard: Providers must ensure homes are safe, decent, and legally compliant with health and safety regulations.
 - Health and Safety Lead: Each provider must appoint a designated lead responsible for monitoring compliance, assessing risks, and advising on remedial actions.
 - Timely Risk Management: Providers are required to act promptly on health and safety assessments and mitigate risks within appropriate timescales.
 - Awaab’s Law: Introduced to enforce timely investigation and resolution of serious hazards.

4. The Regulator of Social Housing now has enhanced powers to inspect, enforce compliance, and impose penalties where standards are not met. These changes aim to improve tenant outcomes and restore confidence in the sector's ability to provide safe, secure housing.
5. The Council is therefore in the process of reviewing all of its processes and policies to ensure that we are fully compliant with the Consumer Standards in relation to health and safety of our tenants and that we are meeting our obligations as a landlord.
6. The Council has historically maintained a strong position on health and safety, routinely achieving 100% gas servicing and five-yearly electrical inspections even before these became mandatory. The draft policies appended to this report build on this solid foundation by setting out a comprehensive framework for our approach to tenant safety. The draft policies align with the technical standards mandated by law. As part of the review process, we have enhanced our monitoring systems and introduced greater scrutiny of the landlord service performance.

Reasons for Recommendations

7. It is a requirement that the Council has robust policies in place demonstrating how we comply with the safety requirements around gas, electric and water hygiene. These policies will form part of a suite of policies that set out the Council's approach to the health and safety of our tenants.

Options

8. The alternative option would be to reject the draft housing safety policies relating to gas, electric and water hygiene in their presented form. However, without an approved policy the Council would not be able to demonstrate that it is meeting the requirements of the new Consumer Standards in these areas.

Implications

9. In the writing of this report, taking into account financial, legal, staffing, risk, equality and diversity, climate change, and any other key issues, the following implications have been considered:-

Financial and Fraud Impact

10. None.

Legal

11. Having comprehensive policies in place as to the Council's approach to health and safety for our tenants demonstrates how we are meeting our legal obligations as a landlord.

Staffing

12. As part of the implementation of the Consumer Standards there are additional burdens placed on the Council in terms of extra staffing resources to ensure full compliance, with robust documentation and monitoring. Additional resource has been identified to support this work within existing budgets.

Risks / Opportunities

13. Non-compliance of housing stock in terms of health and safety following the introduction of the Social Housing Regulations 2023 and subsequent standards is monitored as a risk on the risk register.

Consultation Responses

14. The draft policies were reviewed by the Housing Policy & Procedure Tenant Panel on 3 September 2025. The panel, comprising tenant representatives and officers, provided feedback, which was duly considered, and any necessary amendments were incorporated into the draft policies. A copy of the amendments made following consultation through the Tenant Panel is attached at Appendix D.

Alignment with Council Priority Areas

Healthy and Supported Communities

15. The draft policies aim to support the health and safety of those living in our council properties.

Sustainable Homes and Vibrant Places

16. The draft policies aim to ensure that our council homes are safe and sustainable into the future.

Background Papers

Water Hygiene Technical Staff Guidance

Appendices

Appendix A: Draft Gas Safety and Servicing Policy (version 0.3)

Appendix B: Draft Electrical Management Policy (version 0.4)

Appendix C: Draft Water Hygiene Policy (version 0.4)

Appendix D: Feedback from the Housing Policy and Procedure Tenant Panel

Report Authors:

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Appendix D – Feedback from the Housing Policy and Procedures Panel (3 September 2025)

Draft Housing Safety Policies relating to Gas Safety and Servicing, Electrical Management, and Water Hygiene

-	Gas Safety and Servicing Draft Policy	-	-
Ref.	Comments	Response	Updated Reference
3.0	<p>Section 3 would benefit from having two additional sections on tenant and contractor responsibilities that outline clearly what is expected of the tenants and what they can expect from the contractors.</p> <p>Outline exactly what is expected of the tenant beyond granting access (can relate to reporting and doing visual checks regularly) as well as what they can expect from the contractors entering their homes for checks. This empowers them to challenge unidentified and unqualified workers that perhaps fall short of the standard of work the council is expecting them to deliver. This should also include what the contractor is expected to do when visiting.</p>	<p>The property services section is looking to put together service standards in the near future for each of the health and safety policies. These will cover the aspects mentioned here, and it is felt that the service standards will be the best place for them to be included, as opposed to the policy document itself.</p> <p>The Service Manager – Housing Assets has advised that these proposed service standards will be presented to the policy panel for feedback prior to full implementation</p>	N / A
4.7	<p>This policy makes no mention of Carbon Monoxide alarms or checks whatsoever. An entire section dedicated to CO alarms which are life saving devices directly linked to gas safety is needed. This includes the legal minimum and a best practice commitment (for all gas appliances) as well as responsibilities for testing and maintenance.</p> <p>Mandating CO alarms and instruction on how to report next to the alarms in all rooms with gas appliances provides a line of defence for tenants against a silent killer</p>	<p>Confirmed that Smoke & CO alarms are tested during gas safety checks.</p> <p>Additional clause added to 4.1 – <i>‘During a gas service, SCDC will also check any carbon monoxide detectors in the property for compliance and operation. If there are any issues found during the checks, they will be replaced with new’</i></p> <p>During the course of a gas service, we will also check any carbon monoxide detectors in the property for compliance and operation. If there are any issues found during the checks, they will be replaced with new.</p>	4.1

Appendix D – Feedback from the Housing Policy and Procedures Panel (3 September 2025)

Draft Housing Safety Policies relating to Gas Safety and Servicing, Electrical Management, and Water Hygiene

Ref.	Comments	Response	Updated Reference
4.7	Furthermore, the policy has no dedicated emergency section. It briefly mentions it as a topic to be covered in internal procedures but does not include a clear step by step instructions for tenants in the event of a gas leak or a CO suspicion. Crucially it also does not include the National Gas Emergency number (0800 111 999) and the explicit instruction to call them first from a safe place. provide unambiguous emergency guidance. Tenants should have this information readily available, it must be front and centre in the policy, all tenant communications and even as a sign on their wall in every room that has gas appliances	As per discussions at the Policy Panel, it was agreed that the emergency phone number would be a useful inclusion within the policy for ease of reference. 1.4 added and content agreed with Service Manager (Housing Assets). However, it was agreed that the policy may not be the right setting to provide step-by-step guidance on this aspect, especially as each scenario may be different. As part of the phone number inclusion, we can link to the relevant websites for further reading.	1.4
7.0	Five years is too long for a critical safety policy and it should be reassessed as a result of tenant feedback or any other changes in operations and or legislation as mentioned.	As per discussions at the Policy Panel, the policy states that it will be reviewed if there are changes to operations or changes in legislation. It was agreed that five years was acceptable for a review cycle, obviously with the caveat that earlier review may be required should there be changes to operations, legislation or in response to feedback.	N / A
8.0	All complaints seem to go through the same portal. How does the council ensure that urgent ones are dealt with swiftly? What is the triage process? It might be good to include an outline of this process here.	As per discussions at the Policy Panel, the Service Manager outlined that all complaints are handled in the same way, as per our Council-wide Complaints Policy. A link to this will be included within this policy.	N / A

Appendix D – Feedback from the Housing Policy and Procedures Panel (3 September 2025)

Draft Housing Safety Policies relating to Gas Safety and Servicing, Electrical Management, and Water Hygiene

Ref.	Comments	Response	Updated Reference
General	Communication and inclusion: this policy does not outline any commitment to providing information in multiple languages and formats to accommodate the needs of tenants who are neurodivergent, have a physical disability or simply struggle to communicate in English.	It was agreed at the Policy Panel meeting that the addition of an Accessibility section to the policy would be a good inclusion. A new section will be added.	Section 7
-	There is also no mention of a dedicated "Gas Safety" leaflet.	We don't currently have a standard leaflet; however, we do have information available on the website. The planned service standards that were mentioned above would also provide relevant information.	N / A
2.4	There was discussion about the wording within this section in relation to leaseholder agreements at the policy panel ("...as some Lease agreements have a requirement..."). It was commented that leasehold agreements moving forward should have a requirement that they must undertake the service and provide SCDC with a certificate.	We are unable to make any changes or recommendations to leaseholder agreements as part of this Gas Servicing and Safety Policy; however, it was advised that discussion relating to this subject may be able to take place during any review of Leaseholder policy.	N / A
4.2	During this section, the policy outlines a gas safety check takes place at each change of tenancy period. It was commented during the policy panel meeting that there was no reference to properties being capped at change of tenancy, can this be mentioned within this section?	Whilst this is mentioned later on in the policy (4.4), it was agreed that reference to gas capping could be made earlier (during 4.2, example, "...all properties are capped during the change of tenancy period, see 4.4 for more information").	4.2
4.3	In the policy panel meeting it was asked about how long it generally took to take legal action and whether there were implications to non-compliance due to length of time legal action may take?	The Service Manager – Housing Assets explained the process to the panel.	N / A

Appendix D – Feedback from the Housing Policy and Procedures Panel (3 September 2025)

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Ref.	Comments	Response	Updated Reference
4.4	Wording amendment – currently says “... <i>apparatus will be tested certified safe</i> ...” Tested and certified.	This will be amended to say “... <i>apparatus will be tested and certified safe</i> ...”	4.4
4.6	During the policy panel, there was discussion around the use of the word “allow” rather than using “ensure” during the sentence below. “ <i>SCDC will only allow contractors registered with Gas Safe and Engineers who have been issued with an appropriate Gas Safe ID Card, to work on gas appliances.</i> ” Can this please be clarified?	The Service Manager – Housing Assets confirmed that this was in reference to tenant’s own improvements / installation requests, in saying that we would only ‘allow’ approval for a request if the contractor / engineer was registered with gas safe. It has been agreed to include two sentences in relation to this: 1. To explain we will only ‘allow’ permission for tenant’s own installations if the contractor / engineer was registered with gas safe. 2. To outline that we will ‘ensure’ that any contractors / engineers used by the Council for Council requested / issued works, are registered with gas safe.	4.6
5.1	Noted during the policy panel meeting about the use of the word ‘ <i>intends to</i> ’ in the first paragraph. “ <i>SCDC intends to meet its obligations under the following legislation...</i> ”	It was agreed that the introductory sentence for this section was not really required. This initial line will be removed and will instead link to the relevant legislation.	5.0

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Draft Housing Safety Policies relating to Gas Safety and Servicing, Electrical Management, and Water Hygiene

Ref.	Comments	Response	Updated Reference
2.5	Should it be written that they will be required to prove that they meet our health and safety standards? It currently reads; <i>“Where contractors carry out risk assessments, works or checks on our behalf, they will be required to meet our health and safety standards and will be appropriately qualified and accredited.”</i>	This will be part of awarding contracts that they meet the health and safety standards and appropriately qualified. Current text is considered sufficient.	N / A
General	Discussion took place during the policy panel about the phrase ‘void’ being used within the document; it was felt an alternative should be used such as ‘empty’ etcetera.	<p>We are happy to explore alternative terms for ‘void’ properties, as we appreciate there is an increasing awareness that the term ‘void’ can carry negative or impersonal connotations.</p> <p>We have included a few below that we could consider utilising instead. We must be a little careful when using the term ‘empty’ or ‘temporarily un-occupied’ to avoid confusion with other circumstances or initiatives (example, empty homes)</p> <ul style="list-style-type: none"> • Vacant / vacant property • Available unit • Unallocated / unallocated home • Re-let / awaiting re-let <p>It should be noted that in an operational / regulatory setting, the term ‘void’ does still get used in the sector at present, especially in relation to performance metrics as it is considered a technical term to define the period between the property being vacated and relet. From a policy perspective we will look to adopt the approach to move away from the term ‘void’ where appropriate.</p>	Various

Appendix D – Feedback from the Housing Policy and Procedures Panel (3 September 2025)

Draft Housing Safety Policies relating to Gas Safety and Servicing, Electrical Management, and Water Hygiene

-	Electrical Management Draft Policy	-	-
Ref.	Comments	Response	Updated Reference
2.1	<p>“We will take all reasonable steps” – Vague communication vs specific enforceable promises. Both lines from section 1.3 and 2.1 are subjective and difficult to enforce. A tenant cannot hold the council to a vague standard. What the council deems “reasonable” may not be what a tenant needs for safety.</p> <p>Replace vague language with absolute commitments such as: “We will ensure all electrical installations are safe and compliant with BS7671 (the UK’s national standard for the safety of electrical installation and wiring) at the start of every tenancy and maintained in this condition throughout. This removes ambiguity.</p>	‘Reasonable steps’ terminology is taken from the Regulations and therefore no further changes proposed.	N / A
2.3	<p>“residential and communal buildings” – Be more specific in section 2.3 about exactly what type of stock this policy applies to. For example: houses, flats, bungalows, maisonettes, sheltered and supported housing schemes as well as temporary accommodation owned by SCDC.</p>	The policy states that it applies to all residential and communal buildings owned and managed by SCDC (anything that has an electrical supply). We feel this is sufficient as it encompasses all of the types of property we manage.	N / A

Appendix D – Feedback from the Housing Policy and Procedures Panel (3 September 2025)

Draft Housing Safety Policies relating to Gas Safety and Servicing, Electrical Management, and Water Hygiene

Ref.	Comments	Response	Updated Reference
3.4	<p>In section 3.4 there is a critical lack of response times for remedial work. A C1 (Danger present) fault means there is an immediate risk of injury or fire. Allowing up to 30 days is simply unacceptable and puts tenants at severe risk. This timeframe prioritises council logistics over tenant safety. There is also another level C3 which is omitted and should be included.</p> <p>Include a comprehensive guide of faults by grade and with examples of what those look like (C1, C2, C3 & FI) and implement a graded response system. For example: C1 (Danger present): work to be made safe within 24 hrs of the fault being reported, while not impacting on people's everyday activities (example, isolation of the circuit), with permanent repair within 5 working days. C2 (Potentially dangerous): Remedial work completed within 5 working days of fault being reported. C3 (Improvement recommended) & FI (Further investigation): Addressed and fixed within 28 days.</p>	<p>This is considered to be too much detail for the policy. Wording amended at 3.4 to say 28 days (or sooner if specified) rather than 30 days originally quoted.</p> <p>Links included within the policy to the relevant legislation relating to The Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 – Part 4 and Part 5.</p>	3.4

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Ref.	Comments	Response	Updated Reference
4.1	States that the council will use “legal action to gain access”. While in some instances this may be necessary, the tone is adversarial. There is no mention of fair and flexible arrangements to accommodate tenants (example, evening / weekend appointments for working tenants). Tenants may feel pressured and inconvenienced, potentially leading to resistance. The process should be reframed as a collaboration for safety, not an enforcement action. Frame access as a shared goal and add a commitment: “We will work flexibly with tenants to agree on mutually convenient appointment times, including out of hours options where possible to carry out these essential safety checks.	As part of the booking process, the tenant is able to choose the appointment slot(s) and they can facilitate flexible appointments as part of this process too. The property services section is looking to put together service standards for each of the health and safety policies. These will cover the aspects mentioned here, and it is felt that the service standards will be the best place for them to be included, as opposed to the policy document itself.	N / A
4.1	“Report on our performance about electrical safety to Managers and Board Members” – There is a lack of transparency and communication and there is no commitment to sharing this information with tenants. Tenants have no way of knowing the council is actually meeting its targets (example, EICR completion rates, compliance rates). This lack of transparency protects the council from scrutiny. Commit to annual public reporting of KPIs: percentage of properties with a valid in date EICR, compliance rates with response time targets for C1, C2, C3 & FI faults and number of electrical related incidents. Publish this and make it easily accessible on the council’s website and in the tenant newsletter. This holds the council publicly accountable.	Performance is reported to the TSM / KPI Tenant Panel and to Cabinet on a quarterly basis. Also included in the Annual Report / Tenant Newsletter, and on our website. We are currently in the process of reviewing performance measures and how / where they are reported.	N / A

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Ref.	Comments	Response	Updated Reference
5.0	<p>Policy review cycle is too long. Legislation, technology and best practices change more frequently. The policy could become outdated, leaving tenants protected by a lower standard of care than it's currently available.</p> <p>Commit to an annual review of the policy to ensure it reflects the very latest legal and technological standard and best practices in tenant safety. A review may also be triggered earlier than one year by a change in legislation, technology or best practices standards.</p>	<p>As per discussions at the Policy Panel, the policy states that it will be reviewed if there are changes to operations or changes in legislation. It was agreed that five years was acceptable for a review cycle, obviously with the caveat that earlier review may be required should there be changes to operations, legislation or in response to feedback.</p>	N / A
General	<p>In addition to the above the policy does not include anything about tenant-owned electrical appliances, which are a major fire risk. There is no commitment to educate tenants on electrical safety (example, overloading sockets, PAT testing etcetera). Tenants, especially vulnerable ones may unknowingly create dangerous situations, and the council has a moral duty to educate them, not just to maintain its own assets.</p> <p>Add a new section "Tenant Training and Support" where the council commits to providing all new tenants with a clear and easy to read guide on electrical safety including the dangers of daisy chaining extensions, using counterfeit or untested chargers and how to report faults. This empowers tenants to be partners in their own safety.</p>	<p>The policy outlines our approach to electrical management and to how we aim to ensure that we meet our obligations as a landlord, so it was felt that the policy document itself may not be the appropriate place to include this level of advice and detail.</p> <p>Information on this subject is available on the website. Will look to promote through the tenant newsletter..</p>	N / A

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Ref.	Comments	Response	Updated Reference
General	Overall impressions: strong on legal compliance and internal management structure but it is weak on specific, actionable tenant safeguards, transparency and empowerment. It reads more like a procedural internal document designed to protect the council from liability rather than a user-friendly charter designed to actively protect tenants.	The policy is not designed to be advice for tenants, rather it is setting out our approach to electrical management and to explain how we aim to ensure that we meet our obligations as a landlord.	N / A
General	General wording feedback and proof-reading notes.	As an overall note, all feedback has been considered and wording and general proof-reading observations have been reviewed and revised, where appropriate.	General
1.2	Wording of committed to delivering. Currently it reads: “ <i>We are committed to delivering our responsibilities...</i> ”	We will re-word this to read “ <i>We will fulfil our responsibilities...</i> ”	1.2
1.3	It was noted in the section below that “ <i>Delivering our individual and collective duties</i> ” may be a bit vague? We address these responsibilities through: <ul style="list-style-type: none"> • The provision of suitable, sufficient and risk appropriate electrical precautions. • Ongoing and continuous risk assessment. • Delivering our individual and collective duties. • Monitoring and challenging our own performance. 	Wording amended to ‘ <i>as required by the regulations</i> ’ alongside the ‘delivering our individual and collective duties’.	1.3
2.3	Does this include Leasehold / Equity Share? If not, should that be stated?	Wording amended at 2.3 – <i>This does not include leasehold, equity share or shared ownership properties</i>	2.3

Appendix D – Feedback from the Housing Policy and Procedures Panel (3 September 2025)

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Ref.	Comments	Response	Updated Reference
3.2	Sending copies of the new certificate after the testing?	Copies of the report can be made available to tenant(s) upon request. Will consider if these can be made available through the housing portal as part of our digital transformation.	3.2
3.3	Void phrase usage.	Amended to 'vacant'.	3.3
4.1	"Undertake electrical testing at change of tenancy". Does this include Leasehold / Equity Share?	Not applicable – see amendments to 2.3.	N / A
4.1	"Test our portable appliances within communal areas according to a usage; between 24 and 48 months". Is this worded correctly?	Changed to below: <i>Test our portable appliances within communal areas annually.</i>	4.1
4.1	"Seek independent assurance and challenge on our performance". "Report on our performance about electrical safety to Managers and Board Members". Is this regular / routine?	Third party inspections are completed on 10% of all electrical work, on a quarterly basis. We are currently in the process of reviewing performance measures and how / where they are reported.	4.1

Appendix D – Feedback from the Housing Policy and Procedures Panel (3 September 2025)

Draft Housing Safety Policies relating to Gas Safety and Servicing, Electrical Management, and Water Hygiene

-	Water Hygiene Draft Policy	-	-
Ref.	Comments	Response	Updated Reference
6.8	<p>Section 6.8 does not specify what checks these are and if the SCDC cannot carry these weekly or monthly checks, then who will? Does this responsibility fall with the tenants and if so how do they know what they need to do and who they need to report their findings to.</p> <p>And how does this work for vulnerable or disabled tenants?</p> <p>Include a list of checks in this policy and in the tenant handbook as well as organising training for tenants on how to carry out these checks and how to report (this can be done via a recorded video of a professional doing these checks and making that video available on the SCDC website so everyone can access it online, or with visual diagrams and instructions). Whichever format the council decide on it should be clear, easy to read and understand and available in multiple languages.</p>	<p>This is out of scope for the policy which is focusing on how the Council meets its regulatory duties in terms of water hygiene.</p> <p>Training and guidance to tenants should be provided through alternative communication channels, such as information available on the website and campaigns on safety within the newsletters.</p>	N / A

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Ref.	Comments	Response	Updated Reference
8.1	<p>Section 8.1 is too vague. If a tenant discovers brown water, low hot water temperature or a leaky tank who do they call? What is the expected response time for a potential water safety issue?</p> <p>The policy must include a dedicated 24 / 7 contact method (phone number and email) specifically for reporting water hygiene concerns. Also they should be instructed about what actions they should take or not take in the meantime. This must also define clear response time tiers (example, within 24 hrs for no hot water, within 2 hours for major leaks or contaminated water).</p>	<p>This would need to be reported as a repair via the usual method, which would be scheduled in in accordance with priority timescales.</p>	N / A
9.1	<p>Can a tenant request to see the risk assessment for their own home? If a tenant is in a high-risk group, they have the right to know what the specific risks are in their property and how they are being managed.</p> <p>Include a section stating that the tenants have the right to request a summary of the most recent risk assessment for their property.</p>	<p>For domestic properties, a full risk assessment is not necessary, and a generic risk assessment is undertaken. Additional paragraph added at 5.1 for clarification.</p> <p>Where a full risk assessment is required, these are available on-site. Additional paragraph added at 5.9.</p>	5.1 & 5.9
14.1	<p>This goes to the generic complaints page, and we need a clear escalation path for unaddressed concerns (that is, the same issue has been reported time and time again and nothing has been done about it).</p> <p>Outline a clear internal escalation process (example, from the Estates Officer to the Asset and Compliance Manager to the Head of Housing) for repeated or unaddressed water safety concerns.</p>	<p>All complaints are handled in the same way, as per our Council-wide Complaints Policy which is set out at section 15.</p>	N / A

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Draft Housing Safety Policies relating to Gas Safety and Servicing, Electrical Management, and Water Hygiene

Ref.	Comments	Response	Updated Reference
General	A tenant friendly summary or a “Your responsibilities” annex, written in simple plain English and other languages that outlines what the SCDC is responsible for (example, yearly checks), what the tenant is responsible for and why it's so important.	Not in scope for policy document. Tenant responsibilities included within the Tenant Handbook. Will review existing information around tenant responsibilities.	N / A
General	Defined frequency for Tenant training and reminders. Commit to sending an annual reminder to all households perhaps at the start of summer when Legionella risk increases.	Information is available on the website, and we can encourage awareness to these via the Tenant Newsletter (a recent edition contained information about this). Will consider other communication channels available to get safety messages across.	N / A
6.8	Will you be carrying out the quarterly, six monthly and annual checks as laid out in " Water Hygiene – Staff Guidance (Housing) " Section 4.	Yes, this will be done on relevant properties (a standard domestic dwelling isn't a relevant property). Paragraph 5.1 added to provide clarification.	5.1
6.8	Have you produced this leaflet yet and if so, can you forward a copy prior to the meeting on the 03.09.2025?	To be provided.	-
9.1	Will these be supplied to tenants or are they only for use in communal property owned by the council.	Yes, only on relevant properties (example, Over etcetera.).	N / A
1.1	Remove 'recognises that...'	Removed.	1.1
1.2	Wording feedback.	Amended.	1.2
3.1	Should Sheltered Housing Officers be included?	Word missing in original policy draft, amended to say Sheltered Estates Officer (SEO).	3.1
4.1	Wording feedback.	SCDC will address – amended to this.	4.1

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Ref.	Comments	Response	Updated Reference
4.4	Wording feedback	Amended.	-
4.5	Wording feedback.	Amended.	-
4.8	Wording feedback.	Amended.	-
5.1	Wording feedback.	Remove the generic / general needs sentence.	5.1
5.4	Feedback, what are the regular intervals? Is it dependent on risk?	Wording considered suitable, as the regulations specify 'regularly'.	N / A
6.1	Wording feedback on clarity.	It is not feasible to list everything, as each one will depend on the situation / circumstances and this could vary from year to year.	N / A
6.5	Wording feedback.	Amended.	6.5
7.2	Wording feedback.	Amended.	6.5
8.1	Wording feedback.	Amended.	6.5
12.1	Wording feedback.	Current wording considered appropriate.	N / A
New	Add in accessibility section.	Section added.	Section 13

3.1 Gas Safety and Servicing Policy

The following document is enclosed:

- Annexure A – Draft Gas Safety and Servicing Policy

Eddie Spicer to report.



Appendix A

South Cambridgeshire District Council

Gas Safety and Servicing Policy (Housing)

Version	Draft (v0.3)
Ownership	Head of Housing
Approved by	TBC
Policy Contact	Service Manager – Housing Assets
Approval date	TBC
Publication date	TBC
Date of next review	TBC



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1. Introduction

- 1.1 South Cambridgeshire District Council (SCDC) has a duty under Section 11 of the [Landlord and Tenant Act 1985](#) 11 (1b), “to keep in repair and proper working order the installations in the dwelling-house for the supply of water, gas and electricity and for sanitation (including basins, sinks, baths and sanitary conveniences, but not other fixtures, fittings and appliances for making use of the supply of water, gas or electricity), and (c) to keep in repair and proper working order the installations in the dwelling-house for space heating and water heating”.
- 1.2 SCDC has a specific duty under Regulation 36 (Duties of Landlords) of the [Gas Safety \(Installation and Use\) Regulations 1998](#) (GSIUR). Any gas appliance in a property that is owned by SCDC and is rented to a tenant must be checked for Gas Safety within 12 months of its installation and within every subsequent 12-month period thereafter. The regulations place a duty upon SCDC, as a Landlord to ensure that gas appliances and flues are maintained in a safe condition, annual safety checks are carried out and appropriate records kept and issued to tenants.
- 1.3 These duties are in addition to the more general ones that Landlords have under the [Health & Safety at Work Act 1974](#) and the Management of [Health & Safety at Work Regulations 1999](#). Landlord’s failing to comply with these regulations can be liable to prosecution and ensuing penalties.
- 1.4 If you suspect a gas leak or signs of carbon monoxide (CO) poisoning (such as headaches, dizziness, nausea, or the smell of gas) you must act immediately. Do not use electrical switches or naked flames. Open windows and doors to ventilate the area and evacuate the property. Contact the [National Gas Emergency Service](#) immediately by calling 0800 111 999. This number is free and available 24 hours a day, seven days a week. Once safe, notify SCDC so that appropriate follow-up action can be taken.

2. Scope and Purpose

- 2.1 This policy outlines how SCDC will comply with the Regulatory requirements for Social Housing in England, including best practice standards and continual improvement in compliance performance.
- 2.2 SCDC aims to protect the occupiers of its properties, visitors, staff, contractors, and the public, from the risks associated with gas so far as is reasonably practicable. This



document sets out key policy objectives, control measures and accountabilities to protect residents, staff, and contractors from harm.

- 2.3 This policy applies to all residential and communal buildings owned and managed by SCDC. This does not include properties managed by Ermine Street Housing or Shire Homes Lettings, as they have their own policies.
- 2.4 SCDC has a duty of care in respect of gas appliances in leaseholders or shared owners' homes, as some Lease agreements have a requirement to ensure the leaseholder has a gas compliance safety check undertaken annually. SCDC will ensure checks are made annually to confirm leaseholders are complying with this requirement. SCDC will also encourage Leaseholder awareness to promote gas safety.
- 2.5 Where contractors carry out risk assessments, works or checks on our behalf, they will be required to meet our health and safety standards and will be appropriately qualified and accredited.

3. Responsibilities

Duty Holder: Head of Housing

Has ultimate accountability for gas safety compliance.

Responsible Person: Service Manager – Housing Assets

Oversees the overall implementation of this policy.

Deputy Responsible Person: Asset and Compliance Manager

Supports the responsible person in the day-to-day management of this policy.

4. Gas Safety

4.1 Inspections

SCDC will carry out a programme of gas safety inspections and will record findings on a Landlords Gas Safety Record (LGSR) at each dwelling that has a gas supply.

To ensure that no property goes more than 12 months without an inspection / service, SCDC operates a 10-month inspection / service schedule on Council owned appliances.

Gas Safe Registered Contractors and engineers will carry out visual checks on residents' own appliances (such as gas cookers and gas fires) and inspect any connecting flue way. Where any defects are identified they will be recorded on the safety certificate and issued to the resident in the form of a warning notice. Where the problem is potentially



dangerous, the appliance will be disconnected, and the gas supply capped off. Suitable advice on health and safety will be provided to the resident in this event and SCDC notified.

During a gas service, SCDC will also check any carbon monoxide detectors in the property for compliance and operation. If there are any issues found during the checks, they will be replaced with new.

- 4.2 SCDC will carry out a gas safety check at each 'Change of Tenancy', with a copy of a valid LGSR provided to the incoming tenant as part of their sign-up pack. All properties are capped during the change of tenancy period, see 4.4 for more information.

4.3 **Access**

It is a condition of each individual tenancy agreement that residents must provide access to their homes upon request for a gas safety check. SCDC will make every possible effort to gain access to carry out the safety check.

The process that we follow to gain access to the property has the following steps (in this section 'We' refers to either the Council or our Contractors):

1. We will write to each tenant offering an appointment or ask them to arrange a convenient alternative.
2. If there is no response or we are unable to gain access to carry out the check, we will drop a card at the property to confirm we attended and issue a first warning letter.
3. We will write to the tenants with a 2nd appointment date or ask the tenant to contact us to arrange a convenient alternative.
4. If there is no response, or we are unable to carry out the check, we will drop a second card at the property.
5. We will write to the tenants with a final warning of legal action.
6. If there is no contact from the tenant, or we are unable to make an appointment we will take legal action to gain access to the property.

4.4 **Void Properties**

At tenancy end once keys are in possession of SCDC the Council's Contractors are tasked to carry out a gas safety inspection, appliance function test and cap gas at the Emergency control valve (ECV) for the duration of void works.



SCDC will remove or isolate all open flued gas fires at the time of void.

Any alterations / replacement of gas apparatus will be tested and certified safe with LGSR during the void period. Gas supply remains capped until gas contractors are notified to attend by the incoming tenant to reinstate supply and service Council owned gas appliances.

4.5 **Data Records**

SCDC will store all LGSRs centrally, in electronic format, and linked to the relevant property record by Asset ID. SCDC will retain records of the last three LGSRs and for two years, from the last certificate date, if appliances are removed.

- 4.6 For any tenant's own improvements / installation requests relating to gas (once permission from SCDC has been sought and provided), SCDC will only allow contractors registered with Gas Safe and Engineers who have been issued with an appropriate Gas Safe ID Card, to work on gas appliances.

In relation to works instructed directly by the Council, SCDC will ensure only contractors registered with Gas Safe and Engineers who have been issued with an appropriate Gas Safe ID Card, to work on gas appliances.

4.7 **Gas Management Plan**

SCDC will maintain a set of gas safety procedures and routinely carry out training with staff and contractors to ensure its requirements are understood. The procedures will cover the following areas of management, amongst others:

- Allocation of specific roles and responsibilities to staff and contractors
- The means of populating and disseminating the LGSR Register
- The competencies & responsibilities of contractors
- Training requirements
- Processes for incident management / emergencies
- Arrangements relating to enforcement

5. **Legislation and Guidance**

- [Health and Safety at Work Act 1974](#)
- [Management of Health and Safety at Work Regulations 1999](#)
- [The Gas Safety \(Installation and Use\) Regulations 1998](#) (Amended [2018](#))



6. Monitoring and Quality Control

- 6.1 A third-party specialist provider will carry out a 5% audit of all LGSR's each month.
- 6.2 Each month, the Senior Surveyor and the Asset & Compliance Manager will use the below performance measure to monitor gas safety.

Measure	Target	Frequency
Number of properties with a Valid Landlords Gas Safety Record (LGSR)	100%	Monthly

7. Accessibility and Inclusion

- 7.1 SCDC is committed to engaging with tenants and residents in line with the [Equality Act 2010](#). Reasonable adjustments will be made to ensure services are accessible to all.

This may include:

- Contact preferences
- Offering home visits
- Use of advocates or interpreters
- Alternative communication formats, such as large print or translated materials
- Adjusting appointment times
- Adjusting locations to accommodate mobility or health needs

8. About this Policy

- 8.1 This policy will be reviewed every five years. However, earlier reassessment may be required if there are changes in operations and / or legislation etcetera.
- 8.2 This policy has been produced in consultation with tenant representatives. If you are interested in getting involved in shaping our housing service, we would love to hear from you; please visit our website for more information and to get in touch.





9. Complaints

- 9.1 SCDC aims to provide excellent customer service, but we recognise that mistakes can happen. If you are dissatisfied with the service you have received, you can make a complaint in accordance with the Council's Complaints Policy. To make a complaint, please visit our [website](#) or telephone 01954 713 000 or email housing.complaints@scambs.gov.uk.

10. Our Values

Ambitious

We are proactive and take a forward-thinking approach to addressing challenges.

We create smart solutions and reach our goals with determination and a clear vision.

Collaborative

We foster a culture of teamwork and open communication.

We work with and involve stakeholders, to improve how the organisation works and serves the public.

Compassionate

We prioritise empathy and understanding in decision-making and service delivery.

We consider the wellbeing of people and communities in everything we do and we replicate this when we talk to our colleagues because we know that when we support each other, we all do better.

Accountable

We take responsibility for our actions and decisions.

We own up to mistakes and make sure we fulfil our commitments.

3.2 Electrical Management Policy

The following document is enclosed:

- Annexure B – Draft Electrical Management Policy

Eddie Spicer to report.



Appendix B

South Cambridgeshire District Council

Electrical Management Policy (Housing)

Version	Draft (v0.4)
Ownership	Head of Housing
Approved by	TBC
Policy Contact	Service Manager – Housing Assets
Approval date	TBC
Publication date	TBC
Date of next review	TBC



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DRAFT



1. Introduction

- 1.1 South Cambridgeshire District Council (SCDC) is committed to ensuring that our tenant's homes and our communal areas are safe and secure places to live and work.
- 1.2 We will fulfil our responsibilities as the responsible person under all relevant legislation and statutory codes of practice and guidance. This includes, but is not limited to, the following:
- [The Building Regulations 2010](#)
 - [Approved Document P - Electrical safety in dwellings](#)
 - British Standard 7671:2018 – The IET Wiring Regulations
 - The Code of Practice for In-Service Inspection and Testing of Electrical Equipment
 - [The Electricity at Work Regulations 1989](#)
 - [The Landlord and Tenant Act 1985](#)
 - [Housing Act 2004](#)
 - [The Electrical Equipment \(Safety\) Regulations 1994](#)
 - [Management of Houses in Multiple Occupation \(England\) Regulations 2006](#)
 - [Health and Safety at Work Act 1974](#)
 - [Management of Health and Safety at Work Regulations 1999](#)
 - [The Hazards in Social Housing \(Prescribed Requirements\) \(England\) Regulations 2025 – Part 4 and Part 5](#)
- 1.3 We address these responsibilities through:
- The provision of suitable, sufficient and risk appropriate electrical precautions.
 - Ongoing and continuous risk assessment.
 - Delivering our individual and collective duties, as required by the regulations.
 - Monitoring and challenging our own performance.

2. Scope and Purpose

- 2.1 SCDC are required by law to ensure that electrical installations and wiring in our housing stock is safe when tenants move into our properties and that they are maintained in a safe condition throughout the duration of the tenancy. We will take all reasonable steps to prevent and control the risk from electricity in the properties that we own.
- 2.2 This policy outlines our approach to electrical management and to how we aim to ensure that we meet our obligations as a landlord.



- 2.3 This policy applies to all residential and communal buildings owned and managed by SCDC. This does not include leasehold, equity share or shared ownership properties (unless stated within the lease agreement) or properties managed by Ermine Street Housing or Shire Homes Lettings.

3. Management of Properties (electrical installations)

- 3.1 SCDC will inspect all electrical installations in both our residential properties, communal buildings and landlord supplies.
- 3.2 We will ensure a qualified engineer inspects and provides an Electrical Installation Condition Report (EICR) at least once every five years, or more frequently where our risk assessments suggest that it is appropriate. Copies of the report can be made available to the tenant(s) upon request.
- 3.3 We carry out a full electrical inspection and test whenever we regain possession of a property, such as at the end of a tenancy. This includes when the property is vacant, when new tenants are to move in, or when a mutual exchange takes place. We may also carry out inspections in response to tenant's concerns, or if we are aware that a tenant has made unauthorised alterations to their home.
- 3.4 The inspection process includes the completion of an EICR to confirm the electrical installation is safe for continued use. Any remedial work which is required to make the electrical installations safe (such as findings under C1=danger present. Risk of injury. Immediate remedial action required, C2= Potentially dangerous-urgent remedial action required and FI= Further investigation required without delay, within the EICR), must be completed within a 28-day period (or sooner if specified) by suitably competent, qualified electrical engineers.

4. Responsibilities

- 4.1 SCDC's responsibilities include:
- Comply with all relevant legislation including but not limited to the requirements of the [Electricity at Work Regulations 1989](#) and [Health and Safety at Work Act 1974](#)
 - Complete 5-year periodic electrical test for all residential properties, blocks, communal areas and offices (or more frequently if recommended)
 - Use all recognised routes including, where necessary, taking legal action to gain access to obtain a compliant certificate.
 - Undertake electrical testing at change of tenancy.



- Test our portable appliances within communal areas annually.
- Maintain accurate asset information.
- Have competent, skilled, and well-trained staff internally at SCDC.
- Ensure all operatives used by our main contractors completing the electrical works have all necessary and relevant qualifications.
- Seek independent assurance and challenge on our performance (third party inspection on 10% of all electrical work, on a quarterly basis).
- Report on our performance about electrical safety to Managers and Board Members.

4.2 SCDC will appoint a responsible person to ensure that the commitments in this policy are carried out as well as the actions identified in the risk assessments; please see management structure below:

Duty Holder: Head of Housing

Has ultimate accountability for electrical management.

Responsible Person: Service Manager – Housing Assets

Oversees the overall implementation of this policy.

Deputy Responsible Person: Asset and Compliance Manager

Supports the responsible person in the day-to-day management of this policy.

4.3 Where contractors carry out risk assessments, works or checks on our behalf, they will be required to meet our health and safety standards and be appropriately qualified and accredited.

5. Accessibility and Inclusion

5.1 SCDC is committed to engaging with tenants and residents in line with the [Equality Act 2010](#). Reasonable adjustments will be made to ensure services are accessible to all.

This may include:

- Contact preferences
- Offering home visits
- Use of advocates or interpreters
- Alternative communication formats, such as large print or translated materials
- Adjusting appointment times
- Adjusting locations to accommodate mobility or health needs



6. About this Policy

- 6.1 This policy will be reviewed every five years. However, earlier reassessment may be required if there are changes in legislation, good practice or in response to specific incidents.
- 6.2 This policy has been produced in consultation with tenant representatives. If you are interested in getting involved in shaping our housing service, we would love to hear from you; please visit our website for more information and to get in touch.



7. Complaints

- 7.1 SCDC aims to provide excellent customer service, but we recognise that mistakes can happen. If you are dissatisfied with the service you have received, you can make a complaint in accordance with the Council's Complaints Policy. To make a complaint, please visit our [website](#) or telephone 01954 713 000 or email housing.complaints@scambs.gov.uk.

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We prioritise empathy and understanding in decision-making and service delivery.

We consider the wellbeing of people and communities in everything we do and we replicate this when we talk to our colleagues because we know that when we support each other, we all do better.

Accountable

We take responsibility for our actions and decisions.

We own up to mistakes and make sure we fulfil our commitments.

3.3 Water Hygiene Policy

The following document is enclosed:

- Annexure C – Draft Water Hygiene Policy

Eddie Spicer to report.



Appendix C

South Cambridgeshire District Council

Water Hygiene Policy (Housing)

Version	Draft (v0.4)
Ownership	Head of Housing
Approved by	TBC
Policy Contact	Service Manager – Housing Assets
Approval date	TBC
Publication date	TBC
Date of next review	TBC



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1. Introduction

- 1.1 South Cambridgeshire District Council (SCDC) has a duty of care to employees, tenants, visitors and the public that may be affected by the operation and maintenance of premises by the organisation.
- 1.2 SCDC will therefore provide sufficient resource to ensure that water storage and distribution systems are operated and maintained in accordance with current legislation and guidance and shall take all reasonably practical steps to ensure risk of Legionella proliferation and contamination is minimised.

2. Scope and Purpose

- 2.1 This policy covers the management and control of Legionella and other contaminants in water systems. It aims to ensure that the highest reasonably practical standards are maintained throughout the organisation and all directives issued by the Health & Safety Executive, Department of Health and the British Standards Institution relating to prevention and control of Legionella will be adopted where relevant.
- 2.2 This policy applies to all residential and communal buildings owned and managed by SCDC. This does not include properties managed by Ermine Street Housing or Shire Homes Lettings, as they have their own policies.

3. Responsibilities

- 3.1 SCDC will appoint a 'Responsible person' to ensure that the commitments in this policy are carried out as well as the actions identified in the risk assessments, see Management structure below:

Duty Holder: Head of Housing

Has ultimate accountability for controlling the risk of legionnaire's disease.

Responsible Person: Service Manager – Housing Assets

Oversees the overall implementation of this policy.

Deputy Responsible Person: Asset and Compliance Manager

Supports the responsible person in the day-to-day management of this policy.

Site Responsible Person: Sheltered Estates Officer (SEO)

Responsible for flushing 'little used' outlets and for reporting any water hygiene or other water risk issues.



- 3.2 Where contractors carry out risk assessments, works, or checks on our behalf, they will be required to meet our health and safety standards and be appropriately qualified and accredited.

4. Background

- 4.1 Legionnaires' disease can prove fatal as confirmed by a number of cases, all of which could have been prevented if adequate preventative measures and contingency plans were in place. It is these preventative measures that SCDC will address across its housing stock to protect tenants, staff, visitors, contractors and the general public.
- 4.2 Legionella is a naturally occurring organism widely dispersed in nature, there is a constant risk of the bacteria entering the building services of our properties. Therefore, the size and complexity of the properties under our control increases our risk in this area.
- 4.3 Hot and cold-water systems, including showers, need to be checked carefully when a home becomes empty to make sure everything is safe and working properly before someone new moves in.
- 4.4 SCDC's approach reflects current knowledge and best practice within the industry.
- 4.5 Legionnaires' disease can affect anybody, but some people are at higher risk (for example, men are three times at risk, those over 45 years of age, smokers, heavy drinkers, those suffering from chronic respiratory or kidney disease and people with an impaired immune system).
- 4.6 Legionella bacteria can multiply in domestic water systems under certain conditions. Water temperatures in the range of 20°C to 45°C favour growth. The bacteria will not survive temperatures above 60°C and remains dormant at temperatures below 20°C.
- 4.7 The bacteria also require a supply of nutrients to multiply such as:
- Algae, amoebae and other bacteria within the water itself
 - Sediment, sludge, scale and other material within the water system.
- 4.8 A reasonably foreseeable risk of exposure to Legionella bacteria exists in:
- Hot and cold-water systems.
 - Other plant and systems containing water which is likely to exceed 20°C and which may release a cloud of droplets and / or droplet nuclei (residue that remains when water has evaporated) during operation or when being maintained.



- 4.9 The disease is normally contracted by inhaling Legionella bacteria, either in tiny droplets of water in the form of aerosols or in droplet nuclei which are particles left after the water has evaporated and are contaminated with Legionella, deep into the lungs.
- 4.10 In accordance with the requirements of the Legislation and Guidance (L8 4th Edition and HSG274)
- Identify and assess sources of risk.
 - Prevent or control the risk where possible.
 - Prepare a Legionella Management Plan (Control Scheme) for preventing or controlling the risk.
 - Implement, manage and monitor precautions put in place the Plan (Scheme)
 - Keep thorough records and check that what has been done is effective.
 - Appoint a competent person with sufficient authority and knowledge of the installation to help take the measures needed to comply with the law.

5. Risk Assessment

- 5.1 Domestic dwellings are generally excluded from the scope of water safety regulations due to the nature of occupation and the minimal risk of stored water. A generic risk assessment is applied to these properties, with new tenants provided with water safety advice, such as flushing water outlets for at least 10 minutes when properties are left unoccupied for over seven days. The exception is Elm Court where a communal water supply is present; this is included within the site-specific risk assessment.
- 5.2 SCDC will carry out the relevant risk assessments to all water systems managed by the council, to determine any need for monthly, annual or less frequent monitoring. High risk areas, for example communal rooms will be inspected by a specialist contractor.
- 5.3 A detailed assessment shall be undertaken by a specialist contractor at all sites where a significant risk exists, which include:
- Sheltered Housing Scheme
 - Communal areas / facilities
 - Any establishment where volumes of water are stored and the potential for droplet formation exists.

This will include producing an action plan, where the actions will be recorded by the Council.



- 5.4 All risk assessments will be undertaken by persons who are competent, experienced and have been correctly trained to carry out these duties.
- 5.5 The risk assessment should be reviewed at regular intervals, or earlier if significant modifications are undertaken to the system design or use of the premises.
- 5.6 The Council will keep a record of all risk assessments undertaken, as well as information regarding the maintenance, tests and remedial works carried out together with the results for a minimum of five years.
- 5.7 The assessments will contain direction as to how the risk is to be eliminated, or where this is not possible, how the risk will be managed.
- 5.8 Where the risk assessment identifies no reasonably foreseeable risk, no further measures are necessary.
- 5.9 Relevant risk assessments are available on-site and can be requested from the Sheltered Estate Manager.

6. Prevention and Control

- 6.1 Risk control measures will be chosen to prevent the growth of legionella bacteria in the system and to reduce exposure to water droplets and aerosols. These measures will include, where appropriate:
- Avoiding water temperatures between 20°C and 45°C and conditions that favour the growth of legionella bacteria and other microorganisms.
 - Improved design of water systems with a view to eliminating 'dead legs', 'blind ends' and other places where water can stagnate.
 - Controlling the release of water spray.
 - Avoiding the use of materials which could harbour or provide nutrients for bacteria and other organisms.
 - Ensuring holding tanks are adequately covered, fitted with air vents and are lagged appropriately to prevent temperature rises.
 - Maintaining the cleanliness of the system and water in it.
 - Using water treatment techniques.
 - Ensuring the correct and safe operation and maintenance of the water system.
 - Providing staff training in personal precautions necessary when carrying out maintenance etcetera.



If the risk assessment recommends specific maintenance actions, these will be recorded, and a site-specific monitoring sheet will be provided.

- 6.2 SCDC will remove the potential source of future contamination whenever practicable. This includes the removal of cold-water storage tanks. Planned improvement programmes will gradually replace storage tank water systems with combination boilers, if possible, though some properties will continue to require storage tank systems to meet their requirements.
- 6.3 The Council will 'design out' risks on new developments, refurbishments and when carrying out planned improvements.
- 6.4 SCDC will ensure that new tenants are made aware of the risk of Legionella, provide them with relevant information and advise them to flush through the system and ensure shower heads are clean, as part of the handover.
- 6.5 Before the commencement of a new tenancy, if the property has remained vacant for more than seven days, water systems will be flushed, either during the accompanied viewing process or prior to the tenancy beginning.
- 6.6 When risk assessments identify required works to remove or reduce risks, these will be carried out as responsive repairs or as part of a planned improvement programme.
- 6.7 If a risk cannot be removed, we will control the risk, in line with the Approved Code of Practice, by:
- Ensuring that the release of water spray is properly controlled.
 - Avoiding water temperatures and conditions that favour the growth of Legionella and other micro-organisms.
 - Ensuring water cannot stagnate anywhere in the system by keeping pipe lengths as short as possible or by removing redundant pipe work and dead legs.
 - Avoiding materials that will encourage the growth of Legionella.
 - Keeping the system and water in it clean.
- 6.8 For tenanted properties it is impractical for SCDC to carry out the regular weekly and monthly checks required to ensure safety from Legionellosis. We will publicise to residents the importance of carrying out such checks through our Water Hygiene leaflet and other resident communications.



7. Monitoring

- 7.1 SCDC will monitor the percentage of properties with a risk assessment and that regular tests, required according to policy and procedure, are carried out.
- 7.2 To ensure full compliance, regular audit of the management processes will take place by SCDC or by an External Auditor from an accredited body.
- 7.3 Regular reports and updates will be made available to relevant councillor or tenant groups.

8. Incidents

- 8.1 In the event of any incidents, the Corporate Health and Safety Team must be informed as soon as possible. They will then notify the relevant regulatory authority, where necessary reported to the HSE via the online RIDDOR process.

9. Documentation

- 9.1 The risk assessment and records of routine maintenance (logbooks) for the premises will be held in a readily accessible place, on site and electronic records held and maintained by the Asset Compliance team.
- 9.2 In addition, the Responsible Person / Contract Administrator will ensure that records and documents are maintained such as:
 - All relevant water systems (with drawings as appropriate)
 - All risk assessments
 - All action plans
 - Control systems
 - Monitoring documents

10. Value for Money

- 10.1 Legionella surveys will be procured, where possible, through relevant procurement framework, ensuring value for money. All other works will be procured in relation to the SCDC's financial regulations and competitive quotes sought. All goods and services procured will be at the best possible price and quality.

11. Definitions and References

11.1 Definitions

Legionella

*A naturally occurring bacteria within water sources.
Inhalation or ingestion of them can cause illness.*

11.2 Legislation

- [Health and Safety at Work Act 1974](#)
- Approved Code of Practice L8 (ACoP L8) Legionnaire's' Disease: The control of Legionella bacteria in water systems
- [Control of Substances Hazardous to Health Regulations 2002 \(COSHH\)](#)
- [Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 \(RIDDOR\)](#)
- [The Management of Health and Safety at Work Regulations 1999](#)
- [Landlord and Tenant Act 1985](#)
- Housing Acts [1985](#) and [1988](#)

11.3 Guidance

- HSG 274 parts 1, 2, 3
- BS 6700:2006 Guide to the design, installation, testing and maintenance of services supplying water for domestic use within buildings and their curtilages
- BS 8580:2010 Water Quality: Risk assessment for legionella control Water Regulations Advisory Scheme (WRAS)

11.4 Legal Framework

Directly applicable to the SCDC management of water services are a number of statutory enabling acts (England and Wales), and subordinate regulations, the most important of which are shown below:

- [Water Industry Act 1991](#)
- [Water Supply \(Water Quality\) Regulations 2000](#)
- [Water Supply \(Fittings\) Regulations 1999](#)
- [Building Act 1984](#) and Sub-ordinate Regulations
- [Health & Safety at Work Act 1974](#) as enabling act to the [Workplace \(Health, Welfare and Safety\) Regulations 1992](#).
- [Corporate Manslaughter and Corporate Homicide Act 2007](#).



In addition to statutory legislation the following informative professional and approved codes of practice apply:

- British Standard BS6700:2006 for The Design, installation, commissioning, testing and maintenance of services supplying water for Domestic use within Buildings and their curtilages.
- Health and Safety Commission's Approved Code of Practice (ACOP) and Guidance L8 on 'The Control of Legionella Bacteria in Water Systems' third edition 2000 (reprint 2007). This document is used by Health and Safety Executive inspectors as the benchmark standard which, in the event of an untoward incident, SCDC must be able to demonstrate it complied with or exceeded.
- Chartered Institution of Building Services Engineers Technical Guides, notably TM13 2000.
- Health and Safety Executive's Guidance Note HSG220 'Health and safety in CARE HOMES'.
- Water Regulations Advisory Service (WRAS) 'Water fittings and materials directory'.

12. Training

12.1 Compulsory Legionella awareness training will be provided to all those who collectively contribute to ensure compliance for managing the control of legionella within our properties:

- Responsible Persons will receive technical training to enable them to fulfil this role (at least every three years).
- All employees directly involved in the Legionella Control Programme will receive adequate and appropriate training.

13. Accessibility and Inclusion

13.1 SCDC is committed to engaging with tenants and residents in line with the [Equality Act 2010](#). Reasonable adjustments will be made to ensure services are accessible to all.

This may include:

- Contact preferences
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We work with and involve stakeholders, to improve how the organisation works and serves the public.

Compassionate

We prioritise empathy and understanding in decision-making and service delivery.

We consider the wellbeing of people and communities in everything we do and we replicate this when we talk to our colleagues because we know that when we support each other, we all do better.

Accountable

We take responsibility for our actions and decisions.

We own up to mistakes and make sure we fulfil our commitments.

Appendix 01 – Scheme Log Example

Scheme:	-								
Date	Shower		Toilets		Kitchen		Laundry		Signature
	Hot	Cold	Hot	Cold	Hot	Cold	Hot	Cold	
-	°C	°C	°C	°C	°C	°C	°C	°C	-
-	°C	°C	°C	°C	°C	°C	°C	°C	-
-	°C	°C	°C	°C	°C	°C	°C	°C	-
-	°C	°C	°C	°C	°C	°C	°C	°C	-
-	°C	°C	°C	°C	°C	°C	°C	°C	-
-	°C	°C	°C	°C	°C	°C	°C	°C	-

If showers / taps are not in use, please run water through outlets for a period of five minutes weekly, temperatures to be tested monthly.

Process (refer to site staff guidance for detailed procedures)

- Hot tap measurements reached within 2 minutes of running water (Above 50°C standard to meet)
- Cold tap measurement reached within 2 minutes of running water (Below 20°C standard to meet)
- Take temperature within the flow or at the pipe if a Blending Valve is fitted.
- Fill in chart.
- Store in Cleaning Cupboard.

3.4 Assignment and Succession Policy

The following documents are enclosed:

- Report to the Housing Engagement Board
- Annexure A – Draft Assignment and Succession Policy
- Annexure B – Feedback Report from Housing Policy and Procedure Tenants Panel

Julie Fletcher to report.

Report to:	Housing Engagement Board 27 October 2025
Lead Cabinet Member:	Councillor John Batchelor – Lead Member for Housing
Lead Officer:	Peter Campbell – Head of Housing

Draft Assignment and Succession Policy (Housing)

Recommendations

1. It is recommended that the Housing Engagement Board endorses the Draft Assignment and Succession Policy (Housing) (version 0.5), as outlined in Appendix A, ahead of its submission to Cabinet for approval on 2 December 2025.
2. The Housing Engagement Board may also wish to provide additional comments for Cabinet's consideration during its review of the draft policy.

Details

3. The Draft Succession and Assignment Policy has been reviewed, in consultation with the Housing Policy & Procedure Tenant Panel, to ensure it remains current, legally compliant, and aligned with the Consumer Standards introduced under the Social Housing Regulations Act 2023. The majority of the draft policy is led by legislation under Part IV of the Housing Act 1985.
4. The Draft Policy clarifies the Council's approach to tenancy assignment (transfer during life) and succession (transfer upon death) – to ensure transparency, consistency, legal compliance, and tenant support during key life events. The Draft Policy will help to manage expectations around who can inherit or be assigned a tenancy (reducing disputes and complaints).
5. In addition to promoting fairness and transparency, the draft policy supports efficient use of housing by assessing property suitability and helps allocate homes to those in need, aligning with wider housing strategy objectives.

Reasons for Recommendations

6. It is essential that the Council has a clear and robust policy outlining its approach to tenancy assignment and succession. This policy, once approved, will ensure that we meet our legal obligations as a landlord, apply consistent and fair decision-making, and manage our housing stock effectively to support those in genuine housing need.

Options

7. The alternative option would be to reject the Draft Assignment and Succession Policy (Housing) in its presented form. However, without an approved and up to date policy, the Council cannot demonstrate a clear approach or fulfil its landlord responsibilities in this area.

Implications

8. In the writing of this report, taking into account financial, legal, staffing, risk, equality and diversity, climate change, and any other key issues, the following implications have been considered:-

Legal

9. The Draft Policy sets out the legal framework for assessing tenancy succession and assignment requests.

Risks / Opportunities

10. Without a clear framework, there is a higher risk of legal challenge to the Council's decision-making in terms of tenancy succession and assignment requests.

Consultation responses

11. The Draft Assignment and Succession Policy (Housing) was reviewed by the Housing Policy & Procedure Tenant Panel on 30 September 2025. The panel, comprising tenant representatives and officers, provided feedback, which was duly considered, and any necessary amendments were incorporated into the draft policy. A copy of the amendments made following consultation through the Tenant Panel is attached at Appendix B.

12. A draft of this policy was shared with colleagues in 3C Legal, whose feedback was reviewed and used to inform relevant amendments incorporated into the current draft policy.

Alignment with Council Priority Areas

Healthy and Supported Communities

13. This policy will contribute to healthy and supported communities by supporting tenants during life-changing events such as bereavement, relationship breakdowns, or transitions in care, ensuring they receive guidance and compassion. It promotes stability and wellbeing by enabling individuals, especially vulnerable groups like minors or non-statutory successors, to remain in their home where it is considered appropriate.

Background Papers

Appendices

Appendix A: Draft Assignment and Succession Policy (Housing) (version 0.5)

Appendix B: Feedback from the Housing Policy & Procedure Tenant Panel

Report Authors:

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Telephone: (01954) 713 3336



South Cambridgeshire District Council

Assignment & Succession Policy (Housing)

Appendix A

Version	Draft v0.5
Ownership	Head of Housing
Approved by	TBC
Policy Contact	Service Manager – Tenancy & Estates
Approval date	TBC
Publication date	TBC
Date of next review	TBC



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1. Introduction

- 1.1 This policy sets out South Cambridgeshire District Council (SCDC)'s approach to assignment (where the tenancy is transferred to another person) and succession (where the tenancy is transferred upon the death of a tenant).
- 1.2 This policy should be read in conjunction with the Council's [Tenancy Policy](#), [Lettings Policy](#) and [Mutual Exchange Policy](#).

2. Scope and Purpose

- 2.1 This policy applies to all SCDC social housing tenants. It does not cover Leaseholders, Shared Ownership or Non-Secure / Temporary tenancies.
- 2.2 The purpose of this policy is to:
 - Provide transparency and clarification on our approach to how we deal with assignment and succession of tenancies.
 - Offer clear guidance to both staff and tenants during potentially life-changing periods, helping them to understand their rights and options
 - Refer to best practice
 - To explain the factors that will come into consideration when we are making decisions on succession and assignment
- 2.3 This policy does not go into detail about mutual exchanges but does discuss assignment in relation to exchange. Please read our [Mutual Exchange Policy](#) and associated guidance for full information about exchanges.

3. What is Assignment?

- 3.1 Assignment is the legal process of passing over tenancy rights & responsibilities to another person.
- 3.2 In some circumstances, it may be possible for an SCDC tenant to pass their tenancy on to someone else. The process effectively sees the assignee receive the tenancy held by the assigning tenant; this is not the granting of a new tenancy. There are criteria and restrictions on who a tenancy can be assigned to, as set out in legislation.
- 3.3 When a tenancy is assigned, the assignee (the incoming tenant) takes over the existing tenancy. This means for example if the person assigning the tenancy has caused damage to a property, the assignee will be responsible for putting this right.



- 3.4 [Section 91 \(3\) of The Housing Act \(1985\)](#) states that a secure tenancy can only be assigned in three situations:
- By way of mutual exchange (see [section 6](#))
 - To someone that would be eligible to receive the tenancy under succession rules (see [section 5](#))
 - By way of a court order (see [section 7](#))
- 3.5 Assignments are only valid once a 'Deed of Assignment' (a specific legal document, see [section 4](#)) has been carried out, or by way of a court order.
- 3.6 The permission of SCDC must be received prior to the completion of an assignment. If this is not done, then it will be viewed as a breach of tenancy and SCDC could begin possession proceedings.
- 3.7 A tenancy can only be passed over to someone else once (through either assignment or succession). This restriction does not apply to mutual exchanges however, as these can be carried out as many times as required.
- 3.8 Tenants are advised to carefully consider the decision to assign a tenancy and SCDC are available to provide support and answer any questions. It is also recommended for tenants to take legal advice from a solicitor or the Citizens Advice Bureau (CAB).

4. [Deed of Assignment](#)

- 4.1 Assignments are only deemed as valid once a deed of assignment has been completed (unless it is assigned by a court order).
- 4.2 A deed of assignment is a legal document that should be signed by both the assignee and the assignor and witnessed by an independent person.
- 4.3 When an assignment has been approved, the SCDC Housing Services Officer (HSO) will arrange a mutually convenient time for both parties to come into the SCDC offices to sign the relevant paperwork.
- 4.4 Either person(s) can change their mind about completing an assignment, up to the point of the deed of assignment being signed. Once this has been completed, it becomes a legally binding agreement.
- 4.5 It is highly important for each person(s) to ensure that they are happy with everything and are aware of any tenancy changes, rights and responsibilities that come with carrying out



an assignment. It is recommended for tenants to take legal advice from a solicitor or the Citizens Advice Bureau (CAB).

- 4.6 Once the deed of assignment has been signed, the new tenant should keep the original copy and both the original tenant and SCDC should retain a copy. SCDC will ensure this is then held electronically and placed onto the relevant storage system.

5. Assignment by Choice of Tenant under Succession Rules

- 5.1 Some SCDC tenants may have the right to assign their tenancy to another person, if the assignee would be eligible to receive the tenancy under succession rules. These successions are known as statutory successions and are outlined in the [1985 Housing Act](#) and amended by the [2011 Localism Act](#).

- 5.2 Who can be assigned the tenancy depends upon the type of tenure that the current tenant has:

Secure Tenancy (signed up prior to 1st April 2012)

Here the tenancy can be assigned to a spouse or registered civil partner or another qualifying family member (such as children, parents, co-habiting partners).

Secure / Fixed-Term / Introductory Tenancy (signed up after 1st April 2012)

The tenancy can only be assigned to the tenant's spouse, civil partner or cohabiting partner (see [Localism Act 2011](#)).

- 5.3 If the assignee is eligible and the assignment is completed, this will count as use of the statutory succession right and there will be no further opportunity for the tenancy to be assigned (either through assignment or succession).
- 5.4 Whilst we will assess the individual circumstances of each case, assignment requests may be refused if:
- The property would not be suitable for the assignee (see [Lettings Policy](#))
 - The succession right has previously been utilised
 - The assignee does not qualify to have the tenancy assigned to them
 - There are arrears on the tenancy
 - The tenancy is subject to legal action
- 5.5 The person, to whom the tenancy is being assigned, must have lived in the property (as their main / principal home) for a minimum of 12 months prior to the assignment being carried out.



5.6 Tenants are advised to carefully consider the decision to assign a tenancy and SCDC are available to provide support and answer any questions. It is also recommended for tenants to take legal advice from a solicitor or the Citizens Advice Bureau (CAB).

5.7 Any requests to assign a tenancy must be put in [writing](#) to the Council.

6. Assignment by Way of Mutual Exchange

6.1 The process of assignment is also used when completing mutual exchanges.

6.2 As mentioned, this document does not go into detail about mutual exchanges, but this section does discuss assignment in relation to exchange. For full information, requirements and for an overview of the general process relating to mutual exchange, please visit our [website](#). A paper copy of the mutual exchange application form can also be provided upon request.

6.3 When two parties wish to exchange, and consent has been provided by both landlords, the HSO will arrange a mutually convenient time for both tenants to come into the SCDC offices and sign a 'deed of assignment' (see [section 4](#)).

6.4 Assignments by way of mutual exchange are not counted as the use of the right of succession, therefore there are no limits on the number of times someone can carry out a mutual exchange.

6.5 Assignment and succession rights travel with a tenancy; so, a person will not receive new statutory succession rights if taking part in an exchange with someone that has used their assignment or succession right.

7. Assignment by Way of a Court Order

7.1 A tenancy can also be assigned by way of a court order, called a 'Property Adjustment Order'.

7.2 Examples of when this might take place include (but are not limited to):

- A divorce
- A separation
- A marriage annulment
- Assigning the tenancy to a particular parent.



7.3 The court may make an order to transfer the tenancy under the following:

- [Matrimonial Causes Act \(1973\)](#), Section 24;
- [Matrimonial and Family Proceedings Act \(1984\)](#), Section 17(1);
- [Children Act \(1989\)](#), paragraph 1 of schedule 1;
- [Civil Partnership Act \(2004\)](#), part 2 of schedule 5 or paragraph 9 (2) or (3) of schedule 7.

7.4 As a landlord, SCDC will be notified when an application for tenancy transfer has been made. Although the court will consider the viewpoint of the Council, the final decision will be made by the court. The Council will abide by the decision of the court.

7.5 Once a decision has been made, both parties should contact their HSO and arrange to sign the deed of assignment. The Council will require proof of the decision by the court to order the assignment.

8. Joint Tenancies and Relationship Breakdowns

8.1 If joint tenants experience a relationship breakdown, the usual avenue to assign the tenancy to one of the tenants is through a court order (as described in [section 7](#)).

8.2 SCDC cannot simply take someone off a tenancy, even if both joint tenants are in agreement. This must be done through the courts and the granting of a court order.

8.3 Joint to sole tenancy without a court order

Secure Tenancies

If one part of a joint tenancy gives notice, this will bring the entire tenancy to an end.

Flexible Fixed-Term Tenancies

For a flexible fixed-term tenancy to be brought to an end, a formal written offer surrendering the tenancy (giving four weeks' notice) would need to be made, with both joint tenants signing the surrender offer.

Should the other joint tenant(s) wish to remain at the property, the Council may (in some circumstances) consider using discretion to give them a new tenancy. This would depend upon if the property was suitable to the needs of the tenant, as outlined in the [Lettings Policy](#) (example, size of property, adaptations etcetera.). Even if it is agreed that the remaining tenant is eligible for a new tenancy, they should be aware that they may be offered an alternative property elsewhere within the district.



Tenants should be aware that the type of tenancy they would receive may not be the same as they had held previously, as they would be classed as a new tenant. It is advised that tenants consult with their HSO for advice on this.

All new tenancies will be placed on to a 'target social rent' or affordable rent, dependent on the previous rental for the property.

8.4 **Sole to joint tenancy**

If a sole tenant wishes to add another person to the tenancy and make it a joint tenancy, they must put their request in writing to the Council. SCDC would require proof that the proposed additional tenant has been living at the property for a minimum period of 12 months and will send out a letter requesting some further information.

The Council would review the request and approve it wherever possible. The occasions whereby this may be declined are under the following circumstances:

- Not all parties are in agreement
- The person(s) has not been living at the property for 12 months or more
- There are outstanding rent arrears
- The tenancy is subject to legal action
- The property would not be suitable for the joint tenancy (example, size, adaptations etcetera)
- Where one or more of the persons are not eligible for social housing
- The person(s) has interest in another property / properties.

The person that the existing tenant wishes to add to the tenancy would also need to provide identification and show that they have permanent residence in the UK.

Husbands, wives or civil partners are not required to provide the Council with all of this information; all SCDC would need to process the request would be a marriage certificate or a civil partnership certificate.

The Council would review the request, considering all the above criteria and will provide a decision. If approved, the newly added tenant must sign the tenancy agreement.

9. **What is Succession?**

- 9.1 Succession is the name given to the process that sees a Council tenancy passed on to another person when the original tenant passes away. Section 87, [Part IV Housing Act 1985](#) (the Act) provides the basis on which a tenancy can be passed on (succeeded) to



another person. SCDC require to be notified and provided with evidence, such as a death certificate or an interim death certificate; this can be done [online](#) through the 'Tell us Once' process.

- 9.2 The [Localism Act 2011](#) changed the legislative framework as to who is eligible to succeed to a tenancy. Therefore, the tenancy rights for succession are dependent on when the tenancy was granted. The statutory right of succession to family members (other than spouse / civil partner / partner) no longer applies to tenancies granted after 1st April 2012.

Secure Tenancy (signed up prior to 1st April 2012)

Here the tenancy can be succeeded to by a spouse or registered civil partner or another close family member (such as children, parents, co-habiting partners etcetera), as long as they are living at the property as their principal home at the time of death.

Secure / Fixed-Term / Introductory Tenancy (signed up after 1st April 2012)

The tenancy can only be succeeded to by the tenant's spouse, civil partner or cohabiting partner.

- 9.3 Only one statutory succession is allowed, as outlined within the [Housing Act \(1985\)](#). Therefore, when the tenancy has been succeeded once, it cannot be assigned or succeeded to again.

9.4 Joint Tenancies

If the succession right has not previously been used, a joint tenancy will automatically transfer to the remaining tenant (this is called survivorship). After this has taken place, there is no further opportunity for the tenancy to be either succeeded or assigned.

9.5 Sole Tenancies

Sole tenancies work slightly differently, as there are certain eligibility criteria that the proposed successor must meet to take on a tenancy. The criteria, as discussed above, will also differ depending on type of tenure and when the tenancy was signed up to.

- 9.6 Those that succeed a sole tenancy must sign a tenancy agreement to confirm that they accept the tenancy terms and conditions. A new tenancy will not be created, but this will declare that they agree to the terms of the existing tenancy that they are succeeding to. Successors to a joint tenancy will not have to carry this out, as they will have already signed the original agreement.



9.7 Wherever there is more than one person that has the right to succeed a particular tenancy, the family should decide between themselves who will take on the tenancy. If an agreement cannot be made, a court or SCDC will make the final decision.

9.8 **Type and size of property**

Whilst each case will be assessed individually, SCDC may not grant succession to the existing property if:

- The home is too big for their needs
- It has been specially adapted, but they don't require those adaptations
- It is designed for older people, and they are too young

In these cases, SCDC will assess the person's housing needs and help them find more suitable accommodation. This approach helps make sure social housing is used fairly and efficiently, in line with the Council's [Lettings Policy](#).

Whilst suitable housing is being identified, the person may be allowed to stay in the existing property temporarily under a licence agreement. They will be expected to actively engage in the rehousing process.

10. **Succession and Minors**

10.1 Minors (this being anyone under the age of 18) have the same rights to succeed a tenancy as anyone over the age of 18.

10.2 SCDC will assess each case individually, but the general procedure will be as follows:

Minors between 16 and 18

If a tenancy is passed to someone who is 16 or 17 years old, SCDC will require a guarantor for the minor. The tenancy will be held in trust for the minor until they turn 18, at which point it will fully transfer to them. The minor must follow the tenancy conditions, and all correspondence will be sent to both the guarantor and the minor until the minor turns 18.

The guarantor may be an individual or a voluntary / child services organisation.

Minors under 16

If the tenancy statutorily succeeds to a person that is aged 15 or under, then a carer must be in place to be there for the minor until at least their 16th birthday. The same conditions as outlined in the 'Minors under 18' section will be in place, but a carer must move into the property to be a guarantor and take custody. The tenancy will be granted



in trust to the guarantor until the minor's 18th birthday, at which time the full tenancy will become theirs.

11. Introductory Tenancies

- 11.1 Since April 2012, all new Council tenants are given an 'Introductory Tenancy'.
- 11.2 Introductory tenants have the right to assign their tenancy, if the person would be eligible to receive the tenancy under succession rules or if a court order has been granted.
- 11.3 Succession rights and rules also apply during an introductory tenancy.
- 11.4 If the successor is eligible to succeed to an introductory tenancy, they will take over the terms of the agreement and will remain an introductory tenant for the remaining period. For example, if the successor takes on the tenancy after eight months, they will remain on an introductory tenancy for at least a further four months.
- 11.5 Introductory tenants will not usually have the ability to exchange their property, but SCDC may consider using discretion in certain circumstances to allow an exchange to proceed (for more information, see section 3 of the Introductory Tenancy Procedure).

12. Demoted Tenancies

- 12.1 Demoted tenancies are given when ordered by the court. The Council may apply to have a tenancy demoted if:
 - There has been anti-social behaviour
 - The property has been used for illegal purposes
- 12.2 Assignment, exchange and succession (along with other tenancy rights) apply differently if a tenant holds a demoted tenancy.
- 12.3 Usually a demoted tenant would not have the right to carry out a mutual exchange or be able to assign their tenancy through their own choice.
- 12.4 The right to succeed would still be in place; however, the eligible successor would take on the demoted tenancy until such time as it is restored to the original tenancy that it was demoted from (provided the terms have been adhered to).

13. Non-statutory Successors

- 13.1 If the tenancy has already had a succession (or there is no one that is legally eligible to succeed the tenancy), but an ineligible person remains in occupation, SCDC may begin proceedings to gain possession of the property.



13.2 In some circumstances SCDC will consider allowing non-statutory successors to remain in the property and be granted a new tenancy. This is entirely at the discretion of the Council and any decision will be based upon individual circumstances. In making this decision, the Council would consider if the person:

- Is suitable for the property (example, adaptations and size of property)
- Cannot feasibly afford to source accommodation in the private rental sector or through homeownership
- Does not have interest in another property or properties
- The person has been living at the property as their principal home for at least 12 months
- The Council would also consider the relationship between the tenant and the ineligible person
- Their circumstances would also be considered (children, vulnerability, health etcetera)

Generally, a new tenancy would only be granted if the person is suitable for the property and the Council's allocations procedure (as outlined in the [Lettings Policy](#)) is not contradicted.

In such cases, and in contrast to statutory successions, if a non-statutory succession is agreed the incoming tenants would need to sign a new tenancy agreement.

13.3 If the person remaining in occupation would qualify for housing support through SCDC's [Lettings Policy](#), but the property they are currently in is not suitable for them, the Council would support them in finding alternative accommodation.

13.4 In these circumstances the person would be placed on to a 'Licence' for a maximum period of 12 months, enabling them to have this time to source a suitable property. They will need to register on Home-Link and be actively bidding on properties. SCDC may also offer anything suitable during this time, by way of a direct let.

13.5 After 11 months, if the person has not been successful in finding a suitable property, a final property offer will be made by the Council.

13.6 If a suitable alternative property is offered, but is unreasonably refused, the Council will begin proceedings to seek possession of the property.



14. Timescales

- 14.1 We aim to complete successions and assignments within 28 days, once all paperwork has been provided by the tenant. However, we will be flexible and work with tenants at an agreed pace to meet their needs. Please note, this timescale does not apply to Mutual Exchanges, please see the [Mutual Exchange Policy](#).

15. Glossary

Assignee

The person a tenancy is being assigned to.

Assignment

The legal process of passing over tenancy rights and responsibilities to another person.

Assignor

The person assigning a tenancy.

Property Adjustment Order

Orders given by the courts to transfer property rights.

Survivorship

The automatic process that sees one joint tenant take over the tenancy solely upon the passing of the other joint tenant.

16. Accessibility and Inclusion

- 16.1 SCDC is committed to engaging with tenants and residents in line with the [Equality Act 2010](#). Reasonable adjustments will be made to ensure services are accessible to all.

This may include:

- Contact preferences
- Offering home visits
- Use of advocates or interpreters
- Alternative communication formats, such as large print or translated materials
- Adjusting appointment times
- Adjusting locations to accommodate mobility or health needs



17. About this Policy

17.1 This policy will be reviewed every five years. However, earlier reassessment may be required if there are changes in operations and / or legislation, etcetera.

17.2 This policy has been produced in consultation with tenant representatives. If you are interested in getting involved in shaping our housing service, we would love to hear from you; please visit our website for more information and to get in touch.



18. Complaints

18.1 SCDC aims to provide excellent customer service, but we recognise that mistakes can happen. If you are dissatisfied with the service you have received, you can make a complaint in accordance with the Council's Complaints Policy. To make a complaint, please visit our [website](#) or telephone 01954 713 000 or email housing.complaints@scambs.gov.uk.

19. Our Values

Ambitious

We are proactive and take a forward-thinking approach to addressing challenges.

We create smart solutions and reach our goals with determination and a clear vision.

Collaborative

We foster a culture of teamwork and open communication.

We work with and involve stakeholders, to improve how the organisation works and serves the public.

Compassionate

We prioritise empathy and understanding in decision-making and service delivery.

We consider the wellbeing of people and communities in everything we do and we replicate this when we talk to our colleagues because we know that when we support each other, we all do better.

Accountable

We take responsibility for our actions and decisions.

We own up to mistakes and make sure we fulfil our commitments.

Appendix B

Feedback from the Housing Policy & Procedure Tenant Panel (30 September 2025)

Y – Yes, N – No, P – Partial, C – General Comment

-	Assignment and Succession Policy	-	-	-
Ref.	Notes	Response Y / N / P / C	Place and Notes	Updated Reference
8.3	“...moved elsewhere in the district” – why when this has been their home for many years bad enough losing partner without losing neighbours as well. Add “...if mutually agreeable”?	C	Discussed during the policy panel meeting. SCDC would assess each case individually and would consider circumstances during this assessment. SCDC may use its discretion if reasonable, which this paragraph is prefaced with.	N / A
9.8	“SCDC may no...” Alter to read “SCDC may not”?	Y	Typo updated.	9.8
2.0	To tie into the “Compassionate” value it might be good to add something like “This policy aims to provide clear and fair procedures for tenants during significant life events, ensuring they understand their rights and options.”	Y	Changed the line “Provide guidance to tenants and staff” to “Offer clear guidance to both staff and tenants during potentially life-changing periods, helping them to understand their rights and options”.	2.2

Appendix B

Feedback from the Housing Policy & Procedure Tenant Panel (30 September 2025)

Y – Yes, N – No, P – Partial, C – General Comment

Ref.	Notes	Response Y / N / P / C	Place and Notes	Updated Reference
3.7	Consider including wording along the lines of “Tenants should seek advice before proceeding as using this right will prevent a future succession upon their death.”	Y	Paragraph added to include the sentence included at 5.6 – <i>“Tenants are advised to carefully consider the decision to assign a tenancy and SCDC are available to provide support and answer any questions. It is also recommended for tenants to take legal advice from a solicitor or the Citizens Advice Bureau (CAB).”</i>	3.8 (new)
5.7	Consider including a postal address, an email address or a link to an online form they can fill in.	Y	Link to contact details / avenues included.	5.7
6.2	Would it be worth including an option for tenants to also request a paper copy of the Mutual Exchange Policy?	Y	Updated to include <i>“A paper copy of the mutual exchange application form can also be provided upon request.”</i>	6.2
13.2	Addition of ‘allowing’	Y	Amended to read <i>“In some circumstances SCDC will consider allowing non-statutory successors...”</i>	13.2

Appendix B

Feedback from the Housing Policy & Procedure Tenant Panel (30 September 2025)

Y – Yes, N – No, P – Partial, C – General Comment

Ref.	Notes	Response Y / N / P / C	Place and Notes	Updated Reference
3.3	Remove middle part of sentence.	Y	Amended to read “ <i>When a tenancy is assigned, the assignee (the incoming tenant) takes over the existing tenancy.</i> ”	3.3
General	Discussion in session around confirmation of how assignment and succession rights are affected during a mutual exchange. For example, if one party has already used their succession right prior to the exchange.	C	The incoming tenant takes over the existing tenancy agreement of the outgoing tenant. This means that the incoming tenant takes on the same rights and responsibilities as the outgoing tenant which will include security of tenure, succession rights etcetera.	N / A
General	General wording amendments/recommendations, and any highlighted formatting issues, have been considered and amended where appropriate.	N / A	-	Various

4. Closing