

Cheltenham Borough Council

Cabinet - 14 April 2026

Housing Health and Safety Rating System (HHSRS) Policy

Accountable member:

Cllr Flo Clucas, Cabinet Member for Housing and Customer Services

Accountable officer:

Claire Hughes, Director of Governance, Housing and Communities

Ward(s) affected:

N/A

Key Decision: No

Executive summary:

This report brings forward the revised Housing Health and Safety Rating System (HHSRS) policy following the points raised during the Cabinet Housing Committee on the 21 January 2026. The policy was reviewed again by the Cabinet Housing Committee on the 1 April 2026 and was recommended to Cabinet for approval.

Recommendations: That Cabinet:

- 1. approves the Housing Health and Safety Rating System (HHSRS) Policy (Appendix 4)**
-

1. Implications

1.1 Financial, Property and Asset implications

CBC is committed to meeting its legal duties to keep its homes safe, ensure properties are fit for human habitation, free of 'category 1' hazards, correct any disrepair, and comply with all relevant legislation and guidance.

There are no direct financial implications arising from the Housing Health and Safety Rating System report. Any existing expenditure arising will be met through established budgets, however where new expenditure is identified, this will require an additional budget request.

Signed off by: Jon Coldridge, HRA Accountant, j.coldridge@cheltenham.gov.uk

1.2 Legal implications

Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025, commonly referred to as Awaab's Law, are a set of regulations that came into force on 27 October 2025. These regulations require social landlords to address emergency hazards and significant damp and mould hazards within fixed timeframes. In 2026 the regulations extend to include additional hazards where they present a significant risk of harm:

- excess cold and excess heat
- falls associated with baths etc., on level surfaces, on stairs and between levels
- structural collapse, and explosions
- fire, and electrical hazards
- domestic and personal hygiene and food safety

Signed off by: Alison McKane, Interim Deputy Monitoring Officer, Alison.McKane@cheltenham.gov.uk

1.3 Environmental and climate change implications

A repaired and safe housing stock ensures climate resilience, making homes less susceptible to extreme weather events. Relevant work will happen alongside the Warm Homes retrofit work. A Climate Change impact assessment has been completed for the HHSRS policy, and the dashboard and summary report can be found in the appendices.

Signed off by: Maizy McCann, Climate Officer, Maizy.mccann@cheltenham.gov.uk

1.4 Corporate Plan Priorities

This report contributes to the following Corporate Plan Priorities:

- Quality homes, safe and strong communities

1.5 Equality, Diversity and Inclusion Implications

An Equality impact assessment has been completed for the HHSRS policy and can be found in the appendices.

2 Background

- 2.1 Cheltenham Borough Council (CBC) provides a wide range of local services, including the provision of social housing, maintaining approximately 5,000 domestic properties, communal blocks and schemes.
- 2.2 As part of our service delivery and the provision of homes it is essential that the council has a robust policy framework in place which clearly sets out to our tenants what they can expect from the council as their landlord.
- 2.3 As a landlord we are committed to meeting our legal duties to keep our homes safe by fixing disrepair and keeping them fit for human habitation and free of 'category 1' hazards ensuring that all our homes and communal areas managed by CBC are safe and healthy for tenants and visitors.
- 2.4 The HHSRS policy is included in the appendices supplemented with a tenant summary.

3 Reasons for recommendations

- 3.1 It is recommended that Cabinet approve the HHSRS policy, which outlines our approach under HHSRS to identify, assess, mitigate and eliminate hazards to ensure compliance with the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025.
- 3.2 The policy has been revised following the points, which were raised during the Cabinet Housing Committee on the 21st January 2026 (included in 5.2), and also in line with the National Institute for Health Care (NICE) guidance.
- 3.3 The implementation of the HHSRS policy will provide CBC with a robust policy framework which sets out our approach to meet the HHSRS requirements.

4 Alternative options considered

- 4.1 No alternatives are available; a policy is required to outline the approach CBC will adopt in relation to the requirements set out under HHSRS.

5 Consultation and feedback

- 5.1 Consultation has been carried out through the Housing HHSRS working group and revisions made to the policy following feedback.

- 5.2 The policy has been further revised following the points, which were raised during the Cabinet Housing Committee on the 21 January 2026 (listed below), and also in line with the National Institute for Health Care (NICE) guidance.

HHSRS Policy: Section 6, Groups, 29 Hazards and Vulnerabilities, the following vulnerabilities or responsible team/department have been updated in the policy:

- 6. Carbon monoxide and combustible products: All persons at risk (higher risk categories: 80 years plus, children and pregnant women)*
- 14. Noise: Responsible teams have been updated: Behavioural noise: ASB and TMO Teams or Property related noise: T&I Team.
- 17. Personal hygiene, sanitation and drainage: Responsible teams: TMO Team in situations where it is impacting on the building.
- 21. Falling on the stairs: Responsible teams have been updated: Repairs Team and also the Estates Team, as cleaning can provide slip hazards.

*NICE guidance.

6 Key risks

A risk assessment has been completed for the HHSRS policy and is attached in the appendices.

Report author:

Jo Rea, Health and Safety Officer, Jo.Rea@cheltenham.gov.uk

Appendices:

- i. Risk Assessment
- ii. Equality Impact Assessment
- iii. HHSRS Policy Summary for Tenants
- iv. HHSRS Policy Summary

v. [Climate Change Impact Assessment](#)

Background information:

N/A

Appendix 1: Risk Assessment

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
1	The Council has a legal duty to ensure that properties it manages are safe and comply with all applicable statutory requirements. If the Council fails to adopt clear policies then this could result in ambiguity potentially putting tenants and residents at risk	Director of Governance, Housing and Communities	5	3	15	Reduce	Produce, approve and implement clear and robust policies and associated procedures.	Director of Governance, Housing and Communities	February 2026
2	If the Council does not have clear policies in place or does not comply with the provisions of the policies then there is a risk that the council could be subject to legal and/ or financial risk.	Director of Governance, Housing and Communities	5	3	15	Reduce	Produce, approve and implement clear and robust policies and associated procedures.	Director of Governance, Housing and Communities	February 2026

Appendix 2: Equality Impact Assessment (Screening)

STAGE 1 – Equality Screening

1. Identify the policy, project, function or service change

a. Person responsible for this EqlA

Officer responsible: Claire Hughes	Service Area: Housing Services
Title: Director of Governance, Housing and Communities	Date of assessment: 06/01/2026
Signature: <i>Claire Hughes</i>	

b. Is this a policy, function, strategy, service change or project?

Policy

If other, please specify:

c. Name of the policy, function, strategy, service change or project

Housing Health and Safety Rating System (HHSRS) Policy

Is this new or existing?

New or proposed

Please specify reason for change or development of policy, function, strategy, service change or project

The policy has been developed to demonstrate how the Council will comply with the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025

d. What are the aims, objectives and intended outcomes and who is likely to benefit from it?

Aims:

The aim of this policy is to ensure that the Council's process for complying with Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 is clearly set out.

Objectives:

The policy will:

- Set out how the council will ensure compliance with the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025

Outcomes:	Tenants and staff will be aware of the processes followed by the council to ensure compliance with the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025
Benefits:	This policy should offer assurance to tenants that the council is meeting its legal obligations and is committed to dealing with hazards effectively. Employees of the Council can utilise this policy to ensure correct processes are utilised.

e. What are the expected impacts?	
Are there any aspects, including how it is delivered or accessed, that could have an impact on the lives of people, including employees and customers.	No
Do you expect the impacts to be positive or negative?	No impact expected
Please provide an explanation for your answer:	
This policy is equally applicable to all tenants.	

If your answer to question e identified potential positive or negative impacts, or you are unsure about the impact, then you should carry out a Stage Two Equality Impact Assessment.

f. Identify next steps as appropriate	
Stage Two required	No
Owner of Stage Two assessment	
Completion date for Stage Two assessment	