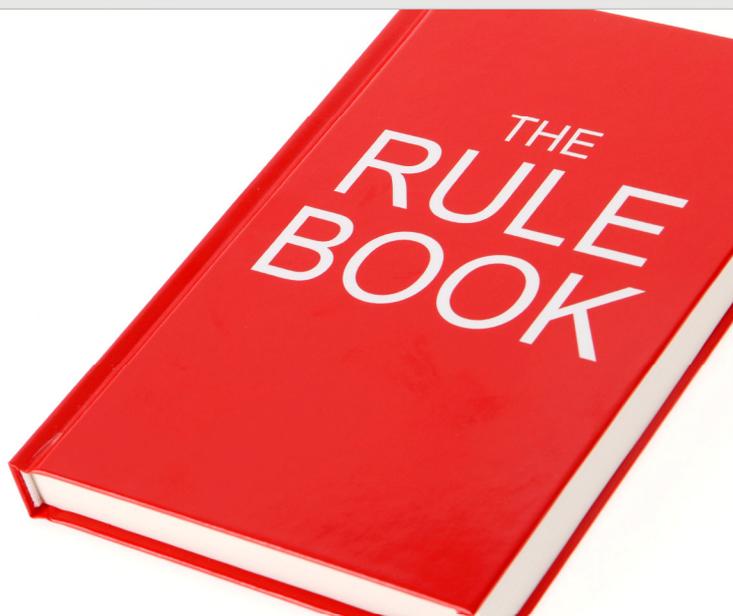


Serious detriment

What do you need to do



The HCA is taking a firm line with landlords that put tenants at risk. There is a spate of recent cases where the HCA is acting on health and safety concerns. The main risks seem to be:

- Gas safety
- Fire safety
- Failure to comply with Housing Act notices.

Our advice is:

Make sure your records are accurate and up to date – This means you can identify problems and tackle them quickly. It will help you to respond to inquiries about risks properly. Your officers must sing from the same hymn sheet. If they give the wrong answers or inconsistent answers you can wind up in trouble.

Understand what the HCA's co-regulation system really means – You are supposed to regulate yourself. When a serious issue comes up you must go to the HCA quickly with:

- An accurate report of the size and scope of the problem, and
- A convincing action plan to sort things out.

If you don't do this you could end up with a G2 or G3 rating. The cardinal sin is to fail to tell the HCA what is going on. It is a big mistake to sort things out and then tell the HCA later. You must keep them in the loop.

Improve your communications – You need to fight on many fronts these days. The HCA can find out about risks from councils and social media. Does the council know that your board and executives take health and safety seriously? You must patrol social media and find out what is concerning tenants. Tenants, environmental health officers and councillors may well know more about the homes you own than you do. It can lead to big trouble with the HCA when they catch you out. And the councils do talk to the HCA.

Advice from SAFETYnet – [HQN's specialist health and safety network](#)

Want reassurance? To find out more about HQN's health check and how we can help please contact Anna Pattison on 01904 557197 or email anna.pattison@hqnetwork.co.uk