

	CORPORATE POLICY & STRATEGY Providence Row Housing Association	Physical Environment Policy VERSION: 1
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Physical Environment Policy

PRHA aims to maintain all properties that it owns or manages in the best possible condition including cleaning & standards of repair. It aims to achieve this through ongoing inspection, quickly remedying repairs & making good. It also aims to ensure that its residential settings are homely and in supported services that this enables a therapeutic environment.

PRHA will carry out internal decorations and reflooring of communal areas according to its cyclical maintenance schedule.

PRHA will maintain furnishings to a safe & acceptable standard.

In some of our environments there are high levels of tenant damage. We aim to ensure that these are maintained to the same standard as other environments. PRHA will ask its tenants to ensure that standards of cleanliness & good repair are maintained.

New projects and repair programmes will take account of the need for maintaining high standards of cleanliness & repair and also of need for environments to be homely.

Inspection

Cleaning & repair standards are set & monitored by the Service Users Advisory Panel. The standards are incorporated into the specification for contracts and there are sanctions incorporated for non-performance. All properties will be inspected at least monthly to assess the standard of cleaning, identify & report new repairs and pick up any outstanding repairs that have not been remedied. These inspections will be carried out by the scheme manager or in general needs a delegated housing officer.

There will also be an annual inspection by the Property Services Manager & 6 monthly visits by either the Support Services Manager or an Assistant Director. These will also be recorded & any issues reported through the usual channels.

The Maintenance Advisory Panel inspectors will also visit each service annually.

Monitoring

All reports on property inspection will be reported to the inspector's line manager and any matters of concern raised in supervision. Serious or intractable issues must be escalated to the senior management team meeting.

Effective Date: 1 st October 2018	Review Date: 10 th March 2026
Approved by PRHA Board : 2 nd April 2026	File No: C28

Managed properties

Where PRHA is not the landlord and not directly responsible for the services provided all repairs & service failures will be reported to the owning landlord through the usual reporting channels. Any issues that are not resolved within timescales will be escalated through the agency management contacts (with reference to PRHA's lead on management arrangements, the service improvement manager for housing management).

Repair

It is essential that damage and disrepair are reported promptly & repaired within organisational timescales.

Graffiti removal: All graffiti will be reported through the usual tenant like repairs channels. All offensive graffiti will be removed with 24 hours. Other graffiti should be removed as a non- urgent repair.

Making good: all repairs will be made good within timescales
 See also PRHA's maintenance policies & repairs timescales.

Homely & enabling environments:

In its supported housing PRHA aims for a homely, non-institutional environment for residents which will support their recovery. We are aiming to reflect a "home" rather than a "hostel" environment.

Reception & other communal areas will be open & welcoming.
 Staff will liaise with tenants to achieve a balance between ensuring people receive information and not having too many posters and notices up. Where these are needed they must only be placed on notice boards. Blotack, sellotape, staples & pins should never be used to attach items to walls or other surfaces apart from notice boards. Leaflets will be kept in wall mounted leaflet racks or information folders & preferably given to individuals.
 Corporate resources are available to ensure that appropriate signage is in place. Any changes to signage or other physical aspects of the environment must be approved centrally.

Furnishings should be non-institutional & take account of the preferences of tenants (e.g. separate rather than long dining tables). Wherever possible thought should be given to ensuring that furnishings especially curtains/blinds, carpets & bedding are coordinated. Pictures & plants will be used to enhance the communal areas (plants should be maintained by on site staff).

All furnishings provided by PRHA will be inspected regularly & any damage or excessive wear and tear reported.

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Avoidance of Environmental Neglect

Residents will be encouraged to maintain their own accommodation and communal areas. In particular not to damage the building.

Lockable bicycle shelters will be provided wherever possible to deter tenants from bringing bicycles through communal hallways as this causes significant damage to walls and flooring.

Staff will be vigilant in regards to potential hazards to residents' health including lack of cleanliness, hoarding, pest control & infestation, and denial of access for required maintenance. Whilst issues of individual personal liberty & choice will be taken into account, a robust stance will be taken to ensure that the Association's responsibilities can be fully met.

Shared supported accommodation (owned and managed by PRHA): In shared accommodation communal areas will be deep cleaned every 3 to 4 months dependent on usage and type. Support staff will support residents to maintain these areas (and their own rooms) as part of tenancy sustainment work. In young person's services cleaning materials & intensive additional support will be provided if needed.

Shared accommodation (managed by PRHA only): PRHA staff will support tenants to maintain clean and hygienic environments. They will support tenants to report repairs and

Self contained supported accommodation/residents own rooms: These areas will be included in Health and Safety checks and any concerns recorded and raised with the tenants. Where tenants need support to maintain the environment this will be provided through their normal support channels.

Any ongoing concerns will be raised as part of the support plan & through PRHA's safeguarding processes. Urgent concerns will be escalated through the serious incident reporting procedures.

General needs accommodation

Communal areas will be cleaned and maintained by the Association. Any concerns raised or observed by staff will be escalated through the incident reporting and safeguarding procedures. Referrals will be made to appropriate sources of support or care. Environmental health authorities will be informed if the issue constitutes a health hazard.

Pest Control & Waste management

Effective Date: 1 st October 2018	Review Date: 10 th March 2026
Approved by PRHA Board : 2 nd April 2026	File No: C28

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The Association maintains ongoing contracts to inspect and treat all PRHA owned 24 hour services on a regular basis. All other premises are responded to when reports are received from tenants or through inspections. PRHA provides appropriate waste disposal facilities at all of its' sites. Tenants are advised to properly dispose of waste to avoid infestation and the spread of disease. Staff will ensure a clean environment is maintained by following up promptly any issues with fly tipping or inappropriate disposal of waste. Enforcement action will be taken where perpetrators can be identified. In furnished accommodation kitchen bins will be provided for waste removal. Tenants are responsible for removing this to external waste bins.

Shared accommodation

Internal arrangements for disposal of waste are the tenants' responsibility. For some services (e.g. young people's) PRHA will provide bins and black bags for shared kitchens.

Heating

See the Heating policy

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