

Home Standards

Responsible Officer

Corporate Lead Homes & Safety

1. Introduction

As a resident-led housing association, Phoenix takes the condition and safety of your home seriously.

The Phoenix Home standard has been shaped by residents and staff and sets out the standards that you can expect your home to meet. As part of the Phoenix Home Standards, we will ensure that we meet our legal obligations, like fire safety, to make sure your home is safe, warm, and secure for you and your family.

We aim to provide an excellent repairs and maintenance service for our residents. If you would like to find out more information on our repairs service, including our repairs timescales, please visit www.phoenixch.org.uk.

2. Our Legal Obligations

We will comply with our legal responsibilities as a housing landlord to ensure that your home is decent and safe.

We will comply with the requirements of Section 11 of the Landlord and Tenant Act 1985 and our obligations set out within your tenancy agreement. We will ensure that we:

- Keep your home in a good state of repair in terms of the structure and exterior, including drains, gutters and external pipes.
- Keep the installations in your home that supply water, gas, electricity, and sanitation items (such as the toilets, sinks and baths) in a good working condition.
- Keep the installations for both space heating and heating water within your home in a good state of repair and in proper working order.
- Repair anything, we own, but not tenant's goods and equipment.

We will comply with the requirements of the Decent Homes Standard, which are:

- Criterion a: It meets the current statutory minimum standard for housing.
- Criterion b: It is in a reasonable state of repair.
- Criterion c: It has reasonably modern facilities and services
- Criterion d: It provides a reasonable degree of thermal comfort.

We will keep you safe by complying with health and safety legislation, including:

- The Gas Safety (Installation and Use) Regulations 1998
- Electricity at Work Regulations 1989
- The Control of Asbestos Regulation 2012

- Approved Code of Practice (ACOP) L8: Legionnaires' disease: The control of Legionella bacteria in water systems.
- The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- We will comply with the requirements of the Housing Health and Safety Rating System (HHSRS).

We will comply with the requirements of building safety legislation, including:

- Building Safety Act 2022
- Fire Safety Act 2021
- Fire Safety (England) Regulations 2022
- The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022

3. Sustainability

Phoenix is working to reduce its carbon footprint and we have started work on our Sustainability Strategy, which sets out how we will reach our target to become carbon neutral by 2050.

We are creating greener and healthier homes for our residents by ensuring our homes are well insulated, have energy-efficient appliances and improve the energy bands within our homes. It also highlights that we will take a 'fabric first' approach, improving insulation and ventilation as we prepare to move to low carbon heat and hot water services.

4. The Phoenix Home Standard

Standard 1 – Your Home (Tenants)

Item	Phoenix Home Standard
Damp and mould	<ul style="list-style-type: none"> • We will fulfil our landlord responsibilities and work with you to ensure your home is free from damp and mould.
Water services	<ul style="list-style-type: none"> • Your home will have a good supply of hot and cold water, including drinking water. • All drains, stacks and waste pipes to your property will be free flowing to allow for the removal of waste water. • All blocks with a shared water supply will have a Water Risk Assessment.
Bathroom	<p>Your home will have a bathroom which has:</p> <ul style="list-style-type: none"> • Bath or shower: if Phoenix installed the shower, it will be in working order with a shower curtain and rail. • Wash Hand basin with tiled splashback and hot and cold marked taps. • Toilets and toilet seats that are clean, free from cracks and chips and in working order. • Extractor fan which complies with requirements of Building Regulations or, as a minimum, an openable window. • Vinyl floor covering • Adequate layout and design

Item	Phoenix Home Standard
Separate toilet (if present)	<p>We will provide:</p> <ul style="list-style-type: none"> • Wash hand basin with tiled splashback and hot and cold marked taps • Toilet with toilet seats that are clean, free from cracks and chips and in working order. • Extractor fan which complies with requirements of Building Regulations or, as a minimum, an openable window. • Vinyl floor covering
Kitchen	<p>Your kitchen will have:</p> <ul style="list-style-type: none"> • All kitchen units, drawers, worktops and tiles will work and be free of defects—space for a standard cooker (hob and oven), fridge and washing machine. Where supplied, the washing machine's hot and cold valves will be clean, easy to open & close. • A sink with tiled splashback, and hot and cold-water supply & taps • Extractor fan present or, as a minimum, an openable window • Vinyl floor covering
Windows	<ul style="list-style-type: none"> • Windows will be in good working order, with windows and frames free from rot or decay and free from draughts. • Window locks are in working order. • Child restrictors will be fitted to windows at 1st floor level or above.
Houses - Front, Side and Rear Doors	<ul style="list-style-type: none"> • Will be in good working order, and doors and frames are free from rot or decay and free from draughts. • Front doors will have a cylinder lock and five-lever mortice lock, each with two keys. Side or rear doors will be fitted with a deadlock with two keys.
Flats - Front, Side and Rear Doors	<ul style="list-style-type: none"> • Flats that share an internal communal corridor will have a self-closing, 30-minute fire resistant door. • Will be in good working order with frames that are free from rot or decay and free from draughts. • Fitted with a secure locking mechanism with internal levers or thumb turns and sufficient ironmongery.
Boiler	<ul style="list-style-type: none"> • Will be in good working order. • We will carry out an annual Gas Safety Check on all gas appliances (excluding cookers) in your home. We will provide you with a certificate, which is a legal requirement.
Heating System	<ul style="list-style-type: none"> • Will be in good working order. • Will have programmable heating control. • Radiators or storage heaters sized to room requirements. • Room thermostat installed to control temperatures.
Smoke and Carbon monoxide detectors (CO)	<ul style="list-style-type: none"> • At least one smoke alarm will be installed on each storey of your home where a room is used as living accommodation. • A carbon monoxide detector will be installed in any room used as living accommodation which contains a fixed gas appliance (including boilers and gas fires but excluding gas cookers). • We will carry out an annual test and service of your smoke, heat and carbon monoxide alarms where they are wired into your electrical system.
Electrics	<ul style="list-style-type: none"> • The electrical installation, switches, light fittings, and sockets will be safe and working.

Item	Phoenix Home Standard
	<ul style="list-style-type: none"> The kitchen, lounge & bedrooms will have at least one double socket. Your home will have a consumer unit (fusebox) that is in good working order. Your electrical system will be inspected and tested at least once every five years, which is a legal requirement.
Loft Insulation	<ul style="list-style-type: none"> Insulation will be provided to meet current Building Regulation Standards.
Wall Insulation	<ul style="list-style-type: none"> Cavity wall insulation will be provided if your home has a cavity wall. Other wall insulation may be considered for solid wall properties to improve energy efficiency.
Wall Structure	<ul style="list-style-type: none"> The building structure of your home will be in sound condition and resistant to water penetration. Damp proofing and pointing to brickwork will be in sound condition and resistant to water penetration.
Roofs	<ul style="list-style-type: none"> Your roof and roof structure will be in good condition and resistant to moisture penetration into your property below. It will be ventilated to avoid condensation within the roof space. The roof structure will be in sound condition and free from rot. All gutters and rainwater goods will be free flowing and watertight.
Asbestos	<ul style="list-style-type: none"> Any asbestos in your home will be in safe condition, and we will keep a record of its location. We will remove or encapsulate damaged asbestos located in a position where there is a high risk of it being damaged. If you have asbestos present in your property, we will inspect its condition every two years.
External Decorations	<ul style="list-style-type: none"> We will redecorate the external areas of houses, blocks, and communal areas every 10 years.
Garages	<ul style="list-style-type: none"> If your home has an attached or remote garage, it will have a safe and secure lockable door. If there is a garage connected to your home, a fire safety door may also be fitted.
Fences and Gates	<ul style="list-style-type: none"> Will be secure and safe. If your garden has a side gate, it will have a lock and one key.
Paving, paths and steps	<ul style="list-style-type: none"> External paving, paths and steps maintained by Phoenix will be safe and free from trip hazards.

Standard 2 - Communal Areas (Applies to all Residents)

Item	Phoenix Home Standard
Lifts	<ul style="list-style-type: none"> We will ensure that lifts are safe, are in good working order and will be serviced to minimise breakdowns. The lift within your block will undergo an in-depth examination/service twice yearly, and a safety inspection will be carried out by our lift engineers monthly.
Electrical installation and Lighting	<ul style="list-style-type: none"> The electrical installation to the communal areas will be safe and in good working order. There will be lighting throughout the communal areas of your block and will be in good working order. Where feasible, lighting will be energy efficient (LEDs, timers)

	<ul style="list-style-type: none"> We will carry out an electrical test to all communal areas every five years.
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Communal doors	<ul style="list-style-type: none"> Communal doors within your block will be in good working order and will be self-closing fire-resistant doors. Door closers, intumescent strips and ironmongery will be in place and in good working order. A single action release lock will be present on the final exit door.
Asbestos	<ul style="list-style-type: none"> Any asbestos present will be in a safe condition, and we will keep a record of its location and condition. We will remove or encapsulate damaged asbestos, or any asbestos located in a high-risk position. We will inspect any asbestos present within the communal areas every two years, so we know its condition.
Post	<ul style="list-style-type: none"> Post will be received either through individual letterboxes within each flat door or communal letterboxes.
Fences and Gates	<ul style="list-style-type: none"> Will be safe.

Standard 3 - Fire Safety (Applies to all residents)

Item	Phoenix Home Standard
Fire Risk Assessments	<ul style="list-style-type: none"> Fire Risk Assessments will be held for properties with a shared common area, including inspections of fire doors and cladding (where present). We will complete all remedial actions from the risk assessments in a timely manner.
Fire Safety equipment	<ul style="list-style-type: none"> Includes Dry Risers, Communal alarm systems, Automatic opening vents, sprinklers, and emergency lighting. All equipment will be in good working order and will be serviced and maintained in accordance with statutory requirements and good practice.
Fire doors to communal areas and fire doors to flats	<ul style="list-style-type: none"> Will be in good working order, constructed to the required standards to withstand smoke and fire and will be fitted with a functioning door closer, intumescent strips and fire rated ironmongery. If your building is above 11m in height, we will carry out an annual inspection of all fire doors to flats and quarterly inspections of all communal fire doors.
Weekly fire safety inspection	<ul style="list-style-type: none"> If you live in a block, our caretaking team will carry out a weekly fire safety inspection and report any fire safety issues found.

5. Repairs

Our repairs timescales are set out in our Responsive Repairs Policy

6. Key Performance Indicators – refer to website.

We will consistently monitor our performance, review our standards, and seek feedback to help us improve the services we deliver. This standard will be monitored to ensure residents know how Phoenix is performing against our commitment to this standard. The key performance indicators (KPIs) and targets used to measure our performance are set out on our website.

We will also carry out satisfaction surveys and post inspections on a sample of properties where works are carried out.

7. Monitoring & Review

This policy will be reviewed every three years or earlier whenever there are changes to good practice, legislation or other learning.

8. Legislation

- The Defective Premises Act 1972 in England and Wales
- The Health and Safety at Work Act 1974
- Landlord and Tenant Act 1985
- Housing Act 1988
- Environmental Protection Act 1990
- Workplace (Health, Safety and Welfare) Regulations 1992
- Provisions and Use of Work Equipment Regulations 1998
- The Management of Health & Safety at Work Regulations 1999
- The Gas Safety (Installation and Use) Regulations 1998
- Electricity at Work Regulations 1989
- The Control of Asbestos Regulation 2012
- Approved Code of Practice (ACOP) L8: Legionnaires' disease: The control of Legionella bacteria in water systems.
- The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- Housing Health and Safety Rating System (HHSRS) - Housing Act 2004
- Building Safety Act 2022
- Fire Safety Act 2021
- Fire Safety (England) Regulations 2022
- The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- The Construction Design and Management Regulation 2015
- Homes (Fitness for Human Habitation) Act 2018
- Data Protection Act 2018

9. References to other documents and associated policies and procedures

Including:

- Phoenix Standards
- Health & Safety Policy
- Responsive Repairs Policy
- Communal Clearance
- Group Gas Safety Policy
- Group Fire Safety Policy
- Group Electrical Safety Policy
- Tenancy and Lease Agreements
- Mutual Exchange Policy
- Translation and Interpretation Policy
- Recharges to Residents Policy
- Building a Safer Future- An Implementation Plan
- Audit Reports
- Procurement Policy, Strategy and Toolkit
- Voids Policy
- Contractors, Suppliers and Service Providers Charter
- Asset Management Strategy
- Tenants Handbook
- Supporting Residents 'At Risk' Policy
- Data Protection Policy

Definitions

Term/acronym	Description
Phoenix	Phoenix Community Housing

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