

HRA Policy Framework

Harmonising policies across Housing Landlord Services and Housing Standards, ensuring compliance with Consumer Standards and improving service delivery for residents.

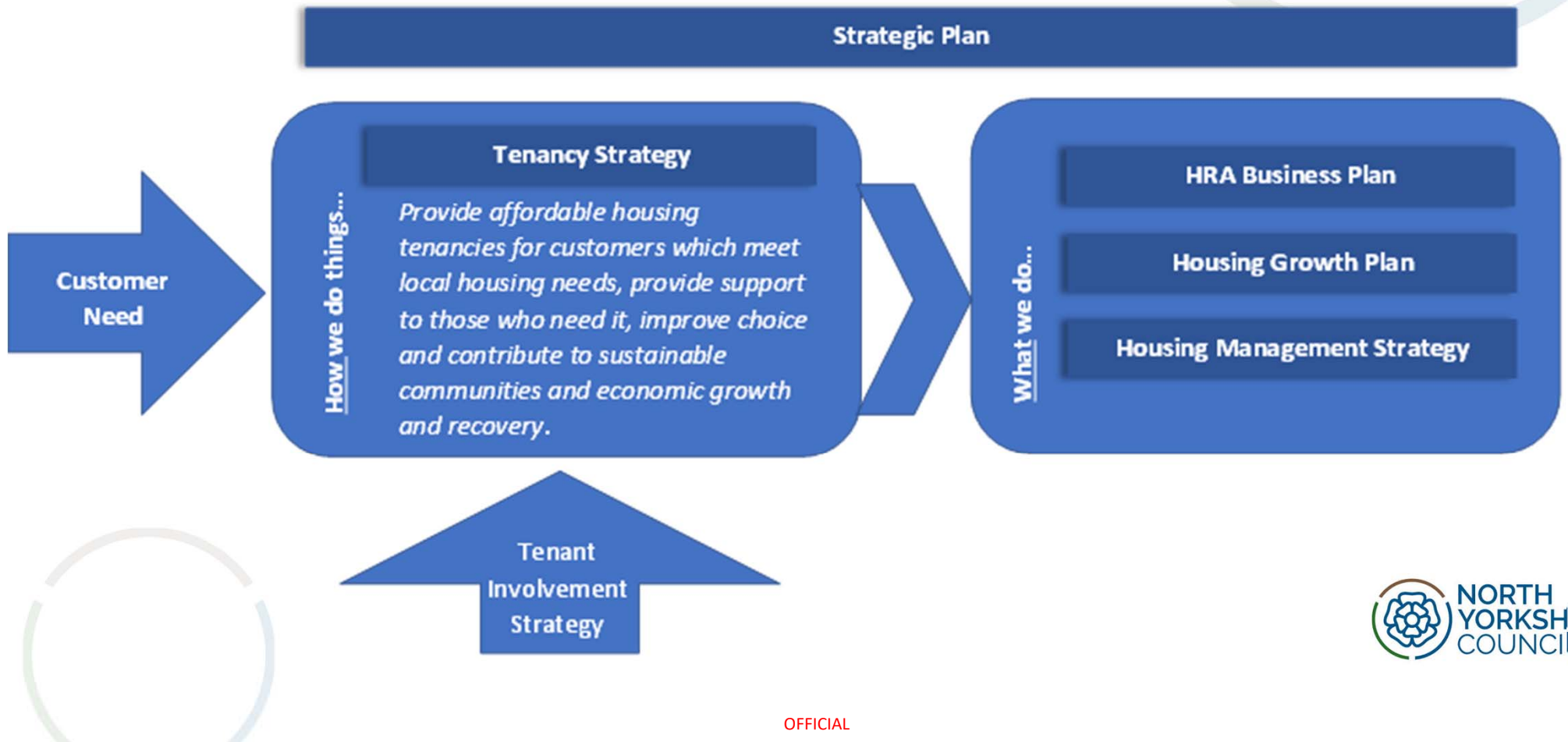
Legacy Policies

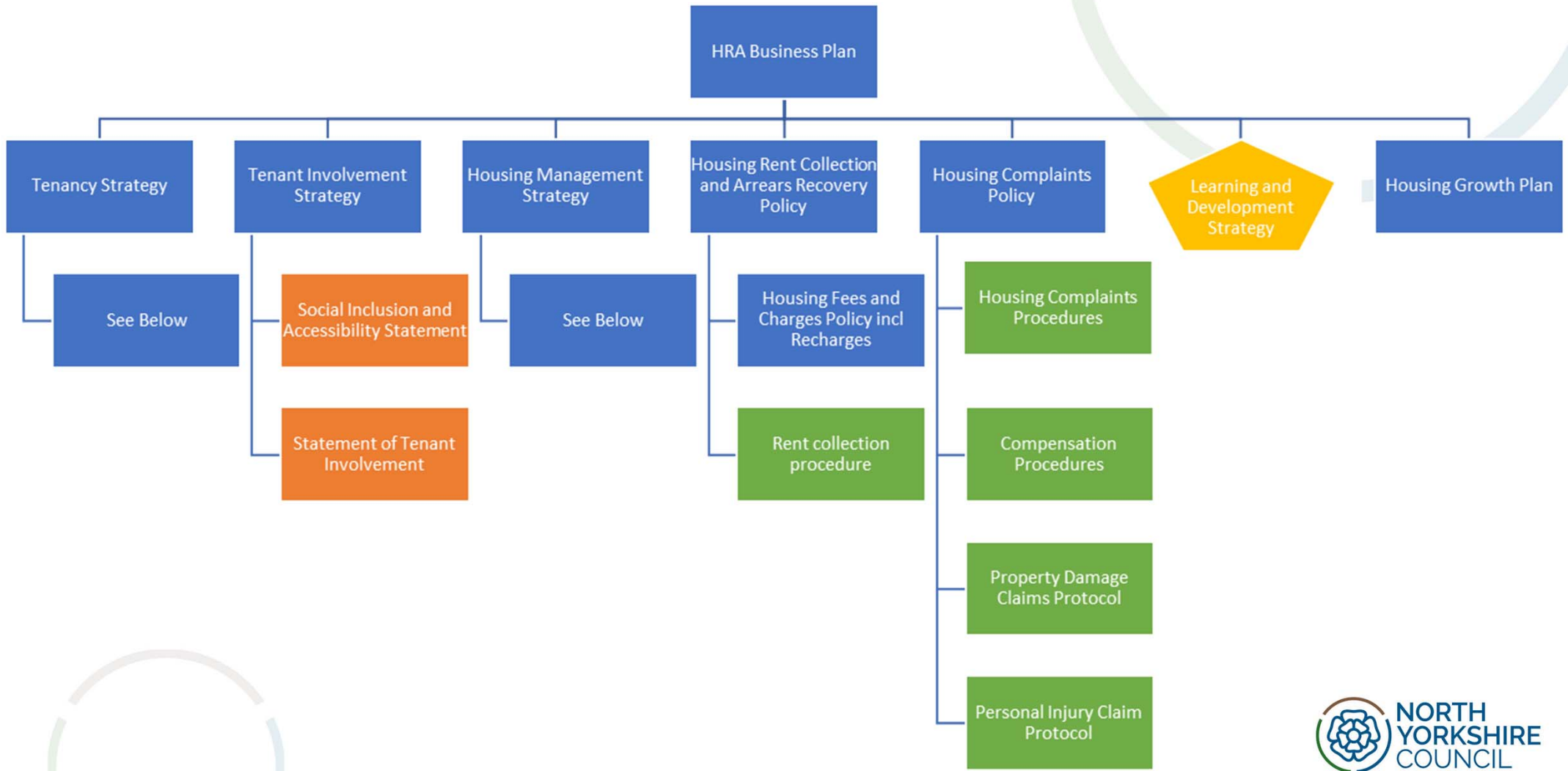
- 3 stock holding authorities (Harrogate, Richmondshire, Selby)
- Over 70 policies, standards, procedures, guidance documents relating to tenancy management and housing standards.

DRIVERS

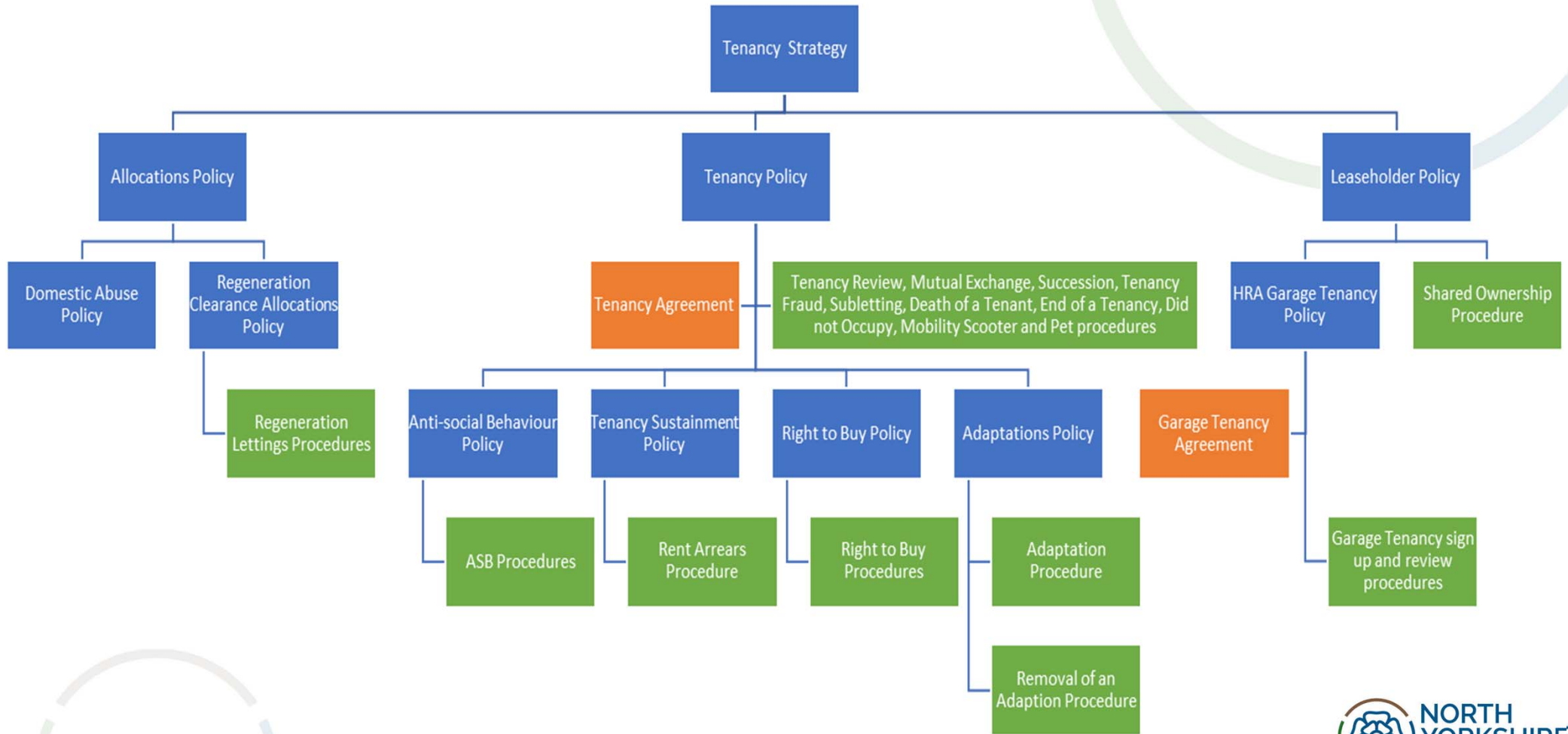
- Harmonisation
- Compliance
- Tenant Satisfaction

Policy Framework

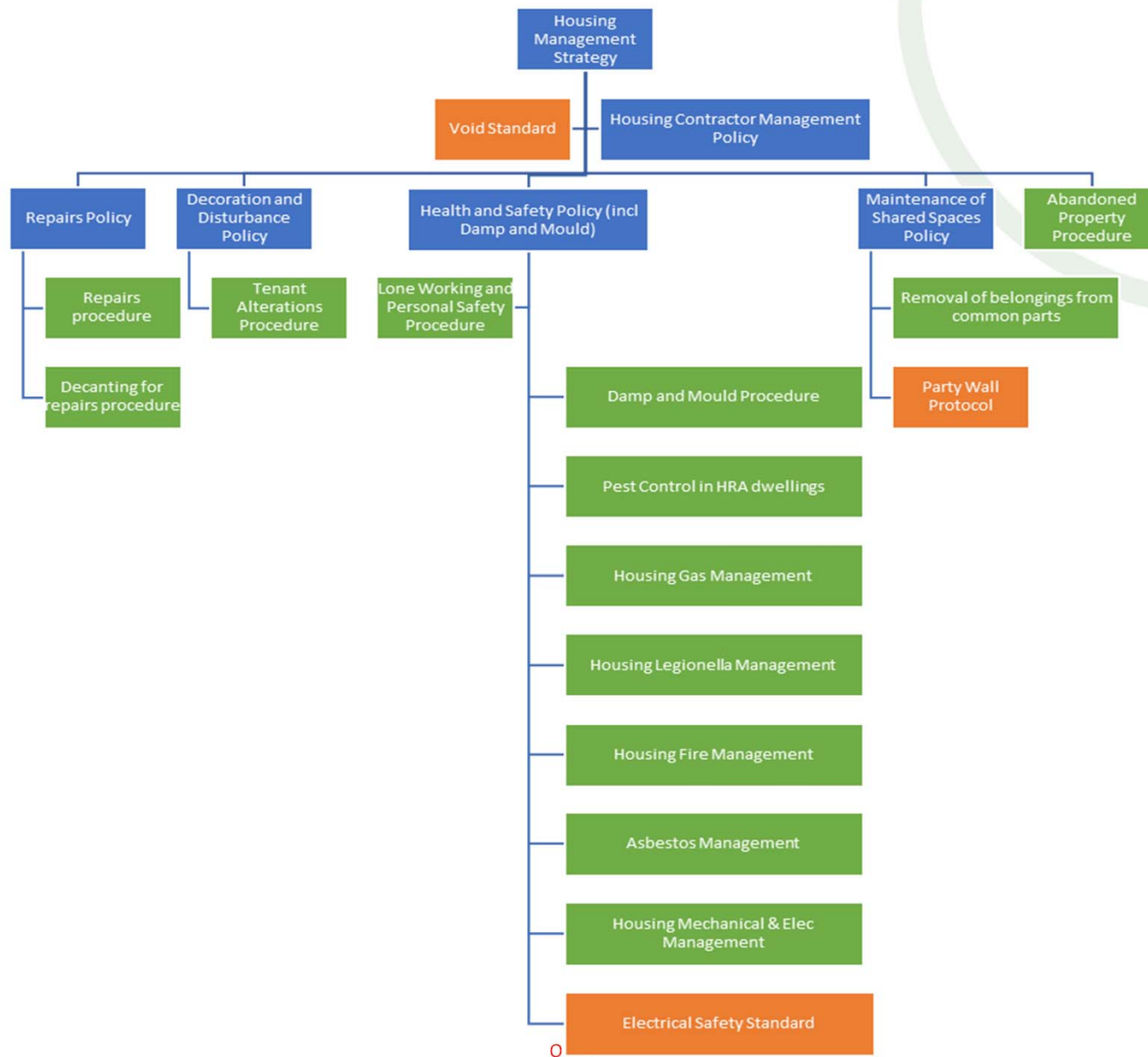




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Next Steps

- Policy Framework to Executive in July to agree proposed list, adoption schedule and delegate authority where necessary
- ASB Policy and Tenancy Policy prioritised for consultation – July 2024
- Remaining documents to be split into work packages
- Member involvement – Task and Finish group to be established
- Tenant involvement

HRA Policy Library

Document Title	Document Type	Status	Priority	RSH Consumer Standard
Abandoned Property Procedure	Procedure		Low	
Adaptation Procedure	Procedure		High	Safety and Quality
Adaptations Policy	Policy	Drafted	High	Safety and Quality
Allocations Policy	Policy	Agreed	High	Tenancy
Anti-social Behaviour Policy & Good Neighbourhood Management Policy	Policy	Drafted	High	Neighbourhood
Anti-social Behaviour Procedures	Procedure	Concept	High	Neighbourhood
Asbestos Management	Procedure		High	Safety and Quality
Asset Management Strategy	Strategy		Medium	Safety and Quality
Communal Space Policy	Policy		Medium	Safety and Quality
Compensation Procedure	Procedure		High	Transparency
Customer Standards	Standard		High	
Damp and Mould Policy	Policy		High	Safety and Quality
Death of a Council Tenant	Procedure		Medium	Tenancy
Decanting for Repairs procedure	Procedure		Medium	Tenancy
Decoration and Disturbance Policy	Policy		Medium	Safety and Quality
Did not Occupy Procedure	Procedure		Medium	Tenancy
Domestic Abuse Policy	Policy	Agreed	High	Neighbourhood
Electrical Safety Standard	Standard		High	Safety and Quality
End of Tenancy Procedure	Procedure		High	Tenancy
Flexible Tenancy Procedure	Procedure		Low	Tenancy
Garage Tenancy sign up and review procedures	Procedure		Low	
Grounds Maintenance Policy	Policy		Medium	Safety and Quality
Health and Safety Policies - the big 6	Policy		High	Safety and Quality
Housing Complaints Policy	Policy	Agreed	High	Transparency
Housing Contractor Management	Policy		Medium	Transparency
Housing Disrepair Claims Protocol	Procedure		Medium	Transparency
Housing Fees and Charges Policy including Recharges	Policy		Medium	Tenancy
Housing Fire Management	Procedure		High	Safety and Quality
Housing Gas Management	Procedure		High	Safety and Quality
Housing Growth Plan	Strategy		High	Transparency
Housing Legionella Management	Procedure		High	Safety and Quality
Housing Mechanical & Elec Management	Procedure		High	Safety and Quality
Housing Rent Collection and Arrears Recovery Policy	Policy	Agreed	High	Tenancy
HRA Business Plan	Strategy	Agreed	High	Transparency
HRA Garage Tenancy Agreement	Agreement		Medium	
HRA Garage Tenancy Policy	Policy		Medium	
Introductory Tenancy Review Procedure	Procedure		High	Tenancy
Learning and Development Strategy	Strategy		Medium	Transparency
Leasehold Policy	Policy		Medium	Tenancy
Lone Working and Personal Safety Procedure	Procedure		Medium	None
Maintenance of Shared Spaces Policy	Policy		Medium	Neighbourhood
Mobility Scooters Policy	Procedure		Low	Tenancy
Mutual Exchange Procedure	Procedure		High	Tenancy
Party Wall Protocol	Procedure		Low	Tenancy
Personal Injury Claim Protocol	Procedure		Medium	Transparency
Pest Control in HRA dwellings	Procedure		Medium	Safety and Quality
Pets Policy	Policy		Low	Tenancy
Property Damage Claims Protocol	Procedure		Medium	Transparency
Regeneration Clearance Allocation Policy	Policy		Low	Tenancy
Regeneration Lettings Procedures	Procedure		Low	Tenancy
Removal of an adaptation procedure	Procedure		Medium	Safety and Quality
Removal of belongings from common parts	Procedure		Medium	Safety and Quality
Rent Arrears Procedure	Procedure		High	Tenancy
Rent Collection Procedure	Procedure		Medium	Tenancy

Repairs Policy	Policy		High	Safety and Quality
Repairs Procedure	Procedure		High	Safety and Quality
Right to Buy Policy	Policy	Concept	Medium	Tenancy
Right to Buy Procedure	Procedure	Concept	Medium	Tenancy
shared ownership procedure	Procedure		High	Tenancy
Social Inclusion and Accessibility Statement	Standard		Medium	Transparency
Statement of Tenant Involvement	Standard		High	Transparency
Subletting/Lodgers Procedure	Procedure		Medium	Tenancy
Succession Procedure	Procedure		Medium	Tenancy
Tenancy Agreement	Agreement	Drafted	High	Tenancy
Tenancy Fraud Procedure	Procedure		High	Tenancy
Tenancy Policy	Policy	Drafted	High	Tenancy
Tenancy Strategy	Strategy	Drafted	High	Tenancy
Tenancy Sustainment/ Financial Inclusion Policy	Policy		Medium	Safety and Quality
Tenant Alterations Procedure	Procedure		Medium	Tenancy
Tenant Involvement Strategy	Strategy	Drafted	High	Transparency
Void Standard	Standard		High	Safety and Quality