



Housing Management Policy

**Clear governance.
Strong practice.
Safe services.**



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1. Purpose

This Housing Management Policy sets out how D2 manages its housing portfolio. It defines D2's approach to property standards, resident welfare, safety, compliance and tenancy sustainment. The policy ensures D2 meets its legal and regulatory responsibilities and provides safe, well managed accommodation for people experiencing homelessness or housing instability.

2. Scope

This section defines the range of accommodation covered by the Housing Management Policy and clarifies D2's responsibilities across different property types. It ensures a consistent approach to safety, compliance and resident experience, regardless of whether a property is shared, an HMO or self contained. The scope reflects D2's commitment to delivering safe, well managed homes across a diverse and evolving portfolio.

The D2 property portfolio includes:

- shared houses
- houses of multiple occupancy - HMOs
- self contained homes (studios, flats, family homes)

This policy covers all residents placed by local authorities, support providers or commissioning partners.

3. Policy Principles

The principles detailed below set the foundation for how D2 delivers housing management across all properties. They reflect D2's organisational values and ensure that every decision, action and interaction is grounded in safety, fairness, prevention and partnership.

The principles guide staff behaviour, shape operational practice and ensure a consistent, person centred approach to managing homes and supporting residents.

- Safety first - compliance with HMO licensing, fire safety and statutory standards.
- Consistency across property types - a single framework adaptable to shared, HMO and self contained settings.
- Fairness and transparency - clear expectations for communal living and individual responsibilities.
- Prevention and early intervention - addressing issues early to avoid escalation.
- Respect and dignity - professional, person centred engagement with residents.
- Partnership working - strong collaboration with councils, landlords and support providers.



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4. Core Housing Management Standard (Applies to All D2 Properties)

D2 operates a single, organisation wide housing management standard that applies to every property it owns, leases or manages. This standard ensures that all accommodation meets the same expectations for safety, quality, compliance and resident experience.

It provides a clear baseline for staff, residents and commissioners, and ensures that D2 delivers consistent, risk aware and legally compliant housing management functions across its entire portfolio.

All D2 properties will be:

- safe, hazard free and compliant with statutory and contractual requirements
- well maintained, with repairs completed within agreed timescales
- clean, hygienic and fit for occupation, including communal areas where applicable
- secure, with appropriate use of CCTV in communal and external areas
- monitored regularly through House Manager visits and reporting
- supported by clear resident communication, including welfare engagement
- managed in line with D2's safeguarding, H&S, risk and data protection policies
- subject to regular inspections, with frequency based on risk and property type
- managed consistently, with fair application of occupancy agreements and house rules

This core standard defines the minimum expectations for all D2 accommodation. Additional requirements apply only where legislation or operational needs differ.

4A. Additional Requirements for Shared Housing

Shared housing includes properties where residents have exclusive use of a bedroom and share communal areas. In addition to the Core Standard, D2 will:

- set and enforce house rules for communal living
- ensure communal areas are kept safe, clean and functional
- manage interpersonal issues sensitively and proportionately
- maintain house WhatsApp groups for urgent communication
- carry out more frequent inspections where required due to higher risk of conflict or ASB

Residents must respect shared spaces and cooperate with cleaning and waste arrangements.



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4B. Additional Requirements for Houses in Multiple Occupation (HMOs)

HMO's carry specific legal duties and present a variety of operational risks. In addition to the Core Standard, D2 will ensure:

- compliance with mandatory or additional HMO licensing
- adherence to HMO fire safety requirements, including fire doors, alarms and emergency lighting where required
- compliance with amenity standards (kitchen/bathroom ratios, waste storage)
- completion of HMO specific inspections and documentation
- prompt action on hazards identified under the Housing Health and Safety Rating System (HHSRS)

Where D2 manages HMO's on behalf of landlords, any compliance risks are escalated immediately.

4C. Additional Requirements for Self Contained Homes

Self contained homes offer greater independence and lower communal and operational risk. In addition to the Core Standard, D2 will:

- carry out routine inspections proportionate to risk
- support residents to manage their home independently
- ensure repairs and compliance checks are completed promptly

Residents are responsible for the condition of their own home and reporting repairs for the duration of their occupation.

5. Responsibilities

Effective housing management relies on clear roles and expectations. This section sets out the responsibilities of D2 and its residents to ensure safe, well managed homes, consistent standards and positive resident outcomes. These responsibilities underpin D2's safeguarding, health and safety, and risk management obligations.



**Our Purpose is Shelter.
Our Values are Strength.
Our Promise is Dignity.**

5.1 D2 Responsibilities

D2 will:

- provide safe, compliant accommodation
- issue clear occupancy agreements
- carry out property inspections
- manage ASB, breaches and safeguarding concerns
- maintain accurate records and communicate with commissioners
- support residents to sustain their accommodation

5.2 Resident Responsibilities

Residents must:

- respect the property and neighbours
- follow house rules (especially in shared/HMO settings)
- report repairs promptly
- engage with support where required
- comply with the occupancy agreement

6. Move In, Induction & Occupancy Agreements

A structured and transparent move in process ensures residents understand their rights, responsibilities and the standards expected within D2 accommodation.

This section outlines the checks, documentation and induction steps that support safe placements and set the foundation for successful tenancy sustainment.

6.1 Pre Tenancy Checks

Before any placement, D2 will ensure:

- the property meets safety and compliance requirements
- the resident's needs match the property type
- risks are understood and mitigated
- required documentation has been provided by the local authority



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6.2 Sign Up & Induction

Residents receive:

- a tour of the property
- an occupancy agreement
- house rules (shared/HMO)
- repairs and reporting information
- guidance on emergency procedures (example – fire evacuation)
- safeguarding and complaints information
- contact details for D2 staff

Every move in induction is completed and recorded.

7. Repairs, Compliance & Property Standards

Maintaining safe, compliant and well presented homes is central to D2's housing management approach. This section outlines how D2 manages repairs, statutory compliance and property standards across all accommodation types, ensuring residents live in safe, hazard free environments.

D2 will:

- maintain all properties to a safe and decent standard
- complete repairs within agreed timescales
- ensure statutory compliance (gas, electric, fire safety, legionella, etc.)
- carry out inspections at frequencies appropriate to the property type
- monitor contractor performance

7.1 Property Condition & Compliance Checks (Revised Summary Version)

Daily and weekly checks carried out by House Managers ensure early identification of risks, hazards, maintenance issues and resident welfare concerns. These checks form a core part of D2's compliance framework and support consistent standards across all properties.

House Managers complete routine daily and weekly checks to ensure properties remain safe, clean and well maintained.



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These checks cover:

- overall property condition, cleanliness and waste management
- fire safety features, escape routes and essential compliance equipment
- heating, utilities and environmental controls
- CCTV functionality in communal and external areas
- identification and reporting of maintenance, Health & Safety or safeguarding concerns
- ensuring communal supplies and essential items are adequately stocked

All checks are recorded through D2's reporting systems, with issues escalated and actioned promptly.

8. Tenancy Sustainment & Support

D2's housing model is designed to promote stability, independence and positive outcomes. This section sets out how D2 supports residents to sustain their accommodation, prevent placement breakdown and address emerging risks through early intervention and partnership working.

D2's model is accommodation led with light touch support. D2 will:

- identify early signs of placement breakdown
- work with support providers and councils to prevent eviction
- provide advice on property care, independent living and community behaviour
- record all interventions clearly

Regular resident engagement (daily if required) by House Managers ensures early identification of welfare concerns or conflict between residents.

9. Anti Social Behaviour (ASB) & Breach Management

A safe and respectful living environment is essential for all D2 residents and the local community. This section outlines D2's proportionate approach to managing ASB and breaches of occupancy agreements, ensuring fairness, consistency and alignment with safeguarding and risk management principles.

D2 adopts a tiered, proportionate approach:

1. Early conversation and warning
2. Written warning and support plan
3. Multi agency meeting (if required)
4. Notice to quit / move on (last resort and decision made in conjunction with local authority and or commissioner)



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In shared houses and HMO settings, ASB is treated with heightened seriousness due to the impacts such behaviours will have on other residents. CCTV may be used to support investigation of ASB incidents or unauthorised visitors, in line with data protection requirements. Serious incidents (violence, criminality, exploitation) are escalated immediately.

10. Safeguarding & Vulnerability

Safeguarding is an organisational priority. This section reinforces D2's commitment to identifying, responding to and escalating concerns about abuse, neglect or exploitation, ensuring residents are protected and risks are managed effectively.

D2 staff must:

- recognise and report safeguarding concerns
- follow D2's Safeguarding Policy
- work with councils and police where risk is identified
- ensure residents are not placed in unsafe environments

Safeguarding overrides all other considerations.

11. Complaints, Feedback & Resident Voice

D2 values resident feedback as a key driver of service improvement. This section explains how residents can raise concerns, make complaints or provide feedback, and how D2 responds in a transparent, timely and fair manner.

Residents can raise concerns through:

- D2's Comments, Compliments & Complaints Policy
- local authority channels
- support providers and advocates
- family members or friends

D2 will respond promptly to complaints and feedback in line with its internal policies.

D2 will record all complaints and use feedback to improve services.



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12. Data Protection & Confidentiality

D2 handles personal and sensitive information daily. This section sets out how resident data is managed, stored and shared in line with legal requirements and D2's commitment to privacy, confidentiality and responsible information governance.

All resident information is handled in line with:

- D2's Data Protection Policy
- UK GDPR
- commissioner requirements

Information is shared only where lawful and necessary.

13. CCTV & Monitoring

D2 uses CCTV in communal areas, entrances and external spaces to support resident safety, protect property and ensure compliance with house rules. CCTV is not used in private bedrooms or bathrooms. Appropriate signage to confirm the operation of CCTV will always be installed and visible for resident and community awareness.

13.1 Purpose

CCTV is used to:

- monitor safety and security
- identify unauthorised visitors
- support investigation of incidents or breaches
- support safeguarding and risk management

13.2 Daily CCTV Checks

House Managers review CCTV footage from the previous 24 hours each morning to identify:

- safety concerns
- welfare issues
- breaches of house rules
- unknown or unauthorised visitors

13.3 Data Protection

CCTV use complies with UK GDPR, ICO guidance and D2's Data Protection Policy. Footage is stored securely and accessed only by authorised staff.



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14. House Manager Role

House Managers are central to D2's operational model, providing daily oversight of property condition, resident welfare and compliance. This section outlines the purpose of the House Manager role and their duties that ensure safe, well managed homes and consistent service delivery.

14.1 Purpose

House Managers provide daily oversight of property condition, resident welfare, safety and compliance across all D2 properties.

14.2 Daily Duties

House Managers:

- complete regular property visits (daily is required)
- carry out routine condition and compliance checks
- engage with every resident (in person or via phone/text/WhatsApp)
- escalate welfare concerns to the local housing team
- maintain house WhatsApp groups for urgent communication
- submit daily update reports (Mon-Fri) to the housing team
- participate in the 24/7 on call rota for emergencies

These duties ensure early identification of risks, consistent communication and safe, well managed homes.



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15. Monitoring & Review

Ongoing monitoring ensures D2 maintains high standards of safety, compliance and service quality. This section sets out how performance is reviewed, how risks are monitored and how the policy is kept up to date with legislation and organisational needs. D2 monitors:

- property standards
- repairs performance
- ASB incidents
- tenancy sustainment outcomes
- HMO licence conditions
- daily operational reports from House Managers

This policy is reviewed annually or sooner if legislation or commissioner requirements change.

16. Policy Approval & Version Control

Policy Owner:	Operations Director
Approval:	Senior Management Team
Date:	20/05/26
Tier:	2 – Operational Policy
Linked Policy Pillars (Tier 1):	Safeguarding HR Governance Whistleblowing Health & Safety Risk Management Data Protection Equality, Diversity & Inclusion
Review Cycle:	Annual

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