



## HOUSING MANAGEMENT

Policy Owner	DCC (Estates Portfolio Holder)
Policy Holder	Head of Estates Department
Author	Estates Manager

Policy No.	104
------------	-----

### Approved by:

Legal Services	N/A
Policy Owner	9 November 2017
JJNCC	6 December 2016

**Note:** By signing the above you are authorising the policy for publication and are accepting responsibility for the policy on behalf of the Chief Constables.

Publication Date	9 December 2016
Review Date	8 December 2020
APP Checked	Yes

**Note:** Please send the original Policy with both signatures on it to the Norfolk/Suffolk CPU for the audit trail.

## Index

1. Introduction.....	3
2. Scope .....	3
3. Housing Management Policy Statement and Objectives .....	3
4. Right to Occupy Police Houses .....	3
5. Terms of Occupation .....	4
6. Termination .....	6
7. Rent/Housing Allowance .....	6
8. Disposal of Houses .....	6
9. Appendix A: Maintenance and Repair Responsibilities: .....	8

## Legal Basis

### *Legislation specific to the subject of this policy document*

<b>Section</b>	<b>Act (title and year)</b>
6	Police Regulations 2003.

### *Other legislation which you must check this document against (required by law)*

<b>Act (title and year)</b>
Human Rights Act 1998 (in particular A.14 – Prohibition of discrimination)
Equality Act 2010
Crime and Disorder Act 1998
H&S legislation
<a href="#">General Data Protection Regulation (GDPR) and Data Protection Act 1998/2018</a>
Freedom Of Information Act 2000.

### Other Related Documents

- Health and Safety Policy
- Estates Management Policy

## 1. Introduction

- 1.1 The Police and Crime Commissioner for Norfolk (NPCC) and The Police and Crime Commissioner for Suffolk (SPCC) both have direct responsibility for police houses, but the responsibility for administration, management and maintenance of police houses and other accommodation is delegated to the Chief Constables.
- 1.2 Chief Constable's delegated responsibility is carried out within the executive portfolio of the Assistant Chief Constable (Estates Portfolio Holder) and specifically under the management and supervision of the Head of Estates Department for:
- Procedures for occupation and vacation.
  - Maintenance, repairs, disposals and acquisition.

## 2. Scope

- 2.1 This policy relates to the management of housing owned by the NPCC/SPCC and occupied by Police Officers/staff as 'Police Houses'.

## 3. Housing Management Policy Statement and Objectives

- 3.1 This 'Housing Management Policy' seeks to ensure both the NPCC/SPCC and the occupant, are clear on their responsibilities to use, repair and maintain and arrangements for vacation and sale of police houses.
- 3.2 It is Force Policy not to retain police houses. Where practical police houses will be disposed of when they become vacant.
- 3.3 The NPCC/SPCC are also in possession of other accommodation, e.g., the accommodation rooms in the Wymondham OCC and Martlesham PHQ. These are primarily intended for the use of police officers and police staff attending training courses, but they may also be allocated for temporary use in certain circumstances at the discretion of the Chief Constables.

## 4. Right to Occupy Police Houses

- 4.1 Police officers who are currently Occupants of police houses may continue to occupy their police house until retirement or voluntary vacation, whichever is the sooner.

## 5. Terms of Occupation

### Role Title

### Responsibilities

<p><b>OCCUPANT:</b></p>	<p>Occupants are responsible for:</p> <p>(a) Payment of all existing and future taxes and local charges imposed in respect of the premises they occupy;</p> <p>(b) Payment of all domestic fuel consumed during their occupation of the premises;</p> <p>(c) keeping the interior and fixtures of the premises at all times in clean condition and good decorative repair order and condition and for carrying out during their occupation of the premises to the NPCC's and SPCC's satisfaction the works of maintenance and repair described as in the maintenance and repair responsibilities detailed in Appendix 'A';</p> <p>(d) informing the Estates Department in writing of all repairs required to be done which are the liability of the NPCC and SPCC in accordance with Appendix 'A';</p> <p>(e) making good any damage to the premises caused by the wilful or negligent act or omission of the occupant or any member of the occupant's household and in default to permit the Estates Department to make good such damage and recover the cost thereof from the occupant. Such liability can be covered by effecting appropriate household insurance;</p> <p>(f) keeping the garden of the premises clean and tidy and free from weeds and not to permit it to become in the opinion of the Estates Department a nuisance or annoyance to adjoining owners or occupiers or to the general public;</p> <p>(g) leaving the premises and all additions thereto and all fittings and NPCC's/SPCC's fixtures therein in clean and good decorative condition and in good repair and order and in all respects in accordance with the conditions listed above and below and to the Estates Department satisfaction. This will include:</p> <ul style="list-style-type: none"> <li>• turning off the mains water supply;</li> <li>• arranging for the gas and electric meters to be read and supplies turned off;</li> <li>• leaving the keys for the property at the offices of the Estates Department. (Cost of the removal of any effects will be at the occupant's expense).</li> </ul> <p>(h) permit the Estates Department or their agents at all</p>
-------------------------	---

	<p>reasonable times of the day to enter upon the premises with or without workmen and appliances in order to examine the condition thereof and carry out works and servicing on the premises or on adjoining property;</p> <ul style="list-style-type: none"> <li>(i) use the premises for residential purposes only and not to do or permit to be done anything which may in the opinion of the NPCC/SPCC cause discomfort or annoyance to the occupiers of neighbouring premises or to the general public;</li> <li>(j) not assign underlet or part with the possession of the premises or any part thereof;</li> <li>(k) not make any alterations or additions to the premises or to the electrical installation or other equipment fixtures or fittings thereof without the previous approval in writing of the Estates Department;</li> <li>(l) not erect any huts or other structures without the previous approval in writing of the Estates Department as to the suitability and siting of such structures;</li> <li>(m) arranging for appropriate occupants contents insurance policy.</li> </ul>
--	--

Role Title:	Responsibilities:
<p><b>ESTATES DEPARTMENT:</b></p>	<p>You will be responsible:</p> <ul style="list-style-type: none"> <li>(a) to keep in fair and reasonable repair the structure and exterior of the property, (including drains, gutters and external pipes).</li> <li>(b) to keep in fair and reasonable repair and proper working order the installations in the property for space heating and hot water.</li> <li>(c) to keep in fair and reasonable repair and proper working order the installations for the supply of water, gas, electric and sanitation in accordance with the works of maintenance and repair described as the Police responsibility in Appendix 'A';</li> <li>(b) that if the premises or any part thereof shall at any time during the tenancy be destroyed or damaged by fire so as to become unfit for habitation and use and the policy or policies of insurance effected by the NPCC/SPCC shall not have been vitiated or payment of the policy monies refused in whole or in part in consequence of any act or default of the occupant the NPCC/SPCC shall endeavour to find suitable alternative accommodation for the occupant(s).</li> </ul>

## 6. Termination

- 6.1 Should the occupier cease to be a member of the Norfolk Constabulary or the Suffolk Constabulary then the occupancy of the accommodation/police house shall cease forthwith. The Occupant may at any time terminate the occupancy by giving to the Estates Department one month advance written notice expiring at any time.

## 7. Rent/Housing Allowance

- 7.1 The Estates Department will make the following arrangements, as per the Police Regulations 2003.

Police Officer who commenced service prior to 1 September 1994

- 7.2 The Estates Department has instructed the Finance Department to cease payment of rent/housing allowance to the Occupant with effect from the date of occupation until vacation. The date of occupation will be assumed as one week from the date of agreement to occupy unless otherwise agreed by the Estates Department.

Police Officer who commenced service post 1 September 1994/

- 7.3 The Estates Department will assess the market rent for the accommodation on entry and will then arrange with the Finance Department for rent to be recovered from the date of occupation until vacation as defined above, and for annual rent reviews to take place.
- 7.4 Occupants must provide the Estates Department with one month written notice of intention to vacate accommodation.
- 7.5 The Estates Department will inform the Finance Department of the agreed date of vacation in order that rent/housing allowance deduction may be reinstated or rent ceased.

## 8. Disposal of Houses

- 8.1 An Occupant may remain in their allocated police accommodation until retirement or until they decide to voluntarily vacate.
- 8.2 If a police house is vacated voluntarily and there is no overriding operational need for the property, it will be offered for sale on the open market with all offers received referred to either the NPCC or SPCC for approval.
- 8.3 If the Occupant wishes to purchase the property they occupy, they must inform the Estates Department in writing.
- 8.4 The Estates Department will arrange for an open market valuation of the property and this will be referred to the Occupant.

- 8.5 The valuation will be valid for a period of three months.
- 8.6 For Suffolk based Occupants; there is no SPCC police discount.
- 8.7 For Norfolk based Occupants, there is a NPCC police discount on the open market value at a value of 2% per completed year of occupation, up to a maximum discount of 20%.
- 8.8 Decisions on the sale and purchase of houses must be referred by the Estates Department to either the NPCC or SPCC for prior approval, in accordance with Financial Regulations.

## 9. Appendix A: Maintenance and Repair Responsibilities:

ITEM:	POLICE	OCCUPIER
<b>A</b>		
Alarms	Intruder/burglar	*
	Repairs and servicing	*
	Re-setting and repair bell (unless under threat)	*
<b>B</b>		
Blinds		*
Boiler	Repairs/replacement due to fair wear and tear	*
<b>C</b>		
Car parking - paving		*
Carpets	Unless damaged during repairs.	*
Ceiling	Repair/replacement due to fair wear and tear	*
Chimney	Sweeping	*
	Repairs	*
Cupboards	Minor repairs to individual units	*
	Major replacements	*
Curtains and Track		*
<b>D</b>		
Doors	External door and door furniture	*
	External door external painting (with exterior)	*
	Internal doors including all ironmongery (except replacement)	*
Drainage	Internal (see also below)	*
	Underground – imbedded in structure	*
	Clearing and rodding	*
	Gutters and downpipes - repairs/replace	*
	Gutters and downpipes – rod and clear	*
	Sewerage systems and plant	*
	Routine maintenance and inspection	*
	Emptying of tanks	*
ITEM:	POLICE	OCCUPIER



<b>E</b>			
	Electrical (see lighting, energy controls, alarms, storage heaters)		
Extractor Fans	Units	*	
	Covers	*	
Energy Controls	Central units/panels	*	
	Servicing	*	
	Re-setting clocks		*
<b>F</b>			
Fences	Major repairs/replacement	*	
	Maintenance and minor repairs	*	
Fire (see alarms)	Extinguishers, bucket, blankets, etc		*
Fireplaces	Hearth and surround		*
	Fireback and flue	*	
Floor			
	Structure	*	
	Finishes	Unless damaged during repairs.	*
	Flues (see chimneys)		
	Fuel Bunker (free standing)	*	
Foundations		*	
	Furniture and equipment (excluding where specifically mentioned elsewhere)		*
<b>G</b>			
	Garage (except where areas dealt with specifically elsewhere)	*	
	Garden layout, planning and maintenance (if reasonable on entry)		*
Gas	Supply	*	
	Propane cylinders and #enclosures	*	
	# NOTE: PERMANENT INSTALLATION		
	General (Interior)		
	Repair of negligent damage		*
	Internal decoration (Note (i))		*
	Renewal of lost keys		*
	Renewal of glass (each case on merit)		*
	General (Exterior)		
	Repair of negligent damage		*

	Exterior painting	*	
Glazing and Safety Glazing (unless occupier negligent)		*	
Greenhouse			*
Gutters (see drainage)		*	
<b>H</b>			
Handrails	Decoration		*
	Major repairs/replacement	*	
Heating equipment			
	Fixed	*	
	Portable		*
<b>I</b>			
Insulation	Cavity/external	*	
	Pipework	*	
	Dry lining	*	
	Pitched roofs	*	
	Flat roofs (part of construction)	*	
	Flat roofs (laid on ceilings)	*	
Internal Decoration (Cost of materials to be paid by NPCC/SPCC).			
	Kitchen & Dining Room: 7 yrs.		*
	Lounge, bathroom, toilet: 7yrs.		*
	Bedrooms, porches, passageways, storage spaces: 10 yrs.		*
	Hall, stairs and landing: 10 yrs.	*	
Intruder alarms (see alarms)			
<b>L</b>			
Lighting	Fittings	*	
	Lamps		*
	Diffusers/covers/shades		*
	Chokes		*
	Starters		*
	Lampshades		*
	Switches	*	
	Central control units/panels	*	
<b>M</b>			
Mains supply (water, electricity, gas)		*	

Meters	Gas, electricity		*
Mirrors			*
<b>O</b>			
Oil tank enclosure			
	Structural	*	
	Fencing (unless occupier negligent)	*	
Overflows (see pipework)			
<b>P</b>			
Partitions	Structural	*	
	Non-structural	*	
	Curtains, folding screens		*
Paving	All	*	
Pipework (see also drainage)			
	Main services	*	
Plaster	Minor repairs		*
	Major repairs	*	
Power points		*	
<b>R</b>			
Railings (see fences and handrails)			
Rainwater pipes and gutters (see drainage)			
Retaining walls (see walls)			
Roofs		*	
Roof trusses		*	
Roof lights		*	
<b>S</b>			
Sanitary fittings			
	WC pans, seats, cisterns, urinals, baths, sinks, drainers, hand basins, etc including taps, traps, washers, toilet roll holders, mirrors, grab/handrails (unless due to fair wear/tear)		*
Showers	Traps, heads, flexible hoses, mixer valves and fixed pipework, screens, partitions, curtains (unless due to fair wear and tear)		*
Services (see pipes, mains, drainage, etc)			
Sewerage (see drainage)			

Sheds		*	
Shelving			*
Sinks (see sanitary)			
Storage heaters	Time clocks, switches, fuses, remote thermostats	*	
	Carcase heating elements, boost fans	*	
Skirting boards (except for major repairs)			
Stairs	(see also handrails)	*	
	Finishes (see Note (i))		*
	Structure, external steps	*	
Sun blinds			*
<b>T</b>			
Television aerials			
Toilets (see sanitary)			
<b>V</b>			
Verandah		*	
Vehicle access (see paving)			
Ventilation (see also extractor fans)			
	Ducted mechanical ventilation systems	*	
	Ventilation grills	*	
<b>W</b>			
Walls	External/free standing/boundary	*	
	Retaining (minimum 500mm earth retained)	*	
	Internal structure	*	
	Internal partitions	*	
Water heaters	Central	*	
	Local/independent maintenance	*	
Water main (see under services)			
Windows	Frames, sashes, cills	*	
	Blinds, screens		*
	Guards, external	*	
	Sash cords	*	
	Fasteners	*	
	Pulley wheels	*	
	Mechanism for louvres	*	

Worktops – kitchen (except repair of damage due to negligence)	*	
--	---	--