



Guildford Borough Council

Fire Safety Policy (Council Homes)

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1. Policy Statement

Guildford Borough Council (the Council) recognises, accepts and promotes its health and safety duties to provide, as far as reasonably practicable¹, a safe and healthy, for residents, contractors, and visitors to its housing premises.

This policy aims to clarify the Council's approach to fire safety management. While it does not cover every scenario or property type, it establishes a decision-making framework for fire safety requirements. Fire safety measures for individual properties are guided by the Fire Risk Assessment process and the applicable guidance in force at the time of assessment.

This policy outlines how the Council meets its statutory fire safety obligations, including reporting compliance to the Regulator of Social Housing as required under the Building Safety Act 2022 and Fire Safety Act 2021.

This policy and related procedures ensure the Council keeps all stakeholders, including residents and officers, safe and aware of their responsibilities.

The Council's policies and procedures significantly impact the safety of residents, officers, and contractors. The Council is committed to reducing fire risk in its housing stock to the lowest reasonably practicable level.

This policy applies to all Guildford Borough Council housing stock, including its four high-rise residential buildings:

- Bedford House (63 homes), located above a multi-storey car park.
- Friary House (61 homes), located above the Friary Centre shopping centre.
- Bishops Court (40 homes), a 9-floor block of flats.
- Mount Court (40 homes), a 9-floor block of flats.

These buildings are managed in compliance with the Building Safety Act 2022, the Fire Safety (England) Regulations 2022, and the Regulatory Reform (Fire Safety) Order 2005, including the requirement to prepare and maintain a Resident Engagement Strategy for high-rise buildings.

This policy will be delivered by the Responsible Person (under Fire Safety Order 2005), overseen by the Principal Accountable Person (PAP) if applicable under the Building Safety Act 2022.

1.1 Legislative/Regulatory Context

The Council's undertaking in respect of fire safety is governed by the following statutory requirements:

- Health & Safety at Work Act 1974 (HASAW)

¹ The term "so far as is reasonably practicable" is vital to the understanding of the Councils approach to managing fire safety. The HSE defines the term as a process to "...weighing a risk against the trouble, time and money needed to control it". The higher the risk, the lower the cost threshold for managing that risk.

- Management of Health & Safety at Work Regulations 1999
- Regulatory Reform (Fire Safety) Order 2005 – applicable to commercial properties and the communal parts of housing stock
- Fire Safety Act 2021
- Building Safety Act 2022
- Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022
- Specialised Housing Guidance - National Fire Chiefs Council
- Housing Act 2004 – fire safety
- Regulator of Social Housing’s Home Standard
- PAS 79-1:2020 Fire risk assessment. Premises other than housing. Code of practice
- PAS 79-2:2020 Fire risk assessment. Housing. Code of practice
- Workplace (Health, Safety and Welfare) Regulations 1992
- Health and Safety (Safety Signs and Signals) Regulations 1996
- Smoke-free (Premises and Enforcement) Regulations 2006
- Control of Substances Hazardous to Health Regulations (COSHH) 2002

The Council will ensure consultants adhere to relevant guidance and incorporate these in fire risk assessments of both purpose-built and converted housing stock. Nominated officers, in collaboration with consultants and contractors, will monitor best practices and innovations to keep fire safety arrangements current and aligned with evolving technical standards.

2. Roles and Responsibilities

The statutory role of Responsible Person² is assigned to the Council’s Chief Executive.

These duties are delegated by the Joint Strategic Director for Housing, Communities and Environment to the Joint Assistant Director of Housing, who further delegates responsibilities as appropriate.

The Compliance Manager, under the direction of the Head of Housing, carries out these duties.

Within the Housing Service, the Compliance Manager acts as the “Responsible Person” responsible for implementing fire safety management.

Responsible Persons hold managerial responsibility for monitoring and supervising control measures, ensuring operational procedures are implemented promptly and effectively.

For more details on the roles and responsibilities of the Responsible Person, officers, and other stakeholders, see section 8.

² The Regulatory Reform (Fire Safety) Order 2005 and Fire Safety Act 2021, employers and building owners must identify a responsible person. This is defined as the person with ultimate responsibility for health and safety for the building and occupants.

The Council engages external contractors to perform risk assessments, control tasks, remedial actions, and testing.

3. Scope of Policy

3.1. Introduction

This policy sets out Guildford Borough Council's arrangements for complying with statutory and regulatory fire safety obligations within its housing stock. As the "Responsible Person" under the Regulatory Reform (Fire Safety) Order 2005, the Council commits to implementing fire precautions informed by fire risk assessments, with the aim of preserving life and preventing fires, so far as reasonably practicable.

This policy applies specifically to the Council's housing property portfolio.

Under The Fire Safety (England) Regulations 2022, and according to measurement methods outlined in Building Regulations Approved Document B-2 (Volume 2: Fire Safety in Dwellings) Appendix D, none of the Council's residential blocks exceed 11 meters in height, and consequently none exceed 18 meters.

In mixed-use premises where responsibility is shared between corporate and housing teams, fire safety management will be jointly coordinated by the Senior Building Surveyor (Corporate Assets) and the Compliance Manager (Technical Services), or their delegates.

The housing portfolio covered by this policy includes:

- Houses
- Low-Rise flat blocks not exceeding 11m
- Senior Living flat blocks
- Maisonettes
- Bungalows
- Bedsits
- Community rooms
- Garages

This policy also applies to the Council's four high-rise residential buildings listed in Section 1. In addition to the measures set out in this policy, these buildings are subject to enhanced fire safety duties under the Building Safety Act 2022 and the Fire Safety (England) Regulations 2022, including:

- Displaying and maintaining wayfinding signage in compliance with regulation.
- Providing building plans and key fire safety information to Surrey Fire & Rescue Service.
- Preparing and reviewing Personal Emergency Evacuation Plans ('PEEPs') for residents who require them.

- Implementing and reviewing a Building Safety Resident Engagement Strategy covering how residents are informed, consulted, and involved in building safety decisions.

4. Strategy and Management Objectives

The Council's strategic objectives for fire safety are to:

- Prevent fires
- Protect life in the event of fire
- Provide effective intervention if a fire occurs
- Communicate clearly on fire safety matters

4.1 Prevention

- Maintaining a suitable and sufficient Fire Risk Assessment process in accordance with BS9792 (Fire Risk Assessment - Guidance and a recommended methodology)
- Keep comprehensive fire-related building records compliant with BS 9997 (Fire Risk Management Systems)
- Design, manage and use buildings following BS 9999 standards (Fire safety in the design, management and use of buildings – Code of practice)
- Provide relevant fire safety information and training to residents and staff.
- Ensure regular maintenance and inspection of all fire safety, electrical, and mechanical equipment, including cyclical servicing of gas and electrical installations within flats, in accordance with relevant legislation and HSE guidance.
- Substitute highly flammable products with safer alternatives wherever possible.
- Require contractors to submit Risk Assessment Method Statements (RAMS) and obtain hot work permits prior to commencing hot work activities; halt work if documentation is not provided.
- Provide and plan for adequate mobility scooter charging facilities outside tenant accommodations, working with tenants to promote safe usage.
- Prohibit smoking within internal communal areas and near entrances, supported by clear signage and enforcement.
- Ban storage of belongings, including furniture, rubbish, flammable liquids, bicycles, and scooters, in communal areas.

4.2 Protection

- Provide and maintain automatic fire alarm systems where appropriate.
- Install and maintain smoke alarms in all Council homes, ensuring at least one smoke detector per habitable floor and heat alarms in kitchens.
- Provide effective warning systems to enable safe evacuation.
- Conduct periodic inspections and timely repairs of fire doors to maintain their integrity.
- Display fire escape and safety signage compliant with relevant standards.

- Maintain emergency lighting capable of operating during power failures to aid evacuation, where appropriate.
- Preserve compartmentation to limit fire spread and protect escape routes, ensuring ongoing maintenance.
- Provide first aid fire-fighting equipment in designated high-risk areas for use by trained personnel. The equipment should not be available to unauthorised personnel, and it should be communicated clearly that untrained individuals should not operate this equipment. Tenants may also choose to purchase personal firefighting devices. Whilst tenants are advised not to use fire extinguishers located in high-risk areas, we recognize their right to buy their own fire extinguishers or blanket to keep within their flat
- Implement and regularly review procedures for stay-put or evacuation plans as appropriate.
- Conduct regular audits of emergency routes and fire exits, including bin store areas where they exist
- Ensure prompt removal of obstructions from escape routes.
- Where applicable, maintain visitor sign-in/out procedures for Council premises.

4.3 Intervention

- Provide assistance and guidance to occupants during emergencies, including those needing additional support. PEEPs will be produced to support this process for relevant residents.
- Support Senior Living Officers, in developing Personal Emergency Evacuation Plans (PEEPs) and maintaining up-to-date property hazard information.
- Where appropriate, liaise effectively with Surrey Fire & Rescue Service, facilitating emergency response and incident analysis to inform preventative measures.
- Maintain clear wayfinding signage in complex buildings, to assist emergency services.
- Follow the Corporate Emergency Plan, to coordinate information sharing among housing officers, emergency services, and other stakeholders during fire incidents.

4.4 Communication

- Include fire safety information in sign-up packs for new communal block residents. Ensure accessibility and language is considered.
- Maintain clear fire action signage on each floor of communal areas.
- Display relevant fire safety posters on communal notice boards.
- Collaborate with Surrey Fire and Rescue Service (SFRS) to engage residents and promote fire safety initiatives, including the Safe and Well Visit service.
- Communicate promptly to all building occupants regarding any changes to fire safety arrangements.

4.5 Competence

- Ensure all consultants and contractors engaged in fire safety work hold appropriate qualifications and experience, as detailed in procedures referenced under section 8.

4.6 Audit

- Audit all fire safety activities regularly in accordance with best industry practice, as outlined in procedures referenced under section 6.1.
- Review Fire Safety matters at bi-monthly Fire Safety Group

4.7 Fire Risk Assessment Key Performance Indicators

Guildford Borough Council will measure and monitor FRA performance against:

- The prescribed response times for resolution of the Fire Risk Actions, that are set out in the GBC Fire Safety Procedures against the relative priorities
- 100% FRA coverage - all residential blocks to have an up-to-date FRA, reviewed to the cycle defined within the GBC Fire Safety Procedures

5. Resident Engagement - High-Rise Buildings

In accordance with the Building Safety Act 2022, Guildford Borough Council will maintain a Building Safety Resident Engagement Strategy for its high-rise buildings. The strategy will:

- Identify the safety decisions on which residents will be consulted.
- Set out how and when information will be provided, using accessible formats and multiple channels (letters, email, website, noticeboards, resident meetings).
- Explain how residents can raise safety concerns, and how these will be addressed.
- Include clear expectations for residents, including keeping escape routes clear, not interfering with fire safety equipment, and cooperating with inspections and safety works.
- Provide a feedback loop showing residents how their input has been considered.

The strategy will be reviewed at least every two years and whenever there are major works, a significant incident, or a change in legislation.

6. Policy Review

This policy will be reviewed **three years from the date of adoption**, or sooner following:

- A significant fire safety incident in any Council property.
- Legislative or regulatory changes.
- Findings from internal or external audits that indicate a review is required.

The Compliance Manager, in collaboration with the Fire and Building Safety Manager and the

Resident Engagement Lead, will monitor changes in legislation and best practice to ensure that both the policy and associated procedures remain up to date.

7. Related Information

7.1 Other Documents

Resident Engagement Policy

Corporate Fire Safety Policy

GBC Fire Safety Procedures

Electrical Safety Policy

Fire Risk Assessment Procedure

Gas and Policy

Corporate Emergency Plan

7.2 Legislation, Codes of Practice and Guidance

The Regulatory Reform (Fire Safety) Order 2005:

http://www.legislation.gov.uk/uksi/2005/1541/pdfs/uksi_20051541_en.pdf

Fire Safety Act 2021:

<https://www.legislation.gov.uk/ukpga/2021/24/contents>

Building Safety Act 2022:

<https://www.legislation.gov.uk/ukpga/2022/30/contents/enacted>

Fire Safety in Purpose Built Flats – Guidance from National Fire Chiefs Council

<https://www.local.gov.uk/fire-safety-purpose-built-flats>

Health and Safety at Work Act 1974 (HASAW)

<http://www.legislation.gov.uk/ukpga/1974/37>

Specialised Housing Guidance - National Fire Chiefs Council

<https://www.nationalfirechiefs.org.uk/Higher-Risk-Accommodation>

Management of Health and Safety at Work Regulations 1999 (MHSW)

<http://www.legislation.gov.uk/uksi/1999/3242/contents/made>

The Health & Safety (Safety Signs and Safety Signals) Regulations 1996

http://www.legislation.gov.uk/uksi/1996/341/pdfs/uksi_19960341_en.pdf Construction (Design and Management) Regulations 2015 (CDM 2015)

<http://www.legislation.gov.uk/uksi/2015/51/contents/made>

Control of Substances Hazardous to Health Regulations 2002 (COSHH)
<http://www.legislation.gov.uk/ukxi/2002/2677/regulation/7/made>

Local Authorities Coordinators of Regulatory Services (LACORS) Housing Fire Safety Guidance:
<https://www.rla.org.uk/docs/LACORSFSguideApril62009.PDF>

Assorted detailed and specific technical guidance is available, see
<https://www.gov.uk/government/collections/fire-safety-law-and-guidance-documents-for-business>

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
<http://www.legislation.gov.uk/ukxi/2013/1471/contents/made>

Current Building Regulations and associated Approved Codes of Practice

8. Duty Holder Roles and Responsibilities

To comply with its legal obligations, Guildford Borough Council has appointed the **Chief Executive** as the statutory **Responsible Person** under the Regulatory Reform (Fire Safety) Order 2005. The Chief Executive delegates operational responsibilities to designated officers, each of whom supports the delivery and oversight of fire safety in line with this policy. These delegated officers are referred to as **Duty Holders**.

Duty holders are responsible for the following:

- Identifying buildings, systems, installations, or conditions that present foreseeable fire risks.
- Taking all reasonable steps to prevent and control fire risks in Council-owned properties.
- Ensuring the safety of tenants, visitors, and staff from the spread of smoke and fire, and supporting safe evacuation where required.
- Developing and implementing fire safety management by equipping designated staff with the appropriate training, resources, and authority.
- Promoting effective cooperation between the Council, its employees, contractors, and consultants to ensure proper implementation of policies and procedures.
- Communicating fire safety responsibilities to tenants and providing guidance on what to do in the event of a fire.
- Ensuring fire detection and fire management systems are maintained in line with manufacturers' guidance and applicable regulations.
- Maintaining accurate and up-to-date records of all fire safety testing, servicing, and maintenance.

- Commissioning Fire Risk Assessments (FRAs) for all communal and public housing areas (where applicable), conducted by competent persons, and implementing the recommendations.
- Keeping appropriate records of identified risks and the actions taken to mitigate them.
- Establishing fire safety management procedures and regularly auditing these procedures to ensure ongoing effectiveness.
- Reviewing this policy at least every three years or sooner in the event of a significant fire incident, or if legislation or circumstances render any part of the policy invalid.

Resident Responsibilities

- Not interfere with safety features (fire doors, signage, alarms).
- Cooperate with access and information requests (48hr notice).
- Report safety concerns.

Role	Key Responsibilities	Processes and Verification
Chief Executive – Statutory Responsible Person	<ul style="list-style-type: none"> • Holds ultimate accountability for fire safety across the Council. • Ensures this policy is implemented at all levels of the organisation. • Allocates sufficient resources (financial, personnel, and training) to meet fire safety requirements. • Ensures that appropriate insurance levels are maintained in accordance with asset valuations and risk assessments. 	<ul style="list-style-type: none"> • Periodic audits of fire safety compliance • Regular review of asset valuations with the Estates & Valuation Team. • Oversight of adherence to this policy via internal governance frameworks.
Joint Strategic Director	<ul style="list-style-type: none"> • Monitor and review the effectiveness of the Council’s fire safety policy and procedures • Ensure fire safety arrangements are incorporated in the Council’s health and safety plans • Oversee that installation, maintenance and assessment of fire safety measures are appropriately included in budgets submitted for Full Council approval. • Ensure the Housing Team complies with statutory duties under the Construction (Design and Management) Regulations 2015 (CDM 2015), particularly in relation to all refurbishment, planned, or new build projects. 	<ul style="list-style-type: none"> • Participate in the internal governance process to review and sign off all Health and Safety policies and procedures. • Approve relevant budget submissions in line with the Council’s Financial Regulations.
Joint Assistant Director of Housing Housing Portfolio Devolved Duty Holder	<ul style="list-style-type: none"> • Implement this policy within their service area. • Monitor compliance with the policy and report any non-compliance to the Corporate Management Team. • Ensure all Council obligations related to Housing properties are met. • Ensure installation, maintenance, and assessment of fire safety precautions are appropriately addressed in budgets submitted for Full Council approval. • Complete all statutory reporting of fire safety compliance statistics for the Housing Service. • Provide access to appropriate software for recording and demonstrating compliance with relevant fire safety legislation. 	<ul style="list-style-type: none"> • Submit quarterly fire safety compliance statistics to the Regulator of Social Housing.
Operations Manager Housing Portfolio - Key Role Devolved Duty Holder	<ul style="list-style-type: none"> • Implement and ensure adherence to this fire safety policy within their team, reporting any non-compliance to the Executive Head of Housing. • Provide oversight of health and safety matters within the Housing Portfolio to ensure robust 	<ul style="list-style-type: none"> • Include fire safety compliance levels in monthly one-to-one meetings with the Compliance Manager.

	<p>implementation of this policy and associated procedures.</p> <ul style="list-style-type: none"> • Nominate a Property Services team member to manage and monitor the Council's Fire Safety Policy and performance reporting. • Ensure a programme of fire risk assessments, re-inspections, and associated remedial works is carried out. • Oversee the testing, servicing, and maintenance of all fire management and detection equipment. • Support management of fire risk assessment and fire safety maintenance contractors, including attendance at relevant contract meetings. • Monitor best practice and innovation to ensure fire safety arrangements remain current and meet developing technical standards. 	<ul style="list-style-type: none"> • Review monthly and annual fire safety compliance statistics and challenge or escalate any areas of non-compliance with the Compliance Manager and Compliance Officer (Fire Safety).
<p>Appointed Person for a building (Senior Living Officer)</p>	<ul style="list-style-type: none"> • Implement this policy within their assigned premises. • Complete any fire safety-related actions attributed to the Appointed Person within relevant plans. • Report any fire risks or safety concerns they become aware of. <ul style="list-style-type: none"> • Escalate any issues with the management of fire safety to their Head of Service. 	<ul style="list-style-type: none"> • Joint inspections: Twice yearly inspections of Senior Living schemes, involving: <ul style="list-style-type: none"> ➤ Senior Living & Careline Services Manager ➤ Compliance Officer (Fire Safety) ➤ Senior Living Officer ➤ Voluntary tenant representative (where applicable)

<p>Surveyors, Inspectors, Building Maintenance Workers, and Other Contractors (working on the fabric of the building)</p>	<ul style="list-style-type: none"> • Ensure compliance with CDM 2015 regulations (Construction Design and Management). • Include relevant fire safety information in construction project Health & Safety files. • Ensure replacement materials used in refurbishment works meet current fire safety standards. • Consider fire safety risks and implement suitable mitigation measures in major works or planned maintenance. • Report any fire safety concerns to the appropriate Responsible Person or designated property team contact. • Adhere to and act in accordance with the Council's fire safety policy and procedures. 	<ul style="list-style-type: none"> • Personal H&S Monitoring: Fire safety and health responsibilities discussed during annual performance agreement meetings and monthly one-to-one meetings. • Compliance Monitoring: Compliance Officer (Fire Safety) monitors works raised in housing systems to: <ul style="list-style-type: none"> ➤ Confirm they are completed by appropriate contractors. ➤ Ensure information is properly recorded and up to date.
<p>Compliance Manager (Responsible Person – Housing Service)</p>	<ul style="list-style-type: none"> • Oversee and monitor all fire safety arrangements across the housing service. • Develop and maintain the Council's Fire Safety Policy and associated procedures. • Monitor the effectiveness of the fire safety Management Plan. • Provide performance reports on fire safety to the Chief Executive, Members, and Executive. • Advise senior leadership on fire safety matters and any shortcomings in current arrangements. • Recommend and implement mitigation measures where fire safety risks are identified. • Ensure compliance with CDM 2015, ensuring fire safety info is in Health & Safety files for construction. • Ensure fire safety materials meet required standards during refurbishments. • Engage in discussions with enforcement agencies and stakeholders regarding fire-related issues. • Develop, maintain and track the fire risk assessment programme and database. 	<ul style="list-style-type: none"> • Monthly 1:1 with Compliance Officer (Fire Safety) to review compliance metrics. • Quarterly reporting to the Chief Executive and Executive Team. • Regular audits of fire safety works, documentation, and contractor competence.

	<ul style="list-style-type: none"> • Review and monitor the competence and performance of fire safety contractors (active/passive). • Develop and distribute fire safety guidance for residents. • Support contractor audits and fire safety inspections in collaboration with service area managers. 	
Compliance Officer (Fire Safety)	<ul style="list-style-type: none"> • Day-to-day management of fire equipment maintenance contractors to ensure policy and procedural compliance. • Deliver the annual fire risk assessment (FRA) review programme, ensuring timely follow-up on remedial measures. • Deputise for the Compliance Manager where appropriate. • Manage the annual budget for passive fire protection maintenance. • Ensure periodic inspection of fire doors is completed and accurately recorded. • Carry out health and safety audits of senior living schemes, in collaboration with relevant stakeholders. • Work with Community and Estates Officers to address issues identified during quarterly block inspections. • Instruct audits of completed fire safety works to ensure quality and compliance. 	<ul style="list-style-type: none"> • Monthly collation of fire compliance statistics for submission to the Service Improvement Officer. • Record all inspections and remedial actions in the appropriate housing systems to maintain current fire safety records. • Maintain records of consultant audits to verify quality assurance of fire safety works. • Regular reporting to the Compliance Manager via structured 1:1 meetings.
Housing Estate Inspector	<ul style="list-style-type: none"> • The Housing Estate Inspector supports the Council's fire safety objectives by conducting regular scheduled inspections of communal areas, identifying and reporting any fire safety or health and safety concerns, monitoring contractor performance, and ensuring issues are recorded and followed up in line with policy requirements. 	
Resident Engagement Lead	Responsible for implementing and reviewing the Building Safety Resident Engagement Strategy for high-rise buildings. Duties include:	<ul style="list-style-type: none"> • Ensuring residents receive accessible information about fire safety arrangements, evacuation plans, and any planned works affecting building safety.

		<ul style="list-style-type: none">• Consulting residents on significant building safety decisions, recording feedback, and providing “You said / We did” updates.• Coordinating with the Compliance Manager and Surrey Fire & Rescue Service to maintain accurate and accessible building safety information.• Reviewing the Resident Engagement Strategy at least every two years or after major works, legislative changes, or a mandatory occurrence report.
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Tenants	<ul style="list-style-type: none"> • Allow access to Guildford Borough Council officers and contractors for statutory inspections and servicing. • Keep communal walkways clear, storing personal belongings only within flats or assigned storage areas. • Report any damage or faults to passive or active fire protection systems. • Avoid actions that could damage or compromise fire safety systems. • Familiarise themselves with the building's fire safety arrangements and evacuation strategy, as provided at sign-up or through annual communication. 	<ul style="list-style-type: none"> • Monitoring of behaviour during: <ul style="list-style-type: none"> ○ Bi-annual inspections (Senior Living schemes). ○ Quarterly inspections (General Needs housing). ○ Records of any issues logged by Community and Estates Officers. • Referrals made to Housing Management Officers for persistent non-compliance. • Fire safety information provided at tenancy sign-up and recorded in tenant file. • Tenancy audits carried out by Housing Management Officers include a review of fire safety compliance in the home.
Lessees	<ul style="list-style-type: none"> • Maintain their front door (especially if it opens onto communal areas) to a reasonable fire safety standard. • Keep communal walkways clear, storing personal belongings only within their flat or assigned storage. • Report any damage or repairs needed to passive or active fire protection systems. 	<ul style="list-style-type: none"> • Monitoring of behaviour during: <ul style="list-style-type: none"> ➤ Bi-annual inspections (Senior Living schemes). ➤ Quarterly inspections (General Needs blocks).

	<ul style="list-style-type: none"> • Avoid actions that compromise fire safety systems. • Familiarise themselves with the building's fire safety arrangements and evacuation strategy. • Provide the Council with: <ul style="list-style-type: none"> ➤ Evidence of an annual gas safety certificate. ➤ Evidence of a satisfactory Electrical Installation Condition Report (EICR) if the property is sub-let — including proof that any C1 or C2 issues have been resolved. 	<ul style="list-style-type: none"> ➤ Issues recorded by Community and Estates Officers, with referrals to Housing Management Officers or Shared Ownership Officers for persistent issues. ➤ Homeownership Officer to: ➤ Monitor compliance with lease obligations. ➤ Enforce non-compliance under lease terms (e.g. taking legal or formal enforcement action).
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