

Appendix 1
Housing Management Policy Review
27.07.18

HMA SC Date	Policy Title	Coverage
23.07.18	Anti-Social Behaviour Policy	Management of cases of nuisance and anti-social behaviour on our estates
24.09.18	Domestic Violence Policy	How we support residents who are victims of domestic violence and abuse; action we will take against perpetrators
24.09.18	Parking, Sheds & Garages Policy	Management of these facilities, safe use by residents and charges
24.09.18	Filming Policy	The management of filming projects on HRA estates; how income will be managed
24.09.18	Lettings and Transfers Policy	The lettings and sign-up process; how we will deal with transfer requests
24.09.18	Insurance Claims Policy	Our approach to claims for loss or damage from residents and members of the public; claims for damage caused by residents
27.11.18	Estate Management Policy	Our policy on cleaning, caretaking, gardening and the inspections regime
27.11.18	Rent & Income Management Policy	Rent account management, rent-setting, sundry account management
27.11.18	Gas Safety Policy	Annual gas safety checks; enforcement action
2019	Leasehold Management Policy	General policy on managing residential long leases
2019	Management of Community Spaces Policy	An overarching policy governing our management of community centres and rooms, applicable to all estates
2019	Guest Rooms Policy	General policy on the management and use of guest room facilities at Golden Lane and Middlesex Street
2019	Tenancy Management Policy	General policy statement on tenancy management; tenancy changes; terminating tenancies
2019	Repairs & Alterations Policy	How we will respond to requests from residents to make alterations to their homes
2019	Recharging and Debt Recovery Policy	When and how we will recover costs from current or former

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		residents (other than rent/service charge arrears)
2019	Hate Incidents Policy	Our response to hate incidents and the support we will offer to victims; enforcing perpetrators' tenancies and leases