

## 1 Introduction

1.1 Stockport Homes Group (SHG) manages more than 11,000 homes on behalf of Stockport Council, as well as homes owned directly by Stockport Homes. The organisation is committed to ensuring that all properties are safe, secure, and well maintained, while promoting the health and wellbeing of all tenants, leaseholders, and visitors.

1.2 Although there is no specific statutory duty requiring the installation of window restrictors in dwellings, Stockport Homes recognises its wider duty of care to residents, their visitors, staff and contractors. The organisation has, for many years, gone beyond statutory obligations to reduce the risk of accidents and ensure that all homes are as safe as reasonably possible.

1.3 The Building Regulations 2010 Approved Document K (Protection from falling, collision and impact) and the Housing Health and Safety Rating System (HHSRS) Hazard 22 (Falling from a height) provide guidance on good practice in this area. All window replacement works undertaken by Stockport Homes comply with these standards. Since 1999, Stockport Homes's window replacement specification has required restrictors to be fitted to all opening windows.

1.4 This policy sets out Stockport Homes' approach to the installation, maintenance, repair, and inspection of window restrictors across all properties under its management

## 2 Policy Aims and Objectives

2.1 The aim of this policy is to ensure that Stockport Homes' properties remain safe for occupation through the effective management of window restrictors. The policy seeks to:

- Prevent accidents or injuries caused by unrestricted window openings.
- Promote a consistent and transparent approach to the installation, maintenance, and repair of window restrictors
- Clarify the responsibilities of Stockport Homes' tenants, and leaseholders
- Demonstrate Stockport Homes' proactive commitment to customer safety, wellbeing, and continuous improvement beyond regulatory compliance.

## 3 Scope

3.1 This policy applies to:

- All Stockport Homes Group managed dwellings, including those owned by Stockport Council and Stockport Homes' own stock
- Windows within individual dwellings as well as those located in communal areas of Stockport Homes managed buildings

- Both tenants and leaseholders.

## 4 Definitions

4.1 Window Restrictor is a safety device that limits how far a window can open, typically to a maximum of 100mm, preventing falls from height. Devices installed or replaced by Stockport Homes conform to BS EN 14351-1:2006 +A2:2016 (windows and doors – product standard, performance, and characteristics).

4.2 Residents, tenants and leaseholders living in Stockport Homes managed homes.

4.3 Vulnerable Residents, individuals who may be at increased risk of harm, such as young children, older persons, or those with disabilities or health conditions.

## 5 Stockport Homes' Commitment to Safety

5.1 Stockport Homes believes that everyone has the right to live in a home that is safe, warm, and secure. The health, safety, and wellbeing of residents are central to all Stockport Homes' activities.

5.2 The organisation recognises that falls from windows can present a serious risk, particularly in high-rise buildings, family homes, and properties with vulnerable customers. Through this policy, Stockport Homes confirms its commitment to maintaining effective safety measures by ensuring that all relevant windows are fitted with suitable restrictors and that these are regularly inspected and maintained.

5.3 Stockport Homes' approach is based on proactive maintenance, responsive repairs, clear communication, and effective collaboration between staff, contractors, and residents.

## 6 Installation and Planned Maintenance

6.1 All windows installed as part of Stockport Homes' capital investment or window replacement programmes are fitted with compliant restrictors as standard.

6.2 A small number of properties may retain older ("legacy") window types where planning or heritage constraints, such as listed status or conservation area requirements, limit the ability to replace windows. In these cases, Stockport Homes ensures that appropriate and compliant restrictors are fitted wherever permitted, and that these windows are included within the inspection and maintenance regime outlined below.

6.2 To maintain ongoing safety, Stockport Homes operates a comprehensive inspection and maintenance regime:

- All windows are inspected on a five-year cycle as part of the stock condition survey programme, during which the presence and functionality of restrictors are checked
- All high-rise buildings are subject to a five-year window servicing programme. This includes mechanical inspection, lubrication, adjustment, and replacement of window restrictors or components where required
- During inspections, any damaged, missing, or non-functional restrictors are identified and rectified promptly through either planned maintenance or follow-up repair orders.

6.3 This proactive approach ensures that restrictors continue to perform effectively throughout the lifespan of the building and its components.

## 7 Reactive Repairs and Reporting

7.1 Stockport Homes provides a 24-hour responsive repair service for tenants and leaseholders to report defects with windows or window restrictors. Reports can be made by:

- Telephone - 0161 217 6016 (option 1 for repairs)
- Email - [housing.repairs@stockporthomes.org](mailto:housing.repairs@stockporthomes.org)
- Stockport Homes' [website](#)
- Social media - [Facebook](#) and [Instagram](#)
- In person at Cornerstone, 1-3 Edward Street, Stockport, SK1 3NQ.

7.2 When a defective restrictor is reported, Stockport Homes prioritises the repair based on the level of risk:

- Where there is a safety concern, such as a missing or broken restrictor at height, the repair is treated as urgent and made safe within 24 hours
- If a full repair cannot be completed immediately, interim safety measures are put in place until replacement parts are available.

7.3 Leaseholders may request the installation or replacement of window restrictors on a rechargeable basis, while any restrictors required in communal areas are funded through the leasehold service charge process.

7.4 Residents have an important role in helping to maintain a safe environment within their home. Stockport Homes expects tenants and leaseholders to:

- Take reasonable care for the safety of everyone in their household, particularly when windows are in use
- Ensure window restrictors are not removed, altered or deliberately bypassed

- Report any faults or concerns with window restrictors in their home or communal areas as soon as they become aware of them
- Follow the conditions of their tenancy or lease and any guidance issued by Stockport Homes relating to the safe use of windows
- Supervise children around windows and ensure they are used safely
- Carry out simple visual checks from time to time to confirm that window restrictors appear to be working properly.

## 8 Void Properties

8.1 Before a property is re-let, all windows are inspected as part of the void property process. Restrictors are checked to ensure they are fitted, functional, and safe. If any restrictors are missing or defective, replacements are installed prior to occupation.

8.2 All windows, fittings, and locks must be fully operational before the property is let.

## 9 Vulnerable Residents And Safeguarding

9.1 Stockport Homes recognises that some residents, such as families with young children, older adults, or people with physical or learning disabilities, may face greater risks from unrestricted windows.

9.2 Where vulnerabilities are identified, Stockport Homes will implement additional safety measures, such as fitting enhanced restrictors or bespoke adaptations. We work in partnership with Occupational Therapists, Adult and Children's Services, and other relevant agencies to ensure that safety requirements are met.

9.2 Stockport Homes' employees, including those visiting homes in other capacities, are expected to report any concerns relating to window safety or potential vulnerability through established safeguarding procedures.

## 10 Internal Controls

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| <b>1</b> | <b>Version control</b> | Version number will change every three years or at major review |  |
|          | <b>Version No.</b>     | <b>Date</b>   | <b>Change/s and reasons for change</b> |
|          | 1                      | October 2025  | Creation of new policy                 |

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| <b>2</b> | <b>Policy Owner</b> i.e. Director   | Director of Property  |
|          | <b>Policy Author/s</b> i.e. Head of Service   | Head of Assets  |
|          | <b>Approved by/date</b>   | Director of Property – 11 <sup>th</sup> November 2025<br>Property Management Meeting – 27 <sup>th</sup> November 2025 |
|          | <b>Communication</b>  | Team Meeting  |
|          | <b>Effective Date</b> - the date of sign-off  | 27 <sup>th</sup> November 2025  |
|          | <b>Next Full Review Date</b> i.e. 3 years after effective date, with an annual light touch review | 26 <sup>th</sup> November 2028  |

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|----------|--------------------------------------|---|
| <b>3</b> | <a href="#">Regulatory Standards</a> | Please list the Consumer, Governance, Viability standards and outcomes this policy meets  |
|          | <b>Standard/s</b>                    | <b>Required outcome</b>   |
|          | Safety and Quality Standard          | <p><u>1.2 Decency</u><br/>1.2.1 Registered providers must ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard unless exempted by the regulator.</p> <p><u>1.3 Health and Safety</u><br/>1.3.1 When acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas</p> <p><u>1.4 Repairs, maintenance and planned improvements</u><br/>1.4.1 Registered providers must provide an effective, efficient and timely repairs, maintenance and planned improvements service for the homes and communal areas for which they are responsible.</p> |

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| 4 | <b>Linked policies/strategies</b>        |   |
|   |  | <ul style="list-style-type: none"> <li>• Home Safety Policy</li> <li>• Vulnerability Policy</li> </ul>  |
| 5 | <b>Equality, diversity and inclusion</b> | Describe how different experiences, characteristics, and approaches were considered during the formulation of the policy, e.g. neurodiversity, age, religion, sex/gender, financial/digital inclusion.  |
|   |  | Stockport Homes ensures that this policy is implemented fairly and equitably. It is committed to promoting inclusion and will make reasonable adjustments where necessary to support accessibility and engagement. Translation services, alternative formats, and additional assistance are available for residents who need them   |
| 6 | <b>Customer Voice</b>                    | Describe how the customer and/or colleague voice shapes and influences the policy and services  |
|   |  | <p>SHG promotes awareness of window safety and maintenance through regular communication with residents. Information on how to report issues, what to expect from the repairs service, and the importance of window restrictors is available on SHG's website, social media, and resident newsletters.</p> <p>Residents are informed in advance when inspections or replacement works are scheduled and kept updated throughout the process. Feedback from residents is actively encouraged and used to improve service delivery,</p> |
| 7 | <b>Risk management</b>                   | This policy helps to mitigate the following risks identified on the Corporate Risk Register   |
|   | Corporate Risk 2                         | SHG and the Council are not adequately prepared for a proactive inspection of the Consumer Standards by the Regulator of Social Housing   |
|   | Corporate Risk 6                         | SHG does not deliver excellent customer services in the way that customers require them   |
|   | Corporate Risk 20                        | Health and safety obligations to customers aren't fulfilled, including gas safety, electrical safety, fire safety, legionella, lift safety, asbestos and carbon monoxide  |
| 8 | <b>Performance monitoring</b>            | Please list the relevant government TSMs (Tenant Satisfaction Measures)   |

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|  |  | <p>Performance against this policy is monitored through Stockport Homes' compliance and asset management frameworks. Key measures include:</p> <ul style="list-style-type: none"><li>• The number of restrictor inspections and repairs completed.</li><li>• The timeliness of responses to reported defects.</li><li>• Feedback from residents and building safety inspections.</li></ul> <p>Learning from incidents, complaints, and service reviews is used to improve performance and practice. The policy is reviewed every two years, or sooner if required due to changes in legislation, regulation, or best.</p> |
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