

HOARDING POLICY

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Prepared by:	Lauren Atherton
Date effective from:	11/06/2018
Policy approved by:	Simon Welch
Review Date:	11/06/2023

EIA Required?	<input type="checkbox"/>
EIA Completed?	<input type="checkbox"/>
Revision number:	2
Lead officer:	Jane Allen

1 INTRODUCTION

1.1 Hoarding behaviour can cause issues with property condition and/or create hazards in and around the home that may cause a health and safety risks to the occupant, visitors to the property, surrounding residents or the fabric and condition of the property. Consequently, it is likely to breach conditions of the tenancy.

1.2 Hoarding is commonly defined as:

- The acquisition of, and failure to discard, a large number of possessions that appear to be useless or of limited value
- Living conditions sufficiently cluttered so as to prevent activities for which those spaces were designed

1.3 As of 2013, hoarding became a recognised mental health disorder¹. Compulsive hoarding behaviour is often the manifestation of complex issues or conditions that a tenant may be experiencing.

1.4 This policy outlines what constitutes hoarding and the approach Stockport Homes Group (SHG) will take to alleviate the symptoms, ultimately aiming to address the hoarding issue.

2 STRATEGIC LINKS

2.1 This policy links to

- All tenancy agreements managed by SHG
- The SHG mission – One team, transforming lives
- The SHG Group Aim - Reduce inequalities
- The SHL Aims - Engage customers and communities, and Deliver thriving, safe and sustainable neighbourhoods,
- Estate Inspections and Customer Walkabout Policy and Procedure
- Periodic Tenancy Visits Policy and Procedure
- Fire Safety Policy and Procedures
- Pets Policy and Procedure
- Gas Safety Policy and the Gas safety check and servicing Procedure
- Eyes Wide Open Policy Statement
- Safeguarding Children and Adults at risk Policy and Procedure
- Rechargeable Repairs Policy and Procedure

¹ <https://www.helpforhoarders.co.uk/resources/>, <https://www.nhs.uk/conditions/hoarding-disorder/>

3 KEY FEATURES OF THE POLICY

- 3.1 SHG has a duty to all tenants to minimise the risk of fire.
- 3.2 SHG has a duty to carry out gas safety checks and ensure that gas supplies are safe in all properties.
- 3.3 SHG will support tenants to get the treatment or assistance they need to deal with their hoarding behaviour.
- 3.4 SHG must protect assets from the long term effects of poor condition.

4 EQUALITY IMPACT ASSESSMENT

- 4.1 An EIA screening form has been completed and the impact of the policy is low. It is recognised that hoarding behaviour is a likely result of mental health problems and the procedure outlines the support and referrals that SHG will make to support tenants; this is outlined in sections four and six. A full equality impact assessment is not required.

5 OWNERSHIP, MONITORING AND REVIEW

- 5.1 The policy is owned by the Neighbourhoods and Support Directorate and will be monitored by the Neighbourhoods and Support Policy Review Group through the schedule for review.
- 5.2 Any queries with the procedure should be forwarded to the Policy and Performance Officer on 0161 474 2859.