

Window Restrictors Policy

1. Introduction

- 1.1 This policy outlines our approach to managing window restrictors as a way of preventing falls from height.
- 1.2 It applies to all homes, offices and communal areas owned and managed by A2Dominion. This includes:
 - General needs homes and flats/maisonettes
 - Housing for older people
 - Supported housing
 - Student accommodation
 - Keyworker accommodation.
- 1.3. This policy does not apply to Shared Ownership or Leasehold schemes. But will apply to the common areas of joint tenure schemes.

2. Policy aims and objectives

- 2.1 The policy outlines:
 - When we'll install window restrictors in our homes, communal areas, offices, and commercial stock.
 - How we'll inspect and maintain window restrictors.
 - Customer responsibilities.

3. Legal requirements

- 3.1 There is no legal requirement to fit window restrictors in our existing homes.
- 3.2 Accreditation Network UK (ANUK), Unipol's National Code of Standards for Larger Developments for student accommodation not managed and controlled by educational establishments (2018) states:

Ground floor and upper storey windows accessible from ground level are of sound construction and fitted with a lockable system capable of being opened from the inside without the use of a key and (except where legislation forbids this) all windows above ground floor level should be fitted with stops to prevent over-opening

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3.3 Building regulations require windows in new homes to be at least 800mm above floor level to prevent falls. The Housing Health and Safety Rating System (HHSRS) considers windows with an opening lower than 1100mm above floor level to be an increased risk to children.

4. What we will do

4.1 We will install window restrictors to all windows on or above the first floor:

- In all new homes
- In all properties as part of the voids process
- In existing homes whenever we replace windows

4.2 We will repair or replace any defective window restrictor when reported. We will consider recharging the cost of repair/replacement where the restrictor has been deliberately damaged.

4.3 We will consider requests to fit window restrictors to existing windows on or above the ground floor on a case-by-case basis. Where the windowsill or banister height is low, guarding may be more appropriate.

4.4 Any staff member may request the installation of a window restrictor or sill guard where they feel it would improve safety.

4.5 Where we fit window restrictors, we'll make sure our customers are still able to open windows.

4.6 We will seek to address any risks to our staff, our customers and their children, posed by windows in our communal areas on or above the first floor, as part of our regular inspections of our properties. This may involve the addition of a window restrictor or guarding, whatever is most effective in reducing the risk.

4.7 In communal areas within blocks, we'll assess each window on or above the first floor as part of our regular external decorations programme (which can include painting, replacing windows and cleaning exterior walls). At that time, we'll apply the most effective measure to address both issues of safety and ventilation. Affected residents will be advised of safe use when changes are made.

4.8 To meet the needs of customers moving to older persons' schemes, we will assess the requirement of installing window restrictors in their homes as a part of the initial tenancy risk assessment, if they are not already in place.

4.9 During inspection of empty homes, we'll:

- Inspect all window restrictors (irrespective of who fitted them).
- Repair any defective window restrictors.
- Install window restrictors on or above the first floor, where they are missing.

5. Products to be used

5.1 Window restrictors should:

- Restrict the window opening to 100mm or less.
- Be suitably robust, withstanding forces applied by an individual determined to open the window further.

- Be sufficiently robust to withstand damage.

5.2 In housing for older people (sometimes referred to as older care schemes), where the customer group is more at risk of injury from a fall from height, we will ensure (as we replace our windows) that we install restrictors requiring a special tool or key to open the window fully. At the same time, we will consider the impact of reduced natural ventilation on ambient temperatures.

6. Customer responsibilities

6.1 Customers are responsible for:

- Safety within their home.
- Not removing or tampering with a window restrictor we install.
- Reporting defective window restrictors in their home/block (i.e. the communal areas) to us promptly. This can be done by calling our Customer Contact Centre on 0800 432 0077 or by requesting a repair through My Account (a2dominion.co.uk/myaccount).

7. Review

7.1 We will review this policy to address legislative, regulatory, best practice or operational issues.

8. Consultation

8.1 This policy has been developed in consultation across operational teams and with our customers.

9. Equality, diversity & inclusion statement

9.1 A2Dominion Group, staff, partners, stakeholders and contractors are committed to providing services which are relevant and appropriate to the needs of people. We will treat others fairly and without discrimination.

9.2 We will ensure that all our services relating to this policy are accessible and available for all customers as set out in the requirements of the Equality Act 2010.

10. Data protection statement

10.1 The protection of personal data is of great importance to A2Dominion Group and more than just a legal obligation.

10.2 A2Dominion Group and its affiliated organisations are registered as data controllers with the ICO. The registration numbers are as follows:

- A2Dominion Housing Group Limited: Z4843307
- A2Dominion Homes Limited: Z9799978
- A2Dominion South Limited: Z7835340
- A2Dominion Housing Options Limited: Z5412073
- A2Dominion Residential Limited: Z3391351
- A2Dominion Developments Limited: ZA103931
- Pyramid Plus London LLP: Z3594227
- Pyramid Plus South LLP: Z3594230

- 10.3 Our data protection policy and procedures are governed by the Data Protection Act 2018. We collect and process personal information in order to provide housing services and meet our contractual and legal obligations. All persons authorised to receive personal data are obliged to handle personal data in accordance with applicable laws and regulations at all times.
- 10.4 For information on how we collect, store, process and use customers' personal data, please visit our website on a2dominiongroup.co.uk/privacy-and-cookie-policy.
- 10.5 For employee related privacy statement, please contact our HR team at hrenquiries@a2dominion.co.uk.
- 10.6 You can also contact the Data Protection Officer / Data Compliance team at governance@a2dominion.co.uk

11. Associated documents

- Building Safety Policy