

Hoarding Policy

1. Introduction

- 1.1 This policy sets out what hoarding is, our approach and the role of other services.
- 1.2 We acknowledge that hoarding behaviour is a mental health issue first and foremost. We will support customers to resolve issues caused by living with an abundance of items. This includes working with partner agencies and within their hoarding policies.
- 1.3 However, we recognise the risk of hoarding behaviour can pose to your home, household, neighbours and local community and therefore there are situations where we may take tenancy action to manage this risk.
- 1.4 This policy applies to all customers who live in homes owned or managed by A2Dominion, including general needs rented homes, specialist housing and leasehold homes. It also applies to any person acting on behalf of a customer with their consent.

2. Policy aims and objectives

- 2.1 This policy aims to set out clear expectations of A2Dominion's role and the role of external agencies and customers when managing risk around hoarding behaviours.
- 2.2 We prioritise safeguarding and risk management through this policy for customers, their homes, neighbours and local community.

3. Definitions

- 3.1 **Hoarding** is having so many things that you cannot manage the clutter where you live and find it difficult or impossible to throw things away.



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- 3.2 **Clutter** is an unmanageable collection of things, for example if the number of items you have are affecting how you enjoy your home.
- 3.3 **Clutter Image Rating scale (CIR)** is a widely recognised visual guide to help get a sense of a clutter problem. It includes pictures of rooms with increasing levels of clutter.
- 3.4 **Deep clean** is a one-off professional clean of a home. It is a very thorough clean of your home to get rid of ingrained dirt.

4. Assessing hoarded items

- 4.1 If we believe you are living with hoarding we need to visit your home to identify how serious the issue is and undertake a risk assessment. We may use a clutter image rating scale with you to do this. We may also undertake a Fire Risk Assessment (FRA) if there is a concern that the amount of clutter might cause a risk of fire (for example paper setting fire) or that people living in your home may find it difficult to leave home safely in an emergency because the amount of clutter.
- 4.2 We will use any other information we have to help us understand the risk posed by hoarding behaviour, for example information from colleagues or external partners.
- 4.3 We will work with you to decide what to do next based on the level of risk, looking at each situation on a case by case basis. We will make a safeguarding referral if we have a concern about anyone living in the home.
- 4.4 We will record all interactions on the appropriate IT system, detailing clearly what was discussed and agreed.

5. Reporting concerns

- 5.1 If you would have a concern about hoarding you can contact A2Dominion:
 - Contacting your Neighbourhood Officer or any A2Dominion staff member.
 - Calling us on 0800 432 0077
 - Speaking to us on our [Live Web Chat](#)
- 5.2 If there is an immediate risk to a child, young person, adult or yourself, please contact the police on 999.

6. Working together with customers

- 6.1 We will try to engage with you at every stage. We will work with customers to create an action plan with agreed actions to resolve issues caused by hoarding behaviour. We will continue to work with customers to make regular assessments and agree next steps.

- 6.2 We will record all interactions on the appropriate IT system, detailing clearly what was discussed and agreed.
- 6.3 We will signpost you to support to help you manage and understand hoarding behaviour.

7. Working with partner agencies

- 7.1 Where appropriate we will make referrals to external agencies, such as social services, the fire service and mental health services. We will work within partners' hoarding policies.
- 7.2 We expect partner agencies to communicate with us and work with us to resolve any issues caused by the hoarding behaviour. We will follow up referrals with external partners and flag concerns.

8. Deep cleans

- 8.1 Landlords have no legal responsibility for cleaning or clearing customers' homes and it is not A2Dominion's policy to fund these. Customers should approach their support team for further help, such as referrals to external support agencies who may be able to fund a deep clean.
- 8.2 If, in exceptional circumstances, we arrange a deep clean of your home we will recharge the cost to you.

9. Tenancy action

- 9.1 As a last resort A2Dominion Group may consider taking legal action such as formal legal notices which could lead to you losing your home, as ordered by a court judge.

10. Consultation

- 10.1 This policy has been consulted with teams across operations including operations, central services, health and safety, safeguarding and specialist housing. It will also be shared with our customer panel prior to publication to ensure the policy is fair, clear and helpful).

11. Equality, Diversity & Inclusion Statement

- 11.1 A2Dominion Group, colleagues, 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.

- 11.2 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.
- 11.3 An Equality Impact Assessment (EIA) has been undertaken with no further changes needed.

12. Data Protection Statement

- 12.1 The protection of personal data is of great importance to A2Dominion Group and more than just a legal obligation.
- 12.2 A2Dominion Group and affiliate organisations are the data controllers registered with the ICO with the following registration numbers:
- 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
- 12.3 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.
- 12.4 For information on how we collect, store, process and use customers' personal data, please visit our website on <https://www.a2dominiongroup.co.uk/privacy-and-cookie-policy>.
- 12.5 For employee related privacy statement, please contact our HR team at hrenquiries@a2dominion.co.uk.
- 12.6 You can also contact the Data Protection Officer / Data Compliance team at governance@a2dominion.co.uk.

13. Associated documents

- Building Safety policy
- Environmental Services policy
- Health and Safety policy statement
- Safeguarding policy