Keeping Your Home Safe

What happens when you report a serious problem in your home?

Tell us promptly. We will consider the home and your household circumstances.

1. **REPORT IT** — Tell us what is happening, where it is and when it started. Photos can help, but are not essential.
2. **WE ASSESS** — We consider the condition, urgency, household circumstances and vulnerability, and check whether the issue has happened before or returned.
3. **WE INVESTIGATE** — Emergency: investigation and relevant safety work within 24 hours. Significant: investigation within 10 working days.
4. **WE EXPLAIN** — We provide a written summary within 3 working days after the investigation, including findings, actions and timescales.
5. **WE ACT** — If a significant hazard is found, relevant safety work is completed within 5 working days after the investigation.
6. **WE FOLLOW UP** — Preventative work begins, or steps to begin are taken, within 5 working days. If this is not possible, it begins as soon as reasonably practicable and within 12 weeks.

WHAT TO REPORT

Damp and mould
Unsafe cold or heat
Serious fall or structural risks
Fire, explosion or electrical risks
Serious hygiene concerns

IMMEDIATE DANGER

Tell MHA immediately. If emergency services are needed, call 999.

HELP US RESOLVE IT

- Explain what is happening
- Tell us about relevant household needs
- Provide access or rearrange quickly
- Tell us if the issue worsens or returns

If required work cannot meet the applicable make-safe timescale, MHA will escalate the case and consider suitable alternative accommodation where legally required.

Vulnerability and repeat-case pathway

Vulnerability and repeat reports are mandatory decision controls

1 TELL US

Tell MHA if the issue has happened before or has returned.

2 TELL US YOUR NEEDS

Explain relevant household, health, communication or access needs.

3 WE CHECK

MHA checks earlier reports and assesses the home with household circumstances.

4 WE ACT

MHA investigates, keeps the household informed and escalates increased risk.

5 WE VERIFY

MHA checks the outcome and records any further monitoring needed.

Tell MHA promptly if the issue worsens, returns or household circumstances change.

Household circumstances considered in the assessment

Tell MHA about anything that may increase the effect of the problem or make access, communication or staying safe more difficult.

Health and disability

Health, disability, pregnancy, mobility, sensory or mental-health needs.

Age and household

Babies, young children, older people or other household needs.

Dependence on the home or services

Medical equipment, care arrangements or essential heating/hot-water needs.

Communication and understanding

Language, literacy, hearing, visual, cognitive or digital-access needs.

Access and support

Help needed for appointments, access, carers or practical support.

Social and safeguarding circumstances

Safeguarding, domestic abuse, homelessness risk or financial hardship.

Tell MHA if the issue has happened before, returned, worsened or is affecting anyone's health or ability to use the home.

How MHA considers vulnerability

Tell MHA about anything that means you may need extra support to use our services or stay safe while the problem is resolved.

Health, mobility or disability
Tell us about health, mobility, disability or other physical needs.

Mental health or wellbeing
Tell us if additional support or a different approach would help.

Understanding and communication
Tell us about learning, memory, language, literacy, hearing, visual or other communication needs.

Money or living circumstances
Tell us if financial difficulty affects how you can manage the problem.

Isolation or support network
Tell us if you have limited support or need help arranging access.

Language or cultural barriers
Tell us if an interpreter or different way of communicating would help.

Changes in circumstances
Tell us about domestic abuse, homelessness risk or another significant life change.

Tell MHA if circumstances change, the issue worsens or returns, or different support is needed.