Document Register						date	date	link to outcome report	date complete	date complete	link to outcome report?	date complete	date complete	date complete	date complete	link to EQIA	Y/N uploaded	external link	
Document Title	**Document Type**	**Description**	**Regulatory Standard**	**Owner**	**Status**	**Last reviewed**	**Next review due**	**Resident co-design**	**QA & Standards review**	**DMT**	**Resident consultation**	**CMT**	**Lead Member sign off**	**PCG**	**Cabinet**	**EQIA**	**Officer access**	**Resident access**	**Comment**
Aids and Adaptations Policy	**Policy**	An overview of the adaptation services available, how tenants can access them, what we do to support them etc	Safety & Quality	Tricia Handa (HoS - Private Housing)	To be drafted														
Aids and Adaptations Process Map	**Process Map**				To be drafted			N/A											
Allocations Scheme	**Policy Statement**	Our approach to allocating Brent Council homes to new tenants	Tenancy	Laurence Coaker (HoS - Housing Needs)	Published and accurate	Mar-23												Apply for council housing | Brent Council	
ASB and Hate Incidents Policy	**Policy**	Sets out our approach to tackling ASB and hate incidents in the neighbourhoods where we manage homes	Neighbourhood & Community	Kate Daine (HoS - Housing and Neighbourhoods)	In draft, not published			Interviews completed (early 2025)	Underway										
ASB and Hate Incidents Procedure	**Procedure**		Neighbourhood & Community		In draft, not published			N/A											
Asset Management Strategy	**Strategy**		Safety & Quality	Gary Mitchell (HoS - Property Services)	Due review	2020	2025								December 2022 Issue details - Asset Management Strategy, Delivery Plan and Budget		Yes	DRAFT Asset Management Strategy (pre-consultation)	Published on website as draft and appendix 1
Assignment and Succession Policy	**Policy**		Tenancy	Kate Daine (HoS - Housing and Neighbourhoods)	In draft, not published														
Building Safety Policy	**Policy**	Sets out our approach to ensuring: fire safety, water safety (legionella), asbestos management, gas safety, electrical safety and lift safety is appropriately managed within Council homes	Safety & Quality	Gary Mitchell (HoS - Property Services)	Live but under review														Calidstons are currently working on dividing this into individual policy documents for each area
CEM Management Policy	**Policy**		Safety & Quality																
Clear Tandem Policy			Safety & Quality																
Member Compensation Policy	**Policy**				In draft, not published														
Complaints (Housing Management) Procedure	**Procedure**	A supporting document to the corporate complaints policy which sets out housing services specific approach to managing complaints in line with the Housing Ombudsman Complaint Handling Code	Transparency, Influence & Accountability	Spencer Randolph (Director of Housing Services)	To be drafted			N/A											If the Corporate Policy can be amended to suit all of housing mgmt's needs then not needed
Corporate Complaints Policy	**Policy**	Sets out the corporate approach to complaints management	Transparency, Influence & Accountability	Amira Nassr (Deputy Director of Democratic and Corporate Governance)	Published and accurate	Feb-25											Yes	How to make a complaint | Brent Council	
Damp and Mould Policy	**Policy**		Safety & Quality		To be drafted														
Data Management Policy	**Policy**				To be drafted														
Death of Tenants																			
Decant Policy	**Policy**	Sets out our approach to managing Decants, what tenants can expect and the support we offer	Safety & Quality	Gary Mitchell (HoS - Property Services) Kate Daine (HoS - Housing and Neighbourhoods)	In draft, not published														
Domestic Abuse Policy	**Policy**	Sets out how we recognise and effectively respond to cases of domestic abuse	Neighbourhood & Community	Kate Daine (HoS - Housing and Neighbourhoods)	In draft, not published														
Easy to ignore/hard to reach Strategy			Transparency, Influence & Accountability		To be drafted														
Empty Homes / Void Policy	**Policy**	How we manage empty council homes to bring them back in to use, what our lettable standard is etc.	Safety & Quality	Gary Mitchell (HoS - Property Services)	To be drafted														
Ensuring Equal Access for non English speaking tenants Procedure	**Guidance**	Guidance on how to arrange translation services for residents of whom English is not their first language	Transparency, Influence & Accountability	Jodi Cooper (HoS - QA, Engagement and Insight)	Published and accurate													N/A	
Estate Services Policy	**Policy**		Neighbourhood & Community		To be drafted														
Health, Safety and Wellbeing Policy	**Policy**				To be drafted														
Home Improvements Policy	**Policy**		Safety & Quality		To be drafted														
Housing Engagement Incentives and Rewards Policy	**Policy**		Transparency, Influence & Accountability		To be drafted														
Knowledge, Skills and Behaviour Policy	**Policy**	Sets out how we meet requirements under the Competence and Conduct regulatory standard	Competency & Conduct	Spencer Randolph (Director of Housing Services)	To be drafted														TO BE DRAFTED
Leasehold Policy	**Policy**	An overview of our leasehold offer and our approach to managing leasehold services		Kate Daine (HoS - Housing and Neighbourhoods)	To be drafted														
Management Transfer Policy	**Policy**			Kate Daine (HoS - Housing and Neighbourhoods)	In draft, not published														"With KD to sign off, with changes if needed" - fromn previous policy register version
Mobility Scooter Policy	**Policy**	Sets out how we manage requests for mobility scooters, expectations around use and storage in council properties etc		Kate Daine (HoS - Housing and Neighbourhoods)	To be drafted														
Mutual Exchange Policy	**Policy**	Our approach to support our tenants to access mutual exchanges	Tenancy	Kate Daine (HoS - Housing and Neighbourhoods)	To be drafted														
Parking and Shed Management Policy	**Policy**				To be drafted														
Playground Safety	**Policy**				To be drafted														
Rechargable Repairs Policy	**Policy**	Sets out how we manage recharges to tenants and former tenants	Safety & Quality	Gary Mitchell (HoS - Property Services)	Due review														"Waiting for go live after finishing snagging actions" - from previous policy register version **KD has notified of a required amendment to cover gypsy and traveller sites**
Rent Collection and Arrears Policy	**Policy**	How we collect rent and communicate with tenants about their rent payments. How we manage rent arrears (current and former) and work with tenants when they're struggling to pay	Tenancy	Kate Daine (HoS - Housing and Neighbourhoods)	In draft, not published														
Rent Setting and Service Charges Policy	**Policy**	Compliance with the Rent Standard. How we set rents and service charges, how they vary to maintain affordability, viability and cover the costs of the services provided	Rent	Kate Daine (HoS - Housing and Neighbourhoods)	To be drafted														
Repairs and Maintenance Policy	**Policy**	Sets out our approach to delivering repairs and maintenance to council homes	Safety & Quality	Gary Mitchell (HoS - Property Services)	Due review										Individual Cabinet Member Decision Report.pdf				
Resident CCTV and Doorbell Camera Policy	**Policy**				To be drafted														
Resident Engagement Strategy	**Strategy**	Sets out how and when we engage with tenants and leaseholders, share performance information etc.	Transparency, Influence & Accountability	Abiola Adegoke (Strategic Housing Partnerships and Engagement Manager)	Published and accurate														
Stay Put guidance			Safety & Quality	Gary Mitchell (HoS - Property Services)				N/A											
Stock Investment Policy	**Policy**		Safety & Quality		To be drafted														
Sustainability and Fuel Poverty Policy	**Policy**				To be drafted														
Tenancy Management Policy	**Policy**	Sets out the type of tenancies granted to Council tenants, how and when these might change and how we meet the expectations set in the Council's Strategic Tenancy Strategy. Also covers successions, mutual exchanges and management transfers.	Tenancy	Kate Daine (HoS - Housing and Neighbourhoods)	Live but under review	Jun-20	Jun-24										Yes	'Summarised version available on 'tenancy rights' web pages.	
Voids Lettable Standard			Safety & Quality	Gary Mitchell (HoS - Property Services)	Published and accurate										Individual Cabinet Member Decision Report.pdf				
Vulnerability / Reasonable Adjustment and Safeguarding Policy	**Policy**	Recommended by the HO. How we identify households with vulnerable residents and use that information to appropriately tailor services to individual needs	Transparency, Influence & Accountability	Kate Daine (HoS - Housing and Neighbourhoods)	To be drafted														
Water Safety Leaflet	**Guidance**		Safety & Quality	Gary Mitchell (HoS - Property Services)	Published and accurate			N/A											
Write off Policy	**Policy**			Corporate Finance	Published and accurate	Jul-23		N/A									Yes	N/A	