Frequently Asked Questions

Harrow Council Housing has received a regulatory NOTICE

What's happened?

The Regulator of Social Housing has issued a regulatory notice to Harrow Council, having found it has breached the 'Home Standard' in some of the homes which the Council owns.

What does that mean?

As a housing provider, we have a responsibility to meet all health and safety requirements to ensure the safety of tenants in their homes. The regulatory notice has been issued because we are non-compliant in relation to our EICR certificates and water testing certificates.

The other areas of compliance are Gas, Asbestos Management, Fire Safety and lift servicing. The notice DOES NOT relate to these other areas.

What went wrong?

During our record checks we discovered that some of our council properties do not have a current electrical installation condition (EIC) report. It is our responsibility to ensure that these are carried out, and we must keep accurate records of our inspections. We have found that some assessments have not taken place, some have expired, and some have not been recorded properly.

We also have a duty to complete about 20 water tests to communal buildings. These will be completed by May 2023.

We are sorry about this breach of standards. We understand that our residents will feel let down by us and we are committed to being open and transparent with you as we work to put this right. Please be assured that the Housing team is already working to correct these mistakes.

Does this affect all Harrow Council homes?

It affects 3504 council homes and we will contact all those residents whose homes require an electrical safety check.

When will I know if my home is affected?

We have already started working on the properties affected by this. You do not need to contact us, We will be in touch with you if your home needs to be assessed.

What are you doing to fix the problem?

We have put a programme in place to fix these problems.

1. Our team of internal and external surveyors and engineers are checking all the properties where we need assurance that assessments are up to date and correct.
2. Where we find anything that needs fixing, we will arrange for this to be done.
3. We will issue new certification documents to residents where required.
4. Our teams are also working on our recording systems to make sure these problems do not happen again.

How do we know this won't happen again?

Meeting our landlord health and safety obligations is an absolute priority for Harrow Council. We are increasing resources in our Health and Safety team, whose focus will be on ensuring Harrow Council is compliant with building safety requirements.

Who do I contact if I have a concern?

If you are concerned about your home's electrical safety, please report it using our [webform](#) in the normal way.

If you have a more general building safety enquiry, you can contact 020 8901 2630. For all general housing repairs, they can be logged on our [webform](#) in the normal way.

Do I need to do anything?

It is extremely important that you provide access for these checks to be completed when you are contacted. An electrical safety test will normally take around 1.5 - 2 hours.

Information about the Regulator of Social Housing

What is the Regulator of Social Housing?

The Regulator of Social Housing regulates registered providers of social housing; this regulation is to promote a viable, efficient and well-governed social housing sector able to deliver homes that meet a range of needs.

What does the Regulator of Social Housing focus on?

The regulator undertakes economic regulation, focusing on governance, financial viability and value for money. It also sets consumer standards – and may take action if these standards are breached and there is a significant risk of serious detriment to tenants or potential tenants.

What is a regulatory notice?

The Regulator of Social Housing publishes assessments on how well registered providers are meeting regulatory standards. These regulatory judgements and regulatory notices are the regulator's official view of a provider.