Repairs Policy



Camden

Contents

1. Purpose 3
2. Scope 3
3. Definitions 3
4. Roles and responsibilities 4
5. Policy statement 5
6. Diversity, inclusion, and holistic services 13
7. Review 14
8. Related documents 14
9. Appendices 15
10. Information and version control 20



1. Purpose

The Repairs Policy sets out what tenants and leaseholders can expect from Camden's repairs service. It incorporates the expectations of the Regulator of Social Housing regarding repairs and other recent legislation. This policy outlines the Council's approach to managing and responding to repairs, reflecting the importance of maintaining safe homes for residents.

2. Scope

This policy covers properties where the freehold is owned and managed by Camden Council or where the Council has repairing responsibilities on properties in which Camden Council is the leaseholder or headlease. People who are neither council tenants nor leaseholders are outside of the scope of this policy.

This covers responsive repairs, planned preventative maintenance and major repairs. It does not cover capital works schemes.

3. Definitions

For the purposes of this policy and related policy documents, the following definitions apply:

Awaab's Law - is a UK law being introduced from October 2025 that requires social landlords (such as councils and housing associations) to carry out repairs within strict legal time limits, especially for issues like damp and mould in order to protect tenants' health and safety.

Disrepair – when a property is in a state of disrepair, there has been deterioration of the structure, exterior, or essential installations (water, gas, heating, etc.) that the landlord is legally obliged to maintain. The lack of repair makes the property unfit for human habitation.

Leaseholder – any person that has a property lease agreement with Camden Council for a Council home

Responsive Repairs - often also referred to as day-to-day repairs or reactive repairs, are general or routine repairs activities carried out in response to a report. They are not part of a planned, cyclical, or long-term investment programme.

Tenant – any person with a tenancy agreement with Camden Council for a Council home

Tenant Management Organisation - an organisation set up under the UK Government's Housing (Right to Manage) Regulations 1994, where residents of council housing or housing association homes in the UK take over responsibility for the running of their homes which are still owned by the housing provider.

The Regulator of Social Housing (RSH) is a public body in England responsible for monitoring, regulating, and promoting the effective governance, financial viability, and performance of social housing providers.

Vulnerability - means a situation where a resident or household faces barriers to accessing our housing and property service, which could lead to disadvantage. Vulnerability may not be a fixed state. Through collaboration and inclusion, we aim to reduce vulnerability and enable residents to thrive in a safe, supportive, and resilient housing community.

4. Roles and responsibilities

Role	Responsibility
Director of Property Management	Provides strategic leadership and policy oversight, ensuring the policy aligns with broader housing and asset strategies. Oversees governance arrangements to monitor and drive implementation.
Head of Repairs and Operations	Leads the operational delivery of repairs, ensuring works are scheduled, completed efficiently, and meet quality standards. Coordinates internal teams and contractors to support the implementation of the policy.
Head of Housing and Property Customer Service and Engagement	Leads the delivery of customer contact around housing and property management, including the raising of repairs.
Head of Neighbourhoods	Provides leadership to ensure services are responsive to tenant needs and that housing officers are equipped to support the aims of the policy as part of holistic tenancy management.
Head of Housing Income and Leaseholder Services	Leads the delivery of leaseholder services and ensures leaseholders are aware of repairs responsibilities when signing up to individual leases and responds to complex, detailed or disputed queries around repairs responsibilities when they arise.

5. Policy statement

Living in safe and decent housing is an essential aspect of a good life. We recognise that the quality of our repairs service has a direct impact on the quality of life, health and wellbeing of our residents.

However, with limited resources to spend on repairs and improvement works, the Council must prioritise how it delivers its repairs service. The repairs policy outlines what Camden Council tenants and leaseholders can expect from the responsive repairs service. It reflects our legal responsibilities, our housing and repairs service standards, and the expectations of the Regulator of Social Housing.

The Council is committed to providing high-quality repairs and a safe and responsive service for the tenants we work with. The Council has developed its PACT (Pro-active, Accessible, Caring, and Together) as a set of principles underpinning the way we work in housing and repairs.

5.1 Repairs Responsibilities

The Council's Responsibilities

Camden Council is responsible for the repairs that relate to the building structure and communal areas, such as communal heating, leaks and window frames. The full list of these responsibilities can be found in the Tenant's Guide (See Appendix A).

Tenant's Responsibilities

Tenants are responsible for repairs as listed in the Tenant's Guide such as internal decoration, floor covering (e.g. carpets) and changing lightbulbs, (See Appendix A).

Leaseholder Responsibilities

All repairs to items that serve an individual leaseholder's property are the responsibility of the leaseholder; repairs to communal items and areas are the responsibility of the Council. Where the leaseholder lets out a flat privately, repairs must be reported by the leaseholder of the property, where they are the responsibility of the Council.

There are some items, such as windows and front doors, which could be the responsibility of the Council; leaseholders should contact Leaseholder Services, who will be able to check the lease and advise tenants (See Understanding Repair Responsibilities for Leaseholders, Appendix A)

5.2 Insurance

The Council is responsible for having building insurance to cover the structure of the properties we own. Our building insurance may also cover any works that we are obliged to carry out as the landlord. Tenants and leaseholders are responsible for insuring their own home contents and ensuring they understand the insurance cover provided and any general exclusions and conditions that may apply.

The Council is not responsible for damage to, or loss of, tenants' or leaseholders' belongings from theft, vandalism, fire, flood, storm, water damage or other household risks. This means that if tenants or leaseholders are not insured and the contents of their home are damaged, they will have to pay for the repair or replacement of belongings and decorations. If the Council damages something in a tenant's home whilst carrying out a repair, the Council is responsible for the repair.

5.3 Reporting Repairs

We recognise that it is important to make our repairs reporting service accessible for all tenants, and the council will maintain a range of ways for repairs to be reported. These include:

5.3.1 Reporting a repair

- Tenants can report and track a repair online or by WhatsApp, live chat or SMS 7 days a week. For day-to-day repairs, these are the only way to report a repair. The Council's Vulnerability Policy aims to put in place reasonable adjustments required to ensure equitable access to our services in accordance with our statutory responsibilities. If a tenant is vulnerable or is unable to access digital channels to report a repair, they should report via Contact Camden, the Council's telephone line.
- If tenants report an emergency repair, the Council will visit their home within 24 hours. A temporary repair will be carried out to make your home safe and secure. The full repair will then be completed at later date as outlined in our timescales set out below.
- The Council acknowledges that some residents are may not have access to digital channels, in response to this the Council has a series of Neighbourhood Action Days, where residents can meet with council services in person.

5.3.2 Appointments and no access

- If we are not provided with access to carry out the repair at the scheduled appointment time, we will attempt to contact the resident up to two times to reschedule before cancelling the job due to no access/no contact, as every missed appointment costs the council £50.
- In the event of non-access, the tenant is responsible for getting back in touch to request the works to be done at a new appointment, unless the repair is deemed as emergency under the tenancy act. This will result in a new routine repair being raised and may cause further delays in completing the works.
- We will not cancel works to deal with any reported damp or mould; to deal with leaks affecting multiple homes; or any works needed to address health and safety concerns. In these cases, we will continue to contact the tenant to gain access. It is the tenant's responsibility to report damp and mould, and their responsibility to give the Council reasonable access.
- If the tenant does not grant access and the issue poses a significant health and safety to risk to either them or a neighbouring property, the Council may seek a legal injunction for access to the property.

5.3.4 Remedies Policy

Camden's Remedies Policy aims to provide guidance which we will follow when assessing remedies to resolve complaints when there have been service failures. We aim to be fair and consistent when considering any complaints and when deciding the appropriate remedy, we will consider each case and take into account the individual circumstances needs of the citizen and how they were affected.

5.4 Repairs Priorities and Response Times

As a registered provider of social housing, the council has limited resources and must prioritise repairs to keep our residents safe. If the repair is deemed the Council's responsibility to fix, the following repair categories are used to decide how urgent a repair is and how long it can take to fix. For emergency and urgent repairs, we will aim to make the property safe on our first visit, and to attend for follow-up works where necessary within 12 weeks of our first visit.

Type of repair	Response time	Definition
Emergency	Attend and make safe within **24 hours** Follow up works completed within 12 weeks of 'make safe' visit.	Issues that pose an immediate risk to life or threaten serious damage to the property. This includes right to repair legislation included below.
Urgent	Attend and make safe within **10 days** Follow up works completed within 12 weeks of 'make safe' visit.	Repairs affecting tenants' daily living and damage to the building, but it is not life-threatening.
Non-emergency	Attend and undertake repair within **35 days**	Non-emergency repairs include issues that are broken or not working correctly, but do not pose an immediate threat to safety or risk of significant damage to the property.
Planned repairs	Attend and undertake repair within **125 days**	Low-priority repairs that don't affect health, safety, or basic living conditions

*all timescales are in line with the Government's Right to Repair scheme (see 5.4.5).

The Council treats the following as emergency repairs:

- a total loss of drinking water in your home
- total loss of electricity in your home
- a total loss of heating and hot water in your home
- exposed mains electrical wires
- water leaking onto electrics
- collapsing ceiling or collapsing floor in your home
- uncontainable leak
- severe damp and mould (see damp and mould section).

5.4.1 Repairs in Communal Areas

The Council will attend as soon as reasonably possible for the following communal repairs, and others can be logged online or by calling our call centre:
Electricity supply and installation

- Emergency work such as communal heating and hot water
- Lift installations
- Door entry system
- Communal lighting

5.4.2 Damp and Mould

The Council categorises damp and mould into the following categories:

- Severe damp and mould (emergency) - Visible mould growth that is widespread or affecting multiple rooms, particularly in rooms that residents are sleeping in, or where there is rapid spread, strong odour, or signs of black mould. This may be linked to active leaks or significant moisture ingress.
- Moderate damp and mould (urgent) - Affecting a single room or localised area, not posing an immediate health risk but likely to worsen without action.
- We will aim to make safe all severe damp and mould within 24 hours, and moderate damp and mould within 10 days as outlined above, and complete any follow-on works required for any underlying issues raised on the initial visit within 12 weeks. Three days after the initial visit the Council must send a written report to the tenant explaining the findings and proposed action plan.
- Some residents, including young children and people with some health conditions, such as respiratory issues or immune deficiencies, and those with disabilities, are potentially more vulnerable and at greater risk because of damp and mould. When damp and mould issues are reported we will ask residents if they or household members have any health needs or disabilities requiring their repairs to be prioritised.

5.4.3 Lifts

A broken lift is treated as an emergency repair and should be resolved within 2 hours, at weekends, and if out of hours, the response time is 4 hours. If a resident is trapped in the lift, the Council will get to the resident within 1 hour. If the Council is unable to repair the lift within 4 hours, an SMS message is sent to all those affected, providing as much information as possible and when it will be fixed.

5.4.4 Leaks

Uncontainable leaks are treated as an emergency repair and will be made safe within 24 hours.

Containable leaks (e,g. dripping rather than gushing) will be responded to as an urgent repair and will be made safe within 10 days.

5.4.5 Follow up works

For emergency and urgent repairs, we will aim to make the property safe on our first visit, and to attend for follow-up works where necessary within 12 weeks of our first visit.

For these repairs, including those related to damp and mould or works completed as part of a disrepair claim, the Council will carry out follow-up contact with the resident at approximately 1,3,6 and 12 months after the works are completed. Follow-ups will be made using the most appropriate method of communication for the resident and will be recorded on the repairs system. Where any concerns are identified, further inspection or remedial works will be arranged promptly to ensure the home remains safe and in good condition.

5.4.6 Right to Repair scheme

- The Government has listed 20 common repairs under its Right to Repair scheme and set a period of working days in which they must be completed by the local authority housing provider. To meet the requirements of the Right to Repair scheme, the repairs must cost under £250 and not be caused by misuse.
- If the Council does not complete a qualifying repair within the prescribed period, tenants have the right to ask the Council to get a second contractor. If the work is not completed in the second prescribed period, tenants may be entitled to compensation.
- If an inspection is needed, the council is allowed extra time. If the inspection identifies the need for more extensive works costing more than £250, this is no longer covered under the Right to Repair, and tenants will be given more details on the target time for completion.
- Only secure tenants of Local Authority Housing qualify for the Right to Repair. It is not applicable to leaseholders.
- Qualifying repairs under the right to repair scheme and the response times are summarised in the table below:

Repair type	Response time (working days)
Total loss of electric power	1
Partial loss of electric power	3
Unsafe power or lighting socket or electrical fitting	1
Total loss of water supply	1
Partial loss of water supply	3
Total or partial loss of gas supply	1
Blocked flue to open fire or boiler	1
Heating or hot water not working between 1st November and 30th April	1
Heating or hot water not working between 1st May and 31st October	3
Blocked/leaking foul drain, soil stack or toilet	1
Toilet not flushing (if there is only one toilet in the property)	1
Blocked sink, bath or basin	3
Tap cannot be turned	3
Leak from a water pipe, tank or cistern	1
Leaking roof	7
Insecure external window, door or lock	1
Loose or detached banister or handrail	3
Rotten timber flooring or stair tread	3
Door entry phone not working	7
Mechanical extractor fan not working	7

5.5 Other types of repairs

5.5.1 Chargeable repairs

Under certain circumstances, the Council may complete repairs that are not the landlord's responsibility and charge the tenants for the costs.

Charges will be equal to the cost of the work using the schedule of rates with our selected contractors; or if the work is carried out by our in-house direct labour team, the charge will be equal to the cost of labour and materials.

Chargeable repairs may be made if we need to carry out works to restore any element of a property to its original state, due to alterations the tenant has made without the Council's permission, or any damage caused by tenants.

Examples of common chargeable repairs:

- Broken lock on non-rented shed
- Forced entry to the garage
- Reglazing of window (single and double) – no crime reference
- Change of front door locks

The Council may identify rechargeable works when we visit the home at any point, including where we visit for an inspection during a tenancy, after a tenant requests a move or informs us that they are ending their tenancy. These visits provide us with the opportunity to identify any rechargeable works prior to the tenancy transfer or tenancy termination. This may include clearance charges where tenants have moved out of the property into another council property and left behind significant belongings for removal or damage.

5.5.2 Discretionary repairs

The Council may agree to a discretionary repair in an exceptional circumstance.

Examples of the type of work we may carry out as a discretionary repair include:

- help with cleaning a property where there are health hazards
- concerns fitting additional security measures due to harassment, hate crime, and domestic abuse
- fitting additional electrical sockets for medical equipment if requested by an Occupational Therapist

5.5.3 Enhanced Tenants

The Council has an enhanced tenant offer we, if the tenant is within this category the Council will try to prioritise your repair request. We will look for the earliest possible appointment and move your appointment forward if another slot becomes available. Tenants can apply for this offer if they are:

- 65 or over
- in sheltered housing
- receiving a care package

5.5.4 Handy Person Service

We know that some tenants may not be able to meet their responsibilities, particularly those with vulnerabilities such as learning or physical disabilities. The Council's Handyperson Service is provided by Metropolitan Thames Valley Housing (MTVH), you do not need to be a MTVH resident to access the service. The service offers minor repairs and maintenance free of charge and some home improvement jobs that are chargeable. Residents who meet the criteria of the Handyperson Service are able to apply through the Camden Care Choices website. Alternatively, residents may use the Camden Council's WISH Plus referral hub to be referred to the Handyperson Service.

The Handyperson Service is for Camden residents who:

- are over 65
- have a disability or sensory impairment that restricts your functioning on a day-to-day basis
- have a learning disability
- have a mental health condition
- have a long-term illness
- provide unpaid care for another adult or disabled child

5.6 Disrepair

The Council's Legal Disrepair Team manages legal disrepair claims and ensures urgent works related to housing conditions are delivered to protect residents' health, safety and wellbeing.

If a tenant has a legal disrepair claim, they should report it to the Legal Disrepair Team. The team will investigate and respond to claims raised by tenants or their legal representatives and deliver works required under disrepair claims, including major repairs, damp and mould, leaks, and structural defects.

Once the works are completed, the Council will carry out proactive follow-up contact with the tenant at 1,3,6 and 12 months to check that the issue has not reoccurred and to offer further support if needed. These follow-ups form part of our audit trail and reflect Camden's wider commitment to resident safety and learning under Awaab's Law and the Housing Ombudsman's guidance.

The Council encourages residents to exhaust all routes of internal complaint and resolution before taking legal action. Many issues can be resolved more quickly through our Complaints process or via the Housing Ombudsman. Residents can refer to the Council's Complaints Policy here.

Residents should also be aware that if they pursue a legal disrepair claim that is later found to be unviable, exaggerated, or unfounded, they may personally be liable for legal costs, including fees owed to their solicitor.

Our aim is always to work collaboratively with tenants to resolve disrepair issues as early and effectively as possible, without the need for litigation.

6. Diversity, inclusion, and holistic services

We consider diversity and inclusion holistically, recognising the impacts of intersectionality, multiple disadvantage and disproportionality, as well as residents' strengths. Our staff maintain an awareness of and respect for social and cultural differences, supporting diversity and inclusion.

The Council's repairs service aims to deliver holistic, person centred services in line with our Vulnerability Policy. This policy is not intended to be rigid. With appropriate consultation, our framework can be applied flexibly in the spirit of this policy.

An Equality Impact Assessment has been carried out before adopting this policy.

7. Review

The policy will be reviewed before October 2026, ahead of the next phase of Awaab's Law. Stage 2 of the legislation will be extended to additional serious hazards, a review prior to this will ensure the Council can incorporate lessons learned from phase one which was introduced on the 27th October 2025.

This document will be reviewed more frequently if required by changes in legislation, regulation, or the service.

8. Related documents

Legal framework: Our repairs policy is underpinned by the following legislation and guidance:

- Landlord and Tenant Act 1985 – This ensures that rented homes are safe, habitable, and properly maintained, while also regulating how landlords handle service charges and tenant information rights.

- Social Housing Regulation Act 2023 - Introduces significant reforms aimed at improving the regulation of social housing, enhancing tenant protections, and ensuring safer living conditions. Awaab's Law is part of the Act, social landlords will have to address all emergency hazards and all damp and mould hazards that present a significant risk of harm to tenants to fixed timeframes.

- Housing Act 2004 (Housing Health and Safety Rating System) - The housing health and safety rating system (HHSRS) is a risk-based evaluation tool to help local authorities identify and protect against potential risks and hazards to health and safety from any deficiencies identified in dwellings.

- The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994 - The Right to Repair scheme is a legal framework in the UK that ensures tenants—particularly those in council housing or social housing—can get small, urgent repairs done quickly and at no cost.

- The Social Housing Consumer Standards – The four new consumer standards include: Safety and Quality Homes Standard, Transparency, Influence and Accountability Standard, Neighbourhood and Community Standard and the Tenancy Standard. These standards will regulate how landlords operate and ensure that tenants receive quality housing and services.

- Vulnerability Policy - This policy explains how we work with you to remove barriers to our services and reduce any disadvantage you may face. The vulnerability policy also defines what we mean by vulnerability and explains our person-centred approach to support.

9. Appendices

9.1 Appendix A: Repairs Responsibilities for Camden Council and Tenants from the Tenant's Guide

Camden's Repairs Responsibility	
Door and Windows	• Front door and frame • Front and back door locks • Repairs following criminal damage • Door entry systems • Window frames • Boarding up broken glass in external windows and doors
Walls and Floors	• Internal walls, skirting boards, and plasterwork. • Replacing internal wall tiles, floorboards and panels, and plasterwork that has not been damaged through misuse • Replacing or repairing bath panel if damaged during course of repairs
Outside	• Clearance of rainwater goods where damage is being caused. • Roof repairs • Repairing brickwork • Damp proof-work • Repairs and maintenance for Camden installed Integrated Reception System (IRS) • Repairs and maintenance of gullies and drains. Keeping shared space and walkways clear
Communal or Shared areas	• Estates roads and paths • Estate lighting • Communal hallways and staircases • Boundary walls and fences • Rubbish chutes and bin chambers • Communal lifts

Heating, hot water, electrical and plumbing	• Annual gas safety checks, maintenance and repair of appliances we have installed to provide heating and hot water • The gas supply from the gas meter to the appliances it supplies • The electricity supply between the meter and the electrical sockets in your home • The water supply from the meter or stopcock outside your home, to fittings that use water inside your home • Hot and cold water pipework • Maintenance of heat metering equipment • Unblocking main drains and soil pipes connected with your home • Unblocking communal waste pipes • Maintenance of cold water tanks and hot water cylinders
Tenant's Repairs Responsibilities	
Doors and Windows	• Replacing lost or damaged keys • Additional security locks • Reporting criminal damage to the police to obtain a crime reference number • False reporting of crime is a criminal offence • Getting back into your home if you have lost or damaged your keys • Internal doors, locks, hinges and handles • Letter boxes, door numbers and security chains • Window catches and stays, security locks or replacement keys • Replacing broken glass or glazing, if you cannot provide a related police crime reference number. Installing secondary glazing, or repairs to secondary glazing not installed by Camden

Walls and Floors	• Surface cracks to wall and ceiling plaster • Ceramic tiles on splash backs around sinks, worktops, basins and baths • Ceramic tiles on splash backs around sinks, worktops, basins and baths • Remember not to tile over access panels. We will not repair or install laminate flooring • We will not be responsible for damage to laminate flooring if this has to be removed to repair plumbing or electrics or other building elements • Sealant around baths • Replacing or repairing damaged kitchen units, including cupboard doors, shelves, handles, drawers and work tops • Floor coverings, such as carpets • Internal decoration
Outside	• Maintaining access routes for emergency services – remember to keep corridors and shared areas clear for emergency services and repairs staff that may need to access in emergency circumstances • Changing light bulbs and fluorescent tubes or starters • Electrical plugs, including fuses • Failure of gas or electricity suppliers to provide the agreed services or maintain their equipment • Faults or connections on domestic appliances such as fridges, cookers, resident installed equipment such as light fittings • Plugs and chains to baths, sinks and wash hand basins, shower heads, and toilet seats • Cleaning stains on sinks, wash hand basins, baths, showers and toilets • Unblocking kitchen sinks, wash hand basins and bath waste pipes. Please do not use chemicals to attempt to unblock sinks and when requesting a repair, notify the repairs team if chemicals have been used • Boxing in pipe-work • Damage to plumbing installation such as toilets sinks or showers, which is a result of misuse or accidents

Appendix B: Understanding Repair Responsibilities for Leaseholders

Leaseholders are typically responsible for maintaining and repairing items that serve their individual property. However, some services or systems may appear to be individual but are actually part of a wider communal setup. It's essential to check your lease and seek advice before assuming responsibility in these cases.

Individual Responsibility - You are usually responsible for repairs to items that serve only your flat, such as internal fixtures, private plumbing, and appliances.

Council Responsibility - The Council is usually responsible for repairs to communal areas and systems, including shared roofs, communal heating infrastructure, and external walls.

Common Misunderstandings

Some items may look like they serve only one flat but are actually part of a communal system:

Heat Interface Units - These may be located inside your flat but are part of the communal heating system. Repairs are often the Council's responsibility.

Door Entry Handsets - Though installed in individual flats, they connect to a communal entry system. Faults may require Council intervention.

Plumbing Issues - A blocked pipe inside your flat may be caused by a blockage in the communal stack, or vice versa. These situations require investigation to determine the source and responsibility.

Doors, windows or balconies - These can be either the Council's or your responsibility, depending on what has been deemed to be part of the property definition or part of the building. It will be stated in the lease - often referred to as the "Demise" in the lease document.

What to Do If You're Unsure

If you experience a fault or repair issue and you're unsure whether it's your responsibility or the Council's:

Do Not Attempt Repairs Immediately: Avoid arranging repairs until responsibility is confirmed - this can prevent unnecessary costs.

Contact us: Our Contact Centre should be able to advise whether the issue is communal or individual. If anything is unclear they will contact Leaseholder services who can check the lease terms.

Report Clearly: Provide as much detail as possible, including location, symptoms, and any relevant history. This helps determine whether further investigation is needed.

Investigation May Be Required: In cases where the source of the issue isn't clear (e.g. plumbing blockages), our Repairs Service may arrange for inspection to identify whether the fault lies within the communal infrastructure or your individual property.

Reminder: Always check your lease before assuming responsibility for repairs. We are here to help clarify and guide you through the process.

10. Information and version control

Title	Repairs Policy	
Document number	<Insert document reference number>	
Author	Alice Black	
Responsible officer	Gavin Haynes, Director of Property Management	
Audience	Public	
Policy Area	Property Management	
Consultation requirements	Internal External	Completed Completed
Impact Assessment requirements	Equality Impact Assessment (EIA) completed on	19/12/2025
	Data Protection Impact Assessment (DPIA) completed on	<Insert date>
	If an EIA or DPIA was not completed, please state why this was not required	<Insert text if required>
Next review date	October 2026	
Approved by	Sagal Abdi-Wali	
Approval date	2nd March 2026	
Effective date	2nd March 2026	

10.1. Version control

Version	Date	Summary of Changes	Actioned by (role)
<1>	2 03 2026	.full document review	Alice Black



Camden