

Hoarding Policy

July 2025

Lead officer	Safer Communities and Customer Support Manager
Author	Joanne Booth
Version number	2
Date agreed	5 September 2025
Agreed by	ELT
Review date	July 2028

Contents

		Page
1.	What this policy is about and why we need it	2
2.	Who does this policy apply to	2
3.	Our policy is...	2-3
4.	How we will monitor this policy	4
5.	Procedures and other documents that link to this policy	4
6.	Links to other policies, legislation and regulations	4
7.	When this policy will be reviewed	4
8.	Appendices	4

1. What this policy is about and why we need it

Hoarding behaviour may result in both people and property issues including: overcrowding

- health and safety hazards, including fire risks and falling /tripping
- environmental health concerns, including infestation and vermin
- properties falling into disrepair such as damp and mould

As a result, there are potential legal consequences and serious reputational risks if we fail to respond effectively when hoarding is identified.

This policy sets out our approach to managing hoarding behaviour in our properties and must be considered alongside the Safeguarding policy and procedures as appropriate.

2. Who does this policy apply to?

This policy applies to all Acis people, Board members, contractors, and those living within our homes including tenants, leaseholders and shared owners.

Where hoarding behaviour is identified in a property that is an Acis asset or where an Acis customer is being served, concerns should be escalated in accordance with this policy.

3. Our policy

Definition

Hoarding is defined as the excessive collection and retention of any material to the point that living space is sufficiently cluttered, precluding activities for what they are designed for.

Identifying

Hoarding disorder is a complex psychological problem that is classified as a diagnosable mental disorder. A person with hoarding disorder experiences distress at the thought of getting rid of the items, leading to an excessive accumulation of items, regardless of the actual value.

Hoarding is a complex issue and as such is likely to involve a number of internal and external partners working together. A report should be made using My Concern in the first instance to ensure the report gets to the most appropriate person. They will then coordinate the appropriate response.

The extent of the hoarding behaviour will be measured using the Clutter Image Rating Scale (CIRS) as shown at Appendix1 The CIRS is a nationally recognised tool that allows an objective assessment of the extent and impact of the hoarding behaviour and will help to identify the level of support needed. A level of 4 and above would indicate 'hoarding behaviour that requires proportionate intervention.

Managing

Where signs of hoarding are identified, we will ensure a risk assessment is conducted taking into account the risk posed to those living in the property, their neighbours and our properties. We will encourage the customer to consent to working with us and partner agencies to ensure the risks are effectively managed, including the completion of necessary actions within agreed timescales. We will consider the individual needs, vulnerabilities and circumstances of the tenant when drawing up any action plans, including any support already in place and their views and wishes

We will endeavour to work with external partners at the earliest opportunity as part of a multi-agency response. Where available, we will work within the relevant local authority's hoarding protocol. Partner agencies are likely to include but are not limited to; the local authority environmental health department, mental health services, social care, the fire and rescue service and the RSPCA (if there are signs of animal hoarding).

We will ensure support and enforcement strategies are used in an appropriate and proportionate manner, which may include the use of legal remedies such as civil injunctions and possession action in the most severe cases. When managing the tenancy, we will give consideration to the fact that hoarding behaviour is likely to reoccur unless the root cause of the behaviour is successfully addressed.

We will, in extreme circumstances, carry out emergency works to the property even if caused by tenant neglect, as per the Defective Premises Act 1972.

Recording and sharing information

Hoarding behaviour will be recorded and managed using the appropriate CRM system and the use of My Concern.

Information will be shared with agencies in line with the Data Protection Act 2018, General Data Protection Regulation and other relevant legislation such as the Care Act 2014.

4. How we will monitor this policy

Case numbers are recorded and audited monthly to ensure compliance with this policy.

5. Procedures and other documents that link into this policy

Procedures that link into this policy are:

- Safeguarding procedure

6. Links to other policies, legislation and/or regulations

Policies, legislation and/or regulation that links to this Policy are listed below:

- Safeguarding policy
- Tenancy management policy
- Health & Safety policy
- Fire Safety policy
- ASB Policy
- Equality, Diversity, and Inclusion policy 2025
- Defective Premises Act 1972
- Landlord & Tenant Act 1985
- Data Protection Act 2018
- Equality Act 2010
- Care Act 2014
- Mental Capacity Act 2005
- Animal Welfare Act 2006
- ASB, Crime and Policing Act 2014

7. When this policy will be reviewed

This policy will be reviewed in July 2028

8. Appendices

Clutter Image Scale