

This policy sets out the aims, principles and values that will be adopted by Amplius when dealing with customers that have been identified as hoarding.

Hoarding Policy

Document management

Directorate	Operations
Policy sponsor	Chief Operations Officer
Policy owner	Director of Housing and Healthy Communities
Policy author	Director of Housing and Healthy Communities

Review process

Approval route	Directors – Lead Executive
Approved by	Lead Executive
Approval date	07 July 2025
Effective	01 October 2025
Review Frequency	Triennial
Review date	07 July 2028
Version number	1.0

CONTENTS

HOARDING POLICY	1
Document management	1
Review process	1
Overview	3
Scope	3
Policy details	4
Overview	4
Supporting Customers Who Hoard	4
Training	5
Partnership Working	5
Tenancy Enforcement	5
Emergency Services and Supporting Agencies	6
Equality, diversity and inclusion	6
Additional needs (addressing vulnerabilities)	6
Compliance and administration	7
Legal and regulatory compliance	7
Evaluation, review and performance monitoring	7
Related policies	7
Appendices	8
A. Associated documents - Internal procedural document, colleague use only	8
Changelog	9

Part 2

Overview

Scope

This policy supports Amplius' values and is a commitment to improving lives and supporting colleagues by:

- Helping customers with hoarding issues, considering their health and well-being, and the impact on their neighbours and property. The goal is to support the customer while keeping the tenancy in place and managing any risks or costs for the business.

Amplius will provide strong tenancy management for people with hoarding disorder, following the Regulator of Social Housing (RSH) Neighbourhood and Community Standard, including:

- Ensure consistent handling of hoarding cases, while considering differences in the level of support from partners in different regions.
- Reflecting the communities we serve, making them safe, sustainable, and secure.
- Taking a proactive approach to managing our properties, estates, and neighbourhoods.
- Clearly communicating customers' rights and responsibilities.

The term Amplius incorporates all member companies and subsidiaries.

The policy applies to all customers who hold a tenancy with Amplius.

Legal responsibility for the Hoarding Policy is held jointly by:

- Amplius Chief Executive; and
- Chief Operations Officer

Operational responsibility is held by:

- Director of Housing and Healthy Communities.

Procedural responsibility is held by:

- Regional Directors
- Housing Managers and Team Leaders.

Day-to-day responsibility is held by:

- Colleagues within the operations teams.

The policy does not form part of any colleague's contract of employment and the policy may be amended at any time.

Part 3

Policy details

Overview

Amplius understands that calling someone who hoards a "hoarder" can harm the relationship, as the term can be offensive or upsetting to people who hoard. Many people who hoard may not even realise they have a hoarding issue. Throughout this policy, the individual will be referred to as the customer or 'an individual with hoarding tendencies' which describes the behaviour as opposed to labelling the individual.

Amplius defines hoarding based on Frost and Hartls (1996) definition, which includes:

- The inability of individuals to dispose of items that may or may not have a meaning to other individuals.
- Having rooms at home that are no longer fit for purpose.
- The impairment of a person's functioning (both physical and psychological).
- Excessive acquisition.

We also recognise that what seems like hoarding may not be linked to a mental health condition. It could be due to other factors like a decline in physical health, along with a lack of support, which may lead to property disrepair.

We will work with other organisations to provide coordinated services and create effective strategies to help customers with hoarding tendencies. We will keep up with best practices in this area by regularly reviewing them.

Our goal is to raise awareness of hoarding disorder and its effects on the individual, their household, neighbours, and the community. We will do this through training and clear communication.

Supporting Customers Who Hoard

Amplius is committed to helping customers with hoarding tendencies who are willing to accept support. We will also consider the needs of other people living in the property, neighbours and homeowners.

When a potential hoarding issue is identified, Amplius will conduct a Person-Centred Risk Assessment (PCRA), ideally with the Fire Service. This assessment will determine if:

- The customer has hoarding tendencies
- The level of risk to the customer and others
- Whether the customer is willing to accept support.

Based on this assessment, an action plan will be created in partnership with other support organisations. If a customer refuses to take part in the PCRA or the support process, tenancy enforcement may be considered, depending on the situation.

Training

We will provide Hoarding Awareness training to all relevant colleagues and make sure it is available to all housing management staff, contractors and maintenance staff who visit customers' homes. This training will help them to understand and be more aware of Compulsive Hoarding.

Partnership Working

Amplius understands that customers who hoard may need help with various issues like health, finances and other support. To offer support, we work with other organisations and agencies.

We expect contractors and our internal repair teams to report any suspected hoarding to property managers or surveyors. Information will be shared with the appropriate housing teams to make sure the customer gets the support they need.

We will share personal information with our partners (such as other agencies) following privacy laws (General Data Protection Regulations). This makes sure the customer receives comprehensive support, regardless of which agency is handling each part of the service. Amplius will decide the right time to involve another agency and will ask the customer for their consent before doing so. Amplius is aware that involving too many agencies at once could overwhelm the customer.

Before sharing any information, we will get the customer's consent and keep a record of it. If consent isn't possible, we will review the situation according to privacy laws, making sure that the customer's privacy is respected and that the decision is in their best interest.

Tenancy Enforcement

Amplius understands that forcing someone who hoards to take part in large-scale clearances can make things worse and affect their mental health and wellbeing. However, we recognise that hoarding can have a negative impact on others living in the property, neighbours and the property itself which may require enforcement action.

Our goal is to support customers in managing their hoarding behaviours. Enforcement action should only be considered if:

- The customer's behaviour is causing serious harm to themselves or others.
- The customer has repeatedly refused support, and their actions are damaging the property or affecting others.
- The customer has repeatedly refused access for required gas safety checks, as required by law.
- The customer has repeatedly refused access for other required safety checks, as outlined in our policies, procedures and legal duties.

Each case will be treated individually, and we will consider the best approach, looking at different options, and the urgency of the situation. Possible options include:

- Providing a dedicated colleague to work with the customer to address their hoarding behaviours.
- Completion of PCRA and Housing Assessment Form, with clear deadlines and goals.

- Offering financial support to clear the home if necessary.
- Referring the customer to relevant support organisations.
- Making a safeguarding referral.

Emergency Services and Supporting Agencies

Emergency services and other support agencies may be alerted if the clutter in a property poses a safety risk. This can happen through a report made to a safeguarding service or by contacting a partner agency, like the fire service, depending on the situation.

Equality, diversity and inclusion

We will apply this policy fairly and consistently to all tenants and customers, following the guidance in our Equality and Diversity policy.

For cases involving hoarding, especially when linked to health issues, we will ensure that a fairness review is completed if we need to take enforcement action. This is to show that we've been fair and reasonable in our approach.

We will work with partner agencies already helping the tenant. If no support is in place, we will make a safeguarding referral to start providing help. We will also find local partners who can offer support to tenants with mental or physical health issues, as part of our plan to help them keep their tenancy.

Additional needs (addressing vulnerabilities)

Amplius recognises that, for various reasons, some of our customers and service users may be vulnerable. Policies therefore will take account of the recommendations made by the Housing Ombudsman and Regulatory recommendations on vulnerabilities. Amplius will take a proactive approach when making a decision relating to a customer or service user and where practicable, tailor and adapt our services to suit the needs of customers and support vulnerable people.

Part 4

Compliance and administration

Legal and regulatory compliance

This policy fully complies with Amplius' legal and regulatory obligations.

- Complies with Regulator of Social Housing (RSH) Neighbourhood and Community tenancy standard; the Housing Acts; The Torts (Interference of Goods) Act 1977, Care Act 2014 and the Data Protection Act 1998.
- This Policy complies with the Health and Safety at Work etc Act 1974, Management of Health and Safety at Work Regulations 1999, The Occupiers Liability Act 1957, The Occupiers Liability Act 1984 and the Regulatory Reform (Fire Safety Order) 2005.
- Care Act 2014
- Human Rights Act 1998.

This list is not exhaustive, and policy authors will undertake thorough research and/or seek professional advice to ensure that Amplius meets its obligations and complies with the current and relevant legislation and regulations.

Evaluation, review and performance monitoring

This policy will be reviewed on a Triennial basis to ensure that it remains fit for purpose. A policy review may also be required earlier, in response to internal or external changes for example changes in legislation. Prompt and effective action will be taken where improvements are identified.

We will carry out audits to monitor compliance. Regular checks will also be completed by our auditors.

Related policies

- Anti-Social Behaviour and Neighbourhood Management Policy
- Data Protection and Confidentiality Policy
- Domestic Abuse Policy
- Hate Crime Policy
- Health and Safety Policy
- Heating Safety Policy
- Lettings and Allocations Policy
- Managing Transfers and Direct Lets Policy
- Mutual Exchange Policy
- Safeguarding Adults and Children Policy
- Starter Tenancy Policy
- Tenancy Management Policy

Part 5

Appendices

A. Associated documents - Internal procedural document, colleague use only

- Hoarding Procedure.

Part 6

Changelog

Amended date	Summary of changes	Version №