



Housing Health and Safety Rating System (HHSRS)

Case Studies

Group C
Protection Against
Infection

Hazard C16
Domestic Hygiene

Example C16.4
Post-1979
Three-storey
Mid-terrace HMO

Vulnerable Group
Persons of all ages

Multiple Locations
Yes

Related Hazard D18
Crowding and
Space

Dwelling

Description

This is a three-storey mid-terrace HMO, built around 1991, in a suburban location. It has insulated cavity brick walls and a concrete tiled roof. The communal garden to the rear stores the waste and recycling bins. A gate gives access to a service road, from where the refuse is collected.

The EPC rating is a C, and the electrical installation is satisfactory.

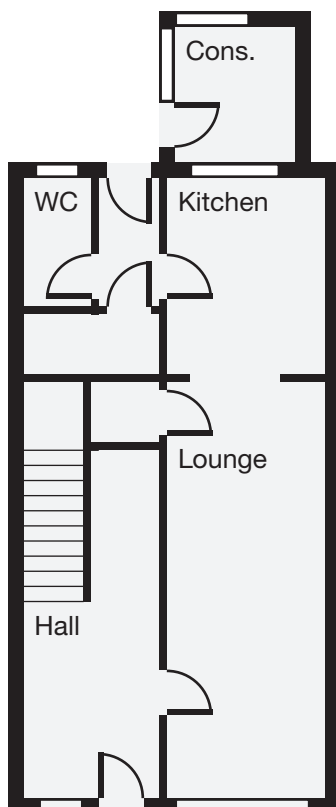
There are five bedrooms, none of which have wash-hand basins.

There are seven tenants: the first- and second-floor front rooms are occupied by couples.

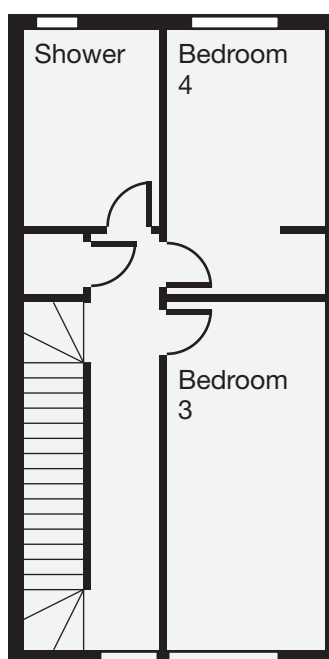
There is a shower room with toilet and wash-hand basin on the first floor, a large kitchen/dining/living room on the ground floor and a small conservatory at the rear. The kitchen has sufficient cupboards for ambient food storage for the occupants of all five rooms. There is a six-ring range cooker and a microwave oven, together with a single sink. A freestanding fridge freezer provides chilled food storage. The tenants all work at a local distribution warehouse and share the same working-hour pattern.



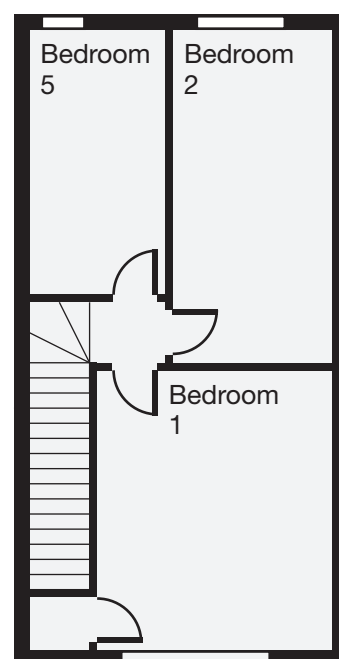
1
Front elevation of the
property



2
Ground Floor



3
First Floor



4
Second Floor

Deficiencies

Description

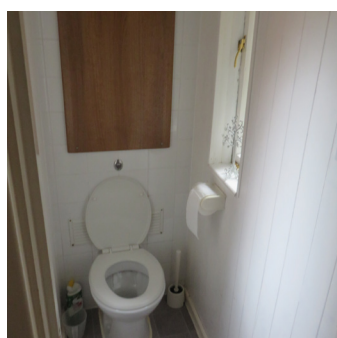
There is no wash-hand basin in the downstairs toilet, so handwashing has to be done in kitchen sink. The kitchen taps have to be operated by hand; it is not possible to turn them on using elbows or forearms.

The kitchen work surfaces are worn and chipped in a couple of places.

Both the kitchen and shower room are ventilated by opening the windows; there are no extractor fans in either room.

The privacy lock on the shower-room door is broken and the door cannot be secured.

The toilet seat is loose, as is the flush handle on the toilet cistern. The dual-flush mechanism sometimes needs to be 'pumped' to operate.



5
WC with no wash-hand basin



6
Kitchen work surface



7
Close-up of damage to kitchen work surface



8
Broken bolt to bathroom door

Relevant Baseline Indicators

0

Satisfactory
or N/A

1

Not
Satisfactory

2

Defective

3

Seriously
Defective

Subject	Score	B1	Baseline Indicator
3	0 1 2 3	3.1	An approved potable water supply system shall provide an adequate amount of running water under pressure to all fixtures simultaneously. Supplies in individual bedsits/dwellings/flats must have their own controllable supply of water or the ability to store water.
		3.2	An adequate supply of heated running water shall be provided to sinks, wash hand basins, baths and showers. Hot water storage tanks shall be set at a minimum temperature of 60°C. At bath taps and shower heads, the maximum temperature shall be 45°C to prevent accidental scalding.
4	0 1 2 3	4.1	Every dwelling/HMO shall have a private bathroom, equipped and provided for the sole use of that dwelling/HMO.
		4.2	A suitably located toilet in good working condition, that is sealed to the waste pipe and affixed to the floor or close coupled, shall be properly connected to both the dwelling's water supply and a waste pipe, leading to an approved sewage system or private waste disposal system.
		4.3	A dedicated wash-hand basin that is located in the same room as the WC or immediately adjacent shall be in good working condition, with a stable connection to the wall or secure attachment to the floor that is properly connected to the heated and unheated potable water supply and a sealed trap leading to a waste pipe. The wash-hand basin must be adequately sealed with a flexible sealant to prevent leakage and damage to the adjacent areas.
		4.4	A fixed bath or shower in good working condition which does not leak and is properly connected to the heated/unheated potable water supply as appropriate, and a waste pipe that does not leak. The bath or shower must be adequately sealed with a flexible sealant to prevent leakage.
		4.5	Where a shower is fitted separate to the bath, a purposely designed shower tray must be fitted so that the step into the tray is no greater than 150mm. All waste outlets and connections shall be sealed and free from defects.
		4.6	A constant supply of heated and unheated water to all wash-hand basins, baths and shower facilities must be supplied and a direct drainage connection with waste trap be in good working order and free from defects and sealed where necessary. Water supply pipes must have isolation valves to allow for maintenance.
		4.7	There must be a cleanable, non-absorbent water-resistant

**Relevant Baseline Indicators
(continued)**
0Satisfactory
or N/A**1**Not
Satisfactory**2**

Defective

3Seriously
Defective

Subject	Score	B1	Baseline Indicator
	0 1 2 3		material on floor surfaces and extending on bathroom walls at least 300mm above a bath and 1800mm above the floor of a shower or shower tray. Such materials on walls and floors shall form a watertight joint with each other and with the bathtub or shower tray. Any shower shall have a shower screen, curtain or return wall that prevents water spillage to the floor.
	0 1 2 3	4.8	Ventilation for the bathroom must be provided by mechanical extraction that is ducted to the outside of the building in line with ventilation standard 16.1.
5 Sanitary Facilities: Kitchen	0 1 2 3	5.1	Every dwelling/HMO shall have a kitchen or dedicated adequate space for the storage, preparation and cooking of food equipped and provided for the sole use of that dwelling/HMO.
	0 1 2 3	5.2	A kitchen sink in good working condition that is properly connected to heated and unheated water supplies and waste pipes, and has an area for draining wet cutlery and utensils which is connected to a waste outlet and sealed with flexible waterproof sealant. Any provided dishwasher and components of the sink, including disposal and water filtration devices, shall be in good working condition and properly connected. All feeds must have isolator valves to allow for maintenance.
	0 1 2 3	5.3	Sufficient work surface shall be provided for food preparation. Sufficient cabinets and/or shelves sufficient to store occupant or visitors' food that does not require refrigeration, and eating, drinking, and food preparation equipment. Cabinets shall have well-fitting doors and no gaps between any surfaces. The work surface, work-surface edges, cabinets and shelves shall be of sound construction and furnished with surfaces that are impervious to water, smooth, and cleanable.
	0 1 2 3	5.4	For cooking food, a 4-ring hob (or 2-ring in bedsit type accommodation) with oven and grill properly installed with all necessary connections for safe and efficient operation, which shall be maintained in good working condition.
	0 1 2 3	5.5	Where an oven or hob are not provided, there must be a dedicated space with a suitable connection to either gas or electricity that meets the requirement of the relevant regulations.
		5.6	Suitable facilities for the effective and safe removal of fumes and moisture laden air to the external air by means

Relevant Baseline Indicators
(continued)

0

Satisfactory
or N/A

1

Not
Satisfactory

2

Defective

3

Seriously
Defective

Subject	Score	B1	Baseline Indicator
	0 1 2 3		of a cooker hood or extractor fan; a cooker hood that only recycles the odour through an active carbon filter would not be acceptable, it must vent to outside. A mechanical extractor would be the normal mechanism for this function in line with ventilation standard 16.1.
	0 1 2 3	5.7	Fridge and freezer or fridge-freezer, if provided, shall be in good working condition, of sufficient size to store occupants' food that requires refrigeration, and capable of maintaining a temperature less than 6°C but more than 0°C. The freezer section shall be capable of maintaining a temperature below -18°C.
	0 1 2 3	5.8	If a refrigerator is not provided, adequate space and connections for the occupants' installation and operation of a refrigerator shall be provided.
	0 1 2 3	5.9	A kitchen floor in good condition, with a sealed, water-resistant, non-absorbent and cleanable surface.
		11.1	Adequate external lighting shall be provided to all means of access including entrances and external refuse stores providing good visibility when there is no daylight.
11 Security	0 1 2 3		
		14.2	Every hall, stairs and landing within the house, and every room used, or intended for use, by the occupant of the house shall have a suitable and adequate means of artificial lighting that is controllable and accessible which can allow lighting to be turned on and off and bulbs/ fixtures to be changed and maintained safely. Two way or PIR activated lighting shall be provided to any internal staircase.
14 Lighting and Services	0 1 2 3		
	0 1 2 3	14.6	Every habitable room shall have at least 2 separate and remote double electric sockets, that are suitably located for use. Kitchens shall have at least 4 suitably located double sockets.
		16.4	All means of ventilation shall be maintained in good repair and working order.
16 Ventilation	0 1 2 3		
		18.1	The property and all structures and areas within the curtilage of the property shall be free of pest infestation with no features present that will attract and support pests. Inspection shall take place to ensure a pest free environment.
18 Pest Management	0 1 2 3		

Relevant Matters

0

Satisfactory
or N/A

1

Not
Satisfactory

2

Defective

3

Seriously
Defective

Score					Matters affecting Likelihood of Harm
0	1	2	3		Pipe ventilation
0	1	2	3		Private sewage system
0	1	2	3		Soakaway
0	1	2	3		Recycling system
0	1	2	3		WC door
0	1	2	3		WC siting
0	1	2	3		WC seat/lid
0	1	2	3		WC ventilation
0	1	2	3		Macerator
0	1	2	3		Earth/chemical closet
0	1	2	3		Structure design/construction
0	1	2	3		Structure access/maintenance
0	1	2	3		Open vent pipes
0	1	2	3		Internal/external refuse areas
0	1	2	3		Impervious surfaces
0	1	2	3		Waste storage facility repair
0	1	2	3		Waste storage adequacy
0	1	2	3		Shared storage
0	1	2	3		Removal of facilities
0	1	2	3		Water seals

Score					Matters affecting Harm Outcomes
0	1	2	3		Pipe ventilation
0	1	2	3		Private sewage system
0	1	2	3		Soakaway
0	1	2	3		Recycling system
0	1	2	3		WC door
0	1	2	3		WC siting
0	1	2	3		WC seat/lid
0	1	2	3		WC ventilation
0	1	2	3		Macerator
0	1	2	3		Earth/chemical closet
0	1	2	3		Structure design/construction
0	1	2	3		Structure access/maintenance
0	1	2	3		Open vent pipes
0	1	2	3		Internal/external refuse areas
0	1	2	3		Impervious surfaces
0	1	2	3		Waste storage facility repair
0	1	2	3		Waste storage adequacy
0	1	2	3		Shared storage
0	1	2	3		Removal of facilities
0	1	2	3		Water seals

Likelihood of Harm

Scale Points

Likelihood of harm from this hazard over the next twelve months

Very Likely		1 in 1
		1 in 2
		1 in 3
		1 in 5
Likely	Example Dwelling	1 in 10
		1 in 20
		1 in 30
		1 in 50
Unlikely		1 in 100
		1 in 200
		1 in 300
		1 in 500
Very Unlikely		1 in 1,000
		1 in 2,000
	National Average	1 in 3,000
		1 in 5,000

Score

1 in 10

Justification of Scoring

Likelihood of Harm

The absence of a wash-hand basin in the ground-floor toilet will discourage the seven occupants and their visitors from washing their hands after using the facilities as the kitchen sink is the nearest means of doing this and it may be in use for washing up or food preparation. Touching door handles and sink taps with contaminated hands significantly increases the risk of indirect contact with pathogenic organisms. In turn, pathogenic organisms may be transferred onto foodstuff or the worn and chipped kitchen worktops, which are difficult to keep clean. This could lead to ingestion of contaminated food and drink.

Having seven people sharing one shower in a room with a defective lock can discourage regular personal washing and may have an adverse impact on mental health though lack of privacy, especially given the multiple-occupancy situation. The loose toilet seat and temperamental flush increase the risk of infection and may add to poor mental health if the toilet cannot be properly flushed and the area kept clean and hygienic.

Harm Outcomes

Extreme		Severe		Serious		Moderate	
Death, permanent paralysis, etc.		Heart attack, serious fractures, etc.		Chronic stress, severe concussion, etc.		Broken fingers, moderate cuts, etc.	
Very Likely	50.0	Very Likely	50.0	Very Likely	50.0	Example Dwelling	89.0
	30.0		30.0		30.0		
	20.0		20.0		20.0		
Likely	10.0	Likely	10.0	Example Dwelling + National Average	10.0	National Average	89.0
	5.0		5.0		5.0		
	2.0		2.0		2.0		
Unlikely	1.0	Example Dwelling + National Average	1.0	Unlikely	1.0	These scores are simply calculated as the sum of the other three harm outcomes subtracted from 100%	
	0.5		0.5		0.5		
	0.2		0.2		0.2		
Very Unlikely	0.1	Very Unlikely	0.1	Very Unlikely	0.1		
	0.0		0.0		0.0		
Example Dwelling + National Average							
Score		Score		Score		Score	
0.0%		1.0%		10.0%		89.0%	

Justification of Scoring

Harm Outcomes

There is no reason to think the spread of harm outcomes will be any different from the national average for this age and type of property.

Safety Ratings

Scenario 1
As described in this document

Key

Category	Band	Score
1 Legal duty to take action	High	10,000
2 Discretion to take action	Medium	1,000
	Low	100

Likelihood of Harm 1 in 10			
Extreme 0.0%	Severe 1.0%	Serious 10.0%	Moderate 89.0%
Category	Band	Score	
1 Legal duty to take action	High	10,000	
2 Discretion to take action	Medium	1,000	
	Example Dwelling	489	
	Low	100	
	National Average	2	

Score
489

Scenario 2

After works meeting baseline indicators

Likelihood of Harm 1 in 3,000			
Extreme 0.0%	Severe 1.0%	Serious 10.0%	Moderate 89.0%
Category	Band		Score
1 Legal duty to take action	High		10,000
2 Discretion to take action	Medium		1,000
	Low		100
Score	Example Dwelling + National Average		2

Justification of Scoring

After works meeting baseline indicators

The installation of a wash-hand basin in the ground-floor toilet, and an extractor fan in the kitchen, long with repairs to the first-floor shower-room door and to the toilet seat and flush should reduce the likelihood of harm to the national average score.

Scenario 3

After further improvements

Likelihood of Harm			
Extreme	Severe	Serious	Moderate
Category	Band		Score
1 Legal duty to take action	High		10,000
2 Discretion to take action	Medium		1,000
	Low		100
Score			

Justification of Scoring

After further improvements

Further improvements are not required.

Legislation and Guidance

Management Regulations

The Management of Houses in Multiple Occupation (England) Regulations 2006 apply to all HMOs. Under these regulations, among other matters, the manager must ensure:

- That the water supply and drainage system serving the HMO is maintained in good, clean, and working condition
- That the gas and electric supply must not be interrupted and must be regularly tested
- That means of escape are kept clear and well maintained
- That all common parts of the HMO are maintained in good and clean decorative repair and maintained in a safe and working condition
- That all windows and other means of ventilation within the common parts are kept in good repair.

HMO licensing

If the HMO is in England and is rented to five or more people who form more than one household, an HMO licence will be required. The local housing authority may impose conditions relating to the management, use and occupation of a licensed HMO based on locally adopted standards. Under the Licensing of Houses in Multiple Occupation (Mandatory Conditions of Licences) (England) Regulations 2018, these locally adopted standards may include minimum space and facilities requirements, for example, the minimum floor area for a kitchen based on the number of persons using it. Other requirements may be the number and size of food storage cupboards, waste storage facilities, fire precautions, etc.

Updates

Matters for consideration listed in this section were correct at the time of publication. For the most up-to-date legislation and guidance in these areas, please visit the [gov.uk](https://www.gov.uk) website.