



STOCKPORT
METROPOLITAN BOROUGH COUNCIL

Guidance Sheet: Reporting property condition within the private rented & social housing sector

Property Standards within the Private Rented Sector are regulated by the Local Housing Authority, this sits within the Housing Standards Team within Stockport Council.

Properties are inspected under the Housing Act 2004, using the Housing, Health & Safety Rating System (HHSRS) to assess 29 hazards. This is a risk-based assessment, and provides the officer with a score considering, the likelihood of the risk occurring, and the severity of the outcome, should it occur. Hazards range from excess cold, damp & mould, falls and fire safety. The full guidance can be found here: [Housing health and safety rating system \(HHSRS\): guidance for landlords and property-related professionals - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/housing-health-and-safety-rating-system-hhsrs-guidance-for-landlords-and-property-related-professionals)

Where tenants are experiencing issues with their private rented property, they can make a report to Housing Standards via our web-based form [Information for tenants - Stockport Council](#), or alternatively a referral can be made to housingstandards@stockport.gov.uk. It is important that tenants have reported the issue to their landlord first, prior to contacting ourselves, a template is provided on our website to assist with this.

A lot of further information and advice to help tenants can be found on our webpages here: [Information for tenants - Stockport Council](#)

Social Housing Tenants (Registered Providers & Housing Association)

Tenants that live within the social housing sector should report their concerns via their landlords own online reporting form that is required to be set up for social landlords. If they do not receive a satisfactory response, a formal complaint can be made, which will ultimately end up with the Housing Ombudsman. Powers under the Social Housing (Regulation) Act 2023 have been strengthened, and therefore social tenants generally have greater levels of redress than private tenants. Where all avenues have been exhausted, social tenants can also make a referral to ourselves via the on-line reporting form as detailed above.