

M&G Affordable Living RP Limited (“MAL”)

Domestic Smoke Alarm and Carbon Monoxide Systems

Landlord: MAL Affordable Living RP Limited “MAL”

Version: MAL 1.1

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Authors: Director Asset Management

1 Our policy statement.

1.1 MAL Affordable Living places significant importance on the health, safety, and welfare of colleagues, residents, visitors, and others who may be affected by its business activities. We aim to achieve an environment compatible with the provision of quality services where health hazards are minimised so far as is reasonably practicable.

1.1 The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022 came into force on 1 October 2022.

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2 Aims and Objectives

2.1 The main objective of this Policy is to ensure we install domestic alarms to a minimum standard in line with the Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022, which requires:

- At least one smoke alarm on each storey of a dwelling where there is a room used as living accommodation.
- A carbon monoxide alarm in any room used as living accommodation which contains a fixed combustion appliance (excluding gas cookers).
- Smoke and carbon monoxide alarms are repaired or replaced once informed or found to be faulty.

2.2 The regulations apply to houses, flats, and houses in multiple occupation (HMOs), including all social and private rented tenancies, except those excluded in the Schedule to the Regulations, including:

- Shared accommodation with a landlord or landlord’s family
- Long leases
- Shared ownership and leasehold properties
- Student halls of residence
- Low-cost ownership homes
- Other accommodation relating to health care accommodation.

2.3 Responsibility for alarms in excluded properties will be covered under lease agreements, contractual arrangements, or other legislation including the Regulatory Reform (Fire Safety) Order 2005.

2.4 Carbon monoxide alarms will not be installed in flats with communal boilers unless a fixed combustion appliance (other than a cooker) is present.

2.5 Alarms must be checked and in working order on the day a new tenancy begins. This forms part of the Void Lettable Standard and the Development Handover process.

2.6 Where appropriate, alarm types will be standardised to future-proof systems and align with British Standards.

3 The scope of this policy

- 3.1 For new tenancies beginning on or after 1 October 2022 (not renewals), alarms will be checked on the tenancy start date and records retained.
- 3.2 Contractors will follow manufacturer instructions. Smoke alarms will generally be ceiling-mounted in circulation areas such as halls or landings.
- 3.3 Carbon monoxide alarms will be installed in line with manufacturer guidance, typically on ceilings or at head height on walls, one to three metres from the source (combustion appliance).
- 3.4 Sealed-for-life battery alarms will be installed when fitting new or replacement alarms.
- 3.5 End-of-life alarms will be replaced during periodic electrical inspections, gas safety inspections or when properties become void.
- 3.6 Residents will be advised to test alarms monthly.
- 3.7 MAL Affordable Living and their appointed managing agents will take all reasonable steps to comply with regulations but is not expected to take legal action to gain access.
- 3.8 Managing Agents will ensure convenient appointments will be arranged and access attempts recorded.
- 3.9 All installations will be recorded on a central database with regulatory assurance received through regular compliance and KPI reporting.

4 Roles and Responsibilities

- 4.1 The Director Fund Management oversees sign-off of the policy.
- 4.2 MAL Affordable Living is the duty holder.
- 4.3 The Director Asset Management retains overall accountability for implementation and is responsible for ensuring Managing Agents meet the statutory obligations set out in the legislation.
- 4.4 The appointed Managing Agents are responsible for operational delivery and must ensure they and their appointed contractors meet the obligations set out in this policy.
- 4.5 The Head of Health & Safety ensures compliance with legislation and undertakes regular policy reviews.

5 Complaint Handling

- 5.1 AL empowers its staff and its Managing Partners to be open to receiving complaints by:
- 5.2 Ensuring all customer-facing staff are trained and equipped to receive and record complaints.
- 5.3 Ensuring complaints from a group are handled appropriately.
- 5.4 Not placing a restriction on the methods that can be used to make a complaint. We will accept complaints by telephone, email, in person, in writing, or via an online form on our website.
- 5.5 Accepting complaints from people acting on behalf of complainants with their permission/authorisation including advice workers, councillors, MPs, friends, relatives and recognised tenant panels.

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6 Enforcement

- 6.1 Local housing authorities enforce the regulations and may impose fines of up to £5,000 for non-compliance and can be applied per breach.
- 6.2 A remedial notice may be issued by the local authority where there are reasonable grounds to believe that the duties under Regulation 4 have been breached. Failure to comply with a remedial notice may result in the local authority carrying out remedial work, with the residents consent.

7 Standards

- 7.1 Under the Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022, smoke alarms should be designed, installed and maintained in accordance with BS 5839-6 and carbon monoxide alarms with BS 50291-1 designed for use in domestic premises.

8 Resident Communication

- 8.1 Information relating to the testing of smoke and carbon monoxide alarms, residents’ responsibilities, and the process for reporting faults or concerns will be made readily available to residents through MAL Affordable Living’s official communication channels.
- 8.2 Information will be shared via the MAL Affordable Living website, direct written communications (such as email correspondence, newsletters, resident handbooks, and notices), and any other appropriate digital or printed formats used by MAL Affordable Living from time to time.
- 8.3 In addition, information will be actively communicated and reinforced by appointed managing agents as part of their ongoing property management responsibilities, including during tenancy sign-up, property inspections, routine communications, and resident engagement activities, to ensure residents are aware of how to test alarms and report defects promptly.

9 Performance Reporting

- 9.1 Performance will be reported on a quarterly basis through Landlords H&S compliance reporting and included on business KPI reporting framework.
- 9.2 Performance reporting of Domestic Smoke and Carbon Monoxide Alarms will include:
 - % dwellings with Smoke and CO alarms installed and tested
 - Number of dwellings where installation status not confirmed
 - Number of dwellings requiring installation and/or renewal
 - Number of remedial notices received from local authorities

10 Equality, diversity and inclusion.

- 10.1 MAL Real Estate is committed to ensuring all services are accessible to all our customers. Our staff will be trained to ensure they are communicating appropriately with our customers, and they have the relevant information.
- 10.2 This policy will be applied in a way which ensures we treat all customers with fairness and respect. We recognize our duty to advance equality of opportunity and prevent discrimination or victimization on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender reassignment, pregnancy and maternity, marriage and civil partnership, and any other protected characteristic defined within the Equality Act 2010.

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10.3 On request, we will provide translations of all our documents, policies, and procedures in various languages and formats including braille and large print.

11 Review

This Policy will be reviewed periodically to reflect legislative, regulatory, best practice, or operational changes.

12. Version Control

Version	Checked by	Amendments	Date of Approval	Review date
MAL Real Estate.	Director Fund Management	Policy adoption.	Feb 2026	Feb. 2028