Window safety policy

June 2026

Housing Management

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Version	Date	Reason for change	Authorised	Review by Date
1	Sept 25	Creation of policy by SI	AR	
2	Nov/Dec 25	Operational Review	Repairs Team	
3	Feb/April 26	Further SI/Operational Review	Repairs Team	
4	June 26	Head of Service Sign off	JC	June 2031

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2 Introduction

2.1 This policy sets out how the Royal Borough of Kensington and Chelsea (RBKC) Housing Management Services will ensure the safety of residents, particularly children, by preventing accidental falls from windows in upper-floor properties and also preventing the potential risk of injury with the use of safety glazing in ground floor properties.

2.2 The policy applies to council's tenants and leaseholders. Homes situated on the ground floor will be fitted with safety glazing such as toughened or laminated glass to reduce the risk of injury if broken. Homes above the ground floor will have window restrictors to make sure the windows open a safe amount.

2.3 There is currently no specific statutory legal framework governing the installation of window restrictors in dwellings. Part K of the Building Regulations 2010 refers to windows and safety devices designed to prevent opening which could cause danger to others. While these regulations relate to the fastening of windows and safe opening and closing of such windows, it is important to note dwellings are specifically exempt from Building Regulations 2010.

2.4 However, we recognise the need to reduce the risk to communal areas as well as the importance of offering to install and maintain window restrictors where tenants and leaseholders have concerns or may be vulnerable. Our goal is to provide excellent customer service, and we recognise that timely and high-quality repairs are a priority for all residents.

2.5 The purpose of this policy is to:

- Ensure the safety of residents, particularly children, by preventing accidental falls from windows in upper-floor properties.
- Ensure we are providing a safe living environment for all residents. As part of this commitment, we will implement and maintain window safety measures to prevent accidental falls.
- Explain how we will manage reports of broken window restrictors and the service levels that tenants can expect to receive.

3 Related Documents

3.1 This policy should be read in conjunction with the Council's Housing Management policies and procedures:

- Voids and Lettings Policy & Procedure
- Housing Management Window Standard
- Housing Management Complaints Policy
- Tenant Handbook
- Housing Management Repairs Recharge Policy
- Home Security Offer
- RBKC Void Standard
- RBKC Home Standard

4 Legal Context

4.1 This policy will ensure full compliance with relevant legislation, regulatory requirements.

4.2 This policy adheres to the following legislation and guidance:

- Landlord and Tenant Act 1985
- Housing Act 2004 (and Housing Health and Safety Rating System - HHSRS)
- Building Regulations 2010 - Part K
- The Regulatory Reform (Fire Safety) Order 2005
- Children Act 2004
- Equality Act 2010
- Social Housing (Regulation) Act 2023
- Decent Homes Standard
- Awaab's Law

5 Window Safety

5.1 All windows above the ground floor must be fitted with window restrictors that limit the opening to a maximum of 100mm. The restrictor stops anyone from getting in or out of the window.

5.2 Window restrictors must be robust and tamper-proof, ensuring they cannot be easily removed or disengaged by children. Window restrictors should only be able to be disengaged using a special tool or key. The restrictor must not be overridden by hand or a simple mechanism, but only by a designated tool or key.

5.3 Windows located below 800mm from the floor level must be fitted with safety glazing, such as toughened or laminated glass, to reduce the risk of injury if broken. If not possible to fit toughened or laminated glass, we will fit a window restrictor.

6 Reporting Window Safety Concerns

6.1 Residents are encouraged to report any window safety concerns promptly to ensure timely resolution and maintain a safe living environment. Concerns may include, but are not limited to, the following:

- Malfunctioning or damaged window restrictors.
- Cracked or broken safety glazing.
- Windows that do not close or lock properly.

6.2 You can report window safety concerns via:

- **Web portal:** You can report a repair online via the councils reporting portal page - RBKC Repairs Portal
- **Phone:** You can call our Repairs Team on **0800 137 111** (8am to 6pm, Monday to Friday)

Any out of hours emergencies outside of this timeframe will be managed by our out of hours contractor via the same phone line. (Including Bank Holidays and weekends)

- **Email:** You can report a repair via email - hm-customerservices@rbkc.gov.uk

6.3 You can get further information regarding repairs, on our Repairs Webpage.

7 Maintenance and Repairs

7.1 Window restrictors and safety glazing will be inspected during routine property checks and upon vacancy. Any defects or damages identified during inspections will be repaired or replaced promptly.

7.2 We will also carry out frequent preventative maintenance by visual inspection, to all windows located in communal areas of our properties. We will make sure that the window is working. Any damage or defects will be scheduled for repair and replacement as part of the inspection process.

7.3 As part of our voids management processes, we will always ensure window restrictors are fitted before reletting. All windows, fittings and locks should be fully operational. Window restrictors should be fitted to all first-floor windows and above. Missing window lock keys will be replaced.

7.4 When we are made aware of a damaged or malfunctioning window safety device within an individual property or communal area, it will be assessed on a case-by-case basis based on severity and risk factors (e.g. someone who lives in a ground floor property with no known vulnerabilities, who has a small crack in their window will have their repair raised as an urgent priority, whereas someone who lives in a top floor property would have their repair raised as an emergency priority status).

7.5 Any cases which are raised as an emergency repair and will be repaired, replaced or made safe promptly to maintain safety within 24 hours of the report being raised (Where there is a serious safety hazard/ the immediate risk of more extensive damage to a property or the potential to cause injury, the Council will treat this as a critical case and aims to attend within 4 hours)

7.6 Urgent priority repairs will be attended by an operative within 5 working days of the report being received.

7.7 Where the window cannot be repaired, the operative will ensure it is made safe and inoperable. For example, boarding up the window until a new window/part can be fitted.

7.8 Where access is an issue, arrangements to complete the work will be made at the tenant's convenience or with the relevant leaseholder/sub-tenant.

8 Resident Responsibilities

8.1 It is important that residents familiarise themselves with the RBKC guidance for Window Safety, which includes the importance of keeping windows closed and locked when not in use, especially in homes with children or vulnerable individuals. Guidance material will be during tenancy sign-up, inspections, and repairs visits.

8.2 Residents should report any window safety concerns via the various channels as soon as possible to ensure timely resolution and maintain a safe living environment.

8.3 Residents should ensure that children and vulnerable adults are always supervised around windows, and furniture should not be placed near windows to prevent children from climbing and potentially falling or injuring themselves.

8.4 Residents must not remove, tamper with, or alter window restrictors or safety devices. We recommend to not allow children to open or be taught how to use the window restrictors or window locks. If children are present in a room, we suggest that windows should be open to a maximum of 100mm.

8.5 You can get further guidance regarding Window Safety on our website - RBKC Window Safety Guidance

9 Compliance

9.1 This policy complies with relevant building regulations, health and safety legislation, and housing standards. Regular property and communal inspections will be conducted to ensure compliance with this policy.

9.2 In instances where we have found non-compliance in resident homes, we will address concerns promptly, with corrective actions taken to ensure safety standards are met.

9.3 Performance on window safety will be reported to the Housing Management Team on a frequent basis.

10 Monitoring & Review

10.1 The overall responsibility for the approval of this policy sits with the Housing Management Directorate.

10.2 The Head of Resident Safety and Repairs will be responsible for reviewing this policy.

10.3 This policy will be reviewed every five years, or when legislative or regulatory changes take place that could affect it. The next review will take place by: **June 2031.**

11 Equalities Statement

11.1 The Council is committed to promoting fair and equal access to services and equal opportunities in employment, the procurement of goods and as a community leader. The Council's policies, procedures and day to day practices have been established to promote an environment which is free from unlawful and unfair discrimination, while valuing the diversity of all people.

11.2 Discrimination on the grounds of race, nationality, ethnic origin, religion or belief, gender, marital status, sexuality, disability and age is not acceptable: the Council will take action to ensure no person using the council's premises or services receives less favourable treatment or is disadvantaged by requirements or conditions that cannot be justified. The Council will tackle inequality, treat all people with dignity and respect and continue to work to improve services for all service users.

12 The General Data Protection Regulation (GDPR) and the UK Data Protection Act 2018

12.1 As a directorate of RBKC, Housing Management shares the commitment to ensure that all data is:

- Processed lawfully, fairly and in a transparent manner
- Collected for a specific and legitimate purpose and not used for anything other than this stated purpose, or as provided for in our privacy and fair processing notices
- Relevant and limited to whatever the requirements are for which the data is processed
- Accurate, and where necessary, kept up to date. Any identified inaccuracies will be amended or removed without undue delay
- Stored for as long as required, as specified within RBKC's Records Retention policy
- Secured with appropriate solutions, which protect the data against unauthorised or unlawful processing and accidental loss, destruction or damage.

12.2 For further information about the Council's commitment to GDPR, please see the Council's website at www.rbkc.gov.uk.

13 Appendices

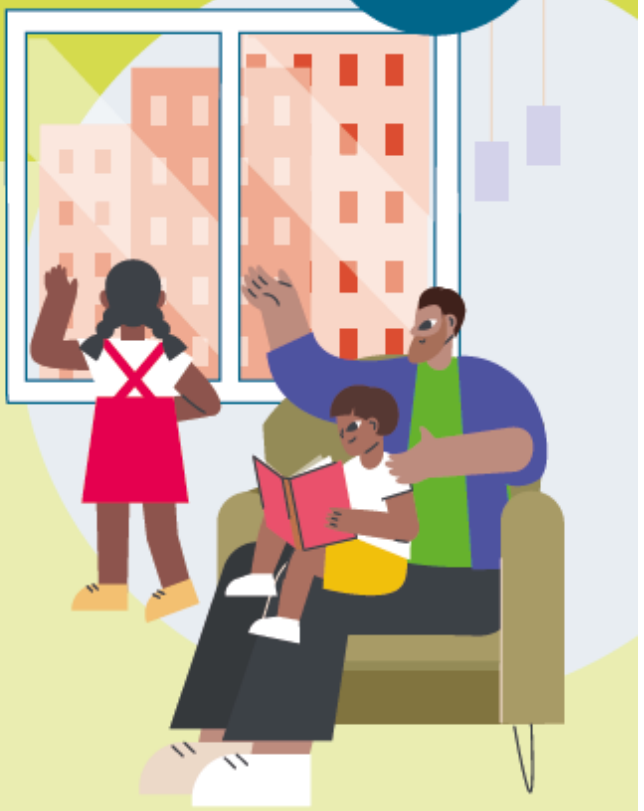
13.1 Appendix 1 – Window Safety Leaflet

13.2 Appendix 2 - Safer Homes, Healthy Homes booklet (Link)

Appendix 1

Window Safety

New homes, Safer homes



As we enter the summer months it's tempting to open the windows to let in a cool breeze.

But it's very important, especially if you live with small children, to ensure you're keeping cool safely!

Keep your family safe:

- **Make sure your windows have restrictors,** if not add them as a priority
- **Do not allow children to open windows** or show them how to use a window restrictor
- **Make sure** any furniture that children can climb on is away from the windows
- **Keep windows closed and locked when not needed** or when children are not being supervised

If you don't have window restrictors or think yours might be broken please contact us on 0800 137 111 as soon as possible.

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