



10 POINT HOARDING CHECKLIST

For engineer / maintenance / property
management / repair teams

1. PRE-VISIT & LONE WORKING

- ☐ Flag "hoarded environment" on the job.
- ☐ Consider two-person attendance / daylight visit.
- ☐ Confirm access route, parking, and lift/stair use.
- ☐ Ensure RAMS covers hoarding, sharps, pests, biohazards.

2. DYNAMIC RISK ASSESSMENT ON ARRIVAL

- ☐ Pause at the door: sight/smell check (smoke, gas, ammonia, damp, solvents).
- ☐ Identify a clear exit route you can reach at all times.
- ☐ Stop work if life-safety risks exist (e.g., gas smell, blocked only exit, structural instability, live electrics + water, aggressive pests).

3. PPE & HYGIENE CONTROLS

- ☐ Minimum: safety boots, gloves, long sleeves; add FFP2/FFP3 mask, eye protection, disposable coveralls as needed.
- ☐ Sharps awareness; carry grabber/tongs and a rigid sharps container if policy permits.
- ☐ Hand hygiene and clean-down kit available.

4. ACCESS & EGRESS

- ☐ Request/agree a clearpath from the entrance to the work area and to an exit.
- ☐ Do not climb on stacks or move heavy piles without risk controls.
- ☐ No hot works/ignition sources near combustible piles.



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5. UTILITIES & LIFE SAFETY CHECKS

- ☐ Gas: smell/CO risk, ventilation, flue/vent blockages; isolate if unsafe.
- ☐ Electrics: exposed wiring, overloaded multi-plugs, trailing leads under clutter; isolate if required.
- ☐ Smoke/CO alarms present and functional (note if absent).

6. PREPARE A SAFE WORKING ZONE

- ☐ Agree a temporary clear zone (~2 m²) around work area/appliance.
- ☐ Bag/label items you move (with consent), place back after.
- ☐ If the zone cannot be made, safely: abort and rebook with clearance support.

7. BIOHAZARDS, PESTS & WASTE

- ☐ Look for faeces, urine, vomit or other bodily fluids; exit property as safely as possible, and follow biohazard protocol
- ☐ Look for needles, mould, infestations: exit property as safely as possible and follow biohazard protocol
- ☐ If contact is made with any biohazards, it is important to follow company biohazard pathway

8. RESPECTFUL ENGAGEMENT & CONSENT

- ☐ Use neutral language ("hard to access," "safety"), not judgment.
- ☐ Explain what must move and why; get consent before handling possessions.
- ☐ Record what was moved and where it was returned.

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9. RECORDING, PHOTOS & ESCALATION

- ☐ Document hazards, access limits, and works completed; use Clutter Image Rating (CIR) if your policy supports it.
- ☐ Photos only if policy allows and with consent/justification.
- ☐ Escalate to housing/TSO; consider Fire & Rescue Home Safety referral and safeguarding/self-neglect routes if children/vulnerable adults are present.

10. DECONTAMINATION & CLOSE-OUT

- ☐ Doff PPE safely; clean tools/boots; bag contaminated disposables.
- ☐ Leave access/egress as found or improved; confirm any isolations left in place.
- ☐ Provide clear next steps (rebook with clearance, safety actions) and update the job system same day.

!!!QUICK STOP TRIGGERS!!!

Any gas smell/CO symptoms; only exit blocked; structural collapse risk; live electrics in water; aggressive pests; heavy mould/biohazard without controls. Do not proceed—make safe, isolate, and escalate.

MORE ABOUT THE HOARDING HUB

We provide specialist training for engineers, repairs teams, property management, and maintenance staff who may come into contact with people living with hoarding disorder. Our sessions equip them to better recognise, understand, and appropriately support those affected. Get in touch on info@hoardinghub.co.uk for more information.

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