

PROPERTY COMPLIANCE POLICY (GOVERNANCE)

Version	1.0	Issue Date	June 2022	Review	June 2025
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Board Approval			May 2022		

POLICY STATEMENT

Housing 21 are committed to ensuring that our residents' homes and office premises are safe and secure places in which to live and work.

This policy covers Housing 21's management arrangements for property compliance and how we will meet our responsibilities and duties as a responsible landlord and housing developer. The policy outlines are responsibilities and legal obligations as required by the Health and Safety at Work etc. Act 1974, and associated legislation, regulations, and guidance documents, with the aim of eliminating and managing associated risks to all relevant persons utilising our assets and services.

The policy demonstrates our commitment to ensure full compliance with all legal, regulatory, and statutory requirements associated with the servicing and maintenance within all buildings owned and managed by Housing 21.

This policy will be adapted to respond to future legislative or regulatory changes.

Property Compliance (Governance) is one of seven documents within the Asset, Investment and Compliance service areas, covering the statutory areas of compliance relevant to managing both domestic and commercial properties.

DEFINITIONS

Term	Definition
High Risk Residential Building	A building of significant height and/or complexity within the building or tenure type as defined by the Fire Risk Assessment.
High Rise Building	Refers to buildings 18 meters or more in height, or at least 7 storeys (whichever is reached first)
Removal of Asbestos	The removal of asbestos materials.
Encapsulation	To seal asbestos materials.
Leaseholder	Individuals who have a leasehold agreement with Housing 21.
Shared Owners	Individuals who are a tenant but enjoy leaseholder protection
Tenant	Individuals who have a tenancy agreement with Housing 21.
Resident	Refers to all occupants who reside in the premises.

1. MANAGEMENT AND COMMITMENT

Property Compliance (Governance) is one of seven documents within the Asset, Investment and Compliance service areas, covering the statutory areas of compliance relevant to managing both domestic and commercial properties.

- Fire Safety Policy
- Electrical Safety Policy
- Gas Safety Policy
- Water Hygiene Policy
- Asbestos Management Policy
- Lifts and Lifting Equipment Policy

Our wider organisational commitment to health and safety is detailed within our Health and Safety Policy.

2. ROLES AND RESPONSIBILITIES

- 2.1 The Chief Executive retains the overall responsibility for the implementation of this policy.
- 2.2 The Deputy Chief Executive is responsible for ensuring that adequate resources are made available to enable the objectives of the policy to be met.
- 2.3 The Director of Property Services is responsible for the operational delivery of the policy and ensuring:
- this policy is reviewed and kept up to date
 - that only competent employees are employed and supported by relevant training
 - that the duty of care to our customers, employees and contractors is robust
 - that there are sufficient named employees with responsibility for the day-to-day delivery of safety related checks and continuing audit.

3. PROPERTY COMPLIANCE

- 3.1 The Building a Safer Future Charter has been created following the Independent Review of Building Regulations and Fire Safety to promote an urgent and positive culture and behaviour change in the safety of the built environment. It is about putting people's safety first in how we plan for, design, build, maintain and look after the safety of the buildings we live, work, or play in and protect those that use them.
- 3.2 Housing 21's policy is to ensure building safety, not only for those components associated with fire risk but for all aspects of property compliance where there is a safety or servicing requirement. Housing 21 actively assess the principle of risk to ensure it is owned and managed robustly, regardless of the asset or tenure type. As a minimum requirement all safety and servicing aspects are aligned to regulatory or statutory standards.

- 3.3 The property compliance areas where Housing 21 has a responsibility or duty to abide by legislation or regulatory requirements for building safety and/or servicing are detailed below. This list is not exhaustive; Housing 21 are committed to minimising the risk to our residents and others and to the compliance and safety of our buildings, subsequently the list may not be comprehensive for the lifecycle of this document.

Compliance Area	Regulatory
Asbestos Management Plan 2022	Legislative
Electrical Safety Policy 2022	Legislative
Fire Safety Policy 2021	Legislative
Gas Safety Policy 2022	Legislative
Lifts & Lifting Equipment Policy 2022	Legislative
Water Hygiene Policy 2022	Legislative
Statutory standards - supporting guidance notes to be made available to operational teams	
Automated Gates/Car Park Barriers	
Commercial Kitchens (Food Safety Management System 2021)	
Commercial Laundry	
Door Entry Systems	
Fall Arrest Systems	
Fire Risk Management System	
Lightning Conductors	
Portable Appliance Testing	
Permit to Work (Contractors Handbook 2021)	
Plant Rooms	
Uninterrupted Power Supply/Generators	

- 3.4 Compliance areas where legislation specifies a requirement are programmed accordingly and aligned with the appropriate anniversary date for completion, regimes are detailed within the specific policy e.g.

- Gas servicing
- Electrical installation condition reports
- Electrical testing and inspection regimes
- Passenger lift inspections
- Water testing regimes

- 3.5 Where areas fall under maintenance or guidance requirements there is an operational tolerance period of 30 calendar days in accordance with the appropriate anniversary date for their completion e.g.

- Fire risk assessments
- Lift maintenance
- Asbestos surveys
- Domestic stairlifts

- 3.6 Fire safety requirements are detailed within the Fire Safety Policy and supporting procedural documents.
- 3.7 Where properties are managed on behalf of third-party property owners, regulatory and statutory responsibility will be detailed within the management agreement.

4. DOCUMENTATION

- 4.1 All servicing, risk assessments and other documentation will be completed in accordance with the associated statutory regulations. Compliance records and associated information will be readily available either electronically or as hard-copy from Asset Management – Compliance Team.
- 4.2 The data drives a management plan to support the monitoring and recording of information, assisting with the development of a servicing programme as per each component's regulatory requirement.

5. TRAINING AND COMPETENCE

Housing 21 will provide appropriate training to all employees and will ensure any contractors carrying out compliance works on behalf of the organisation will be qualified to the appropriate standard and hold any required licenses.

6. COMMUNICATION

- 6.1 Housing 21 commits to communicate with residents all appropriate compliance information on a regular basis through any available media sources necessary, including signage, newsletters, resident group meetings, website and new tenant sign up packs.
- 6.2 Housing 21 will liaise with internal departments and teams and external regulatory departments frequently, engaging in effective two-way communication to ensure operational knowledge of assets and practices.
- 6.3 In the event of a major incident communication will be issued in accordance with the Business Continuity Plan.

7. LEGISLATION AND REGULATIONS

This list is not exhaustive, Housing 21 will follow all other additional Approved Codes of Practice (ACOP), Regulation and Legislation applicable to property compliance. If a Standard or Act is withdrawn, repealed or superseded Housing 21 reserves the right to follow the new guidance.

Document	Relevance
Health & Safety at Work etc Act 1974	Sections 2 and 3 require employers to, as far as is reasonably practicable, reduce health and safety risks to employees, and those not in their employment but who may be affected by their activities.
The Management of Health and Safety at Work Regulations 1999	Regulation 3 requires employers to complete a suitable and sufficient assessment of the risk to employees, and those not in their employment but who may be affected by their activities.
The Building Regulations 2010	Part P states that anyone carrying out electrical installation work in a home must make sure that the work is designed and installed to protect people from fire and electric shocks. Part P applies to any changes made to existing installations, including any parts that have been rewired.
Control of Asbestos Regulations 2012	The duty to manage asbestos is contained in Regulation 4 of the Control of Asbestos Regulations, determining the responsibilities of the 'duty holder'.
The Code of Practice for In-Service Inspection and Testing of Electrical Equipment (5 th edition)	Provides guidance to those responsible for the inspection, testing, and maintenance of electrical appliances. Specifying the frequency and scope of inspections and testing in different environments.
The Electricity at Work Regulations 1989	Regulation 4 requires that any electrical system is maintained
The Electrical Equipment (Safety) Regulations 1994	All electrical appliances supplied by the landlord as part of a tenancy must be safe
Gas Safety (Installations and Use) Regulations 1998	Regulatory guidance dealing with safe installation, maintenance, and use of gas systems, including fittings, appliances, and flues.
Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)	The Regulations aim to reduce risks to people's health and safety from lifting equipment provided for use at work. In addition to the requirements of LOLER, lifting equipment is also subject to the requirements of the Provision and Use of Work Equipment Regulations 1998 (PUWER)
The Regulatory Reform (Fire Safety) Order 2005	Designed to provide minimum fire safety standards in all non-domestic premises (with a few exceptions).
L8 Approved Code of Practice 'Legionnaires' disease: The control of legionella bacteria in water systems'	<p>The HSE's primary legionella control document provides practical advice and specific guidance on the control of legionella bacteria in water systems.</p> <p>Supported by HSG274 'Legionnaires' disease: Technical guidance' document providing additional guidance covering operation and management of hot and cold-water systems and other risk systems.</p>

Provision & Use of Work Equipment Regulations 1998 (PUWER)	PUWER requires that equipment provided for use at work is: suitable for the intended use, safe for use, maintained in a safe condition and inspected.
7671:2018 – The IET Regulations	The IET Wiring Regulations is the national standard to which all domestic and industrial wiring must conform.
TR/19: 2013	Guide to good practice. Internal cleanliness of ventilation systems
British Standards	
BS 1245: 2012 EN 12604:2017 EN 16005:2013 EN 62305 EN 50486	Pedestrian door sets and door frames made from steel sheet Revision of Standards for powered doors, gates, and barriers Code of practice for safety in use of automatic doors for pedestrian use Lightning protection standard Equipment for use in audio and video door-entry systems

8. RECORD RETENTION

Records will be retained for the period they remain current and for at least two years afterwards, except for records kept for monitoring and inspection, which will be kept for at least five years or in line with other regulatory requirements.

9. CONSULTATION

- 9.1 Housing 21's Health and Safety Forum and Policy Steering Group have been consulted about the development of this Policy.
- 9.2 Specific input of technical advice has been sought from Housing 21 employees with operational knowledge of property compliance.
- 9.3 Housing 21's Primary Authority, South Cambridgeshire District Council, Environmental Health have been consulted and approved the final policy.

10. RESPECT AND INCLUSION

- 10.1 Housing 21 aspire to embed diversity and inclusion within all our organisational activities to enable these principles to become part of our everyday processes.
- 10.2 If any factors arise that warrant consideration based on these grounds, the association will look at the issue and its priority.

11. EQUALITY IMPACT ASSESSMENT

A full Equality Impact Assessment (EIA) has been completed by the Director of Property Services and the Health and Safety Manager.