

Property Compliance Management Policy



Directorate: Property Services

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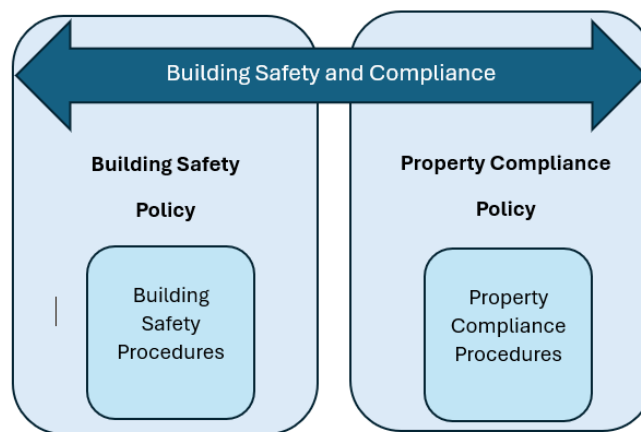
1. Introduction

- 1.1. The aim of the policy and associated standards is to ensure that we consistently deliver safe, effective property related compliance services for customers which meet regulatory and legal requirements.
- 1.2. This policy aims to achieve outcomes in line with our corporate strategy, purpose and vision of keeping our customers and colleagues safe. This will ensure safe, high-quality and affordable homes, external environments and communities:
 - Safe homes, communal areas and estates for our residents and a safe working environment for our employees and contractors.
 - Meeting legislation and regulation as a minimum and achieving best industry practice where we can.
 - Providing assurance to external and internal customers, that our approach to managing safety is fit for purpose.
 - Consistency and clarity on how we deliver property related compliance to an agreed standard.
 - Effective performance management arrangements to ensure that the standards set are being met.
 - Performance information against targets set is provided to residents.
 - Raised awareness and ownership within our customer groups.
 - Fit for purpose data, systems and processes in place to ensure that the workflow is efficient.

2. Policy Statement

- 2.1. This document sets out Salix Homes policy on property compliance and outlines how we will meet our responsibilities and duties as a responsible landlord, who considers health and safety as paramount. It is the primary intent of this policy to outline our responsibilities and legal obligations stipulated within the regulations, legislation, and guidance documents, with the aim of eliminating and managing associated risks to all relevant persons utilising our assets and services.
- 2.2. This policy demonstrates our commitment to ensure full compliance with all legal, regulatory and statutory requirements associated with the property compliance servicing and maintenance within all buildings owned and managed by us.

- 2.3. This policy will be adapted to respond to future legislative or regulatory changes with considerations for maximising opportunities with service investments and improvements. This policy is 1 of 2 policy documents within the Building Safety and Compliance service area, covering the statutory areas of compliance relevant to managing both domestic and commercial properties.
- 2.4. Information supporting the Property Compliance Policy will be delivered in individual property compliance procedural documents.
- 2.5. The linkage between these documents is shown below:



3. Definitions

Term	Description
Legislation	Legislation is a law or a set of laws that have been passed by parliament.
Regulation	An official rule or set of rules imposed by government or some other authority.
Commercial Properties	Refers to buildings used for business purposes (non-residential).
Encapsulation	To seal asbestos material.
High Risk Building	A building that is at least 18 metres in height or has at least 7 storeys and contains at least 2 residential units.
Leaseholder	Refers to all individuals who have a leasehold agreement with Salix Homes.
Private Sector Leasing (PSL)	Refers to private sector properties that are managed by Salix Homes.

4. Property Compliance

- 4.1. This policy aligns with the Building Safety Policy which is designed to ensure that Salix Homes complies with all the legislative obligations set out within the Building Safety Act 2022, the subsequent wider changes in fire safety regulations and the

fundamental changes in how the safety of our buildings, and the safety of the people in and around our buildings, are managed throughout the building's lifecycle.

- 4.2. To ensure the principle of risk is owned and managed robustly, the compliance team has been resourced and adequately trained to demonstrate their competence. An audit trail of transparent information is maintained to provide reassurance and evidence that the buildings continue to be safe and compliant, including all complex, in-scope buildings within our asset portfolio.
- 4.3. We will ensure building safety, not only for those components associated to fire risk, but for all property compliance aspects. Within every aspect where there is a safety or servicing requirement, we are actively assessing the principle of risk, ensuring 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.
- 4.4. Legislative activities such as gas servicing, electrical installation condition reports & electrical testing and inspection regimes, passenger lift inspections, water testing regimes, and all other compliance areas whereby legislation details a requirement, are programmed in accordance with legislation including, and aligned with, the appropriate anniversary date for their completions.

5. Regulatory Compliance

- 5.1. We are committed to complying with all relevant regulations, standards, and codes of practice governing compliance, health and safety in residential properties. This includes but is not limited to the Gas Safety (Installation and Use) Regulations, Electrical Safety Standards, Control of Asbestos Regulations, Health and Safety Executive's Approved Code of Practice (ACOP) L8 for Legionella management, Lifts Regulations, and Fire Safety regulations. Loler does not cover domestic lifts in properties however these are regularly serviced and maintained in accordance with our policy.
- 5.2. We adhere to the regulatory standards set forth by governing bodies such as the Regulator of Social Housing (RSH), the Health, Safety Executive (HSE), Building Safety Regulator (BSR) and local authorities. Our policies, procedures, and practices are designed to meet or exceed these standards to ensure the safety, security, and quality of our housing services.

6. Fire Safety

- 6.1. We are responsible for carrying out fire risk assessments, and taking action to identify, manage and mitigate risks associated with fires within the communal areas of buildings we own and manage. This includes but not limited to ensuring:

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- A fire safety management structure is in place that manages fire risk for the organisation
- All properties that fall under the jurisdiction of the RRFSO is afforded a Type 3 Fire Risk Assessment (FRA) to communal areas as a minimum standard
- The frequency of FRA's is dependant on the height and risk of the building are carried out on a regular basis as set out below. The exception to this schedule would be where alterations have occurred to the building that may have impacted the overall fire strategy of the building.
- High Rise – Every year
- Sheltered – Every two years
- Low rise and commercial – Every three years
- Fire risk assessment actions are completed in a practicable approach within timescales as defined in the procedure
- A minimum annual review is undertaken of all FRA's
- All fire safety measures are designed installed and maintained by competent people in accordance with the latest British Standards and relevant building regulations, this will include but not limited to, sprinklers and fire detection systems.
- Procedures are established and implemented to ensure that the risk of fire is minimised and that fire safety standards are maintained, including an appropriate inspection, testing and maintenance regime is in place as defined in Article 17 of the RRFSO which ensures that all fire safety equipment both passive (e.g. compartmentation) and active (e.g. fire alarms) are kept in effective and serviceable condition
- Contractors who work within communal adhere to both the permit to works process, Salix Homes fire stopping preamble and where applicable the hot works permit to works process
- We maintain sterile areas within communal areas
- All fire notifications are investigated
- We inform residents of their responsibilities and evacuation strategy of their property
- Were possible we mitigate financial, personal and corporate risk from Salix Homes day to day service delivery

7. Electrical Safety

- 7.1. We have a duty to ensure that electrical installations in rented properties are, safe when a tenancy begins. Maintained in a safe condition throughout the life of a tenancy so the property is fit for habitation. To comply with these duties, electrical installations are required to be periodically inspected and tested. There is no legal requirement setting out how frequently this must be done, however, guidance

recommends this is carried out every five years. Our current approach is a five-year program. This includes but not limited to ensuring:

- All electrical wiring installations are to hold a satisfactory EICR not more than 5 years (industry best practice)
- A program of rolling EICR's will be undertaken by the incumbent electrical contractor
- Works to the electrical wiring undertaken as part of a wider investment led scheme will issue a new EICR regardless of age of current certificate
- All properties that become void will default to having a new EICR regardless of age of current certificate
- All EICR's will be completed digitally and stored electronically for audit purposes.
- A third-party auditor also conducts a monthly paperwork and on-site audit of all completed service and installation works, the reports being sent through to the Electrical Compliance Manager for verification
- Any portable equipment (electrical equipment which does not form part of the fixed system is considered to be an electrical appliance) over 12 months old to have a Portable Appliance Testing (PAT) test conducted by a competent person. This does not apply to customers own portable equipment including any items gifted by us to customers at the start or during their tenancy for which we are not liable.
- All Emergency Lighting testing will be performed in line with BS5266-1, this includes as a minimum, monthly functional 'flick' tests and full annual tests by a competent person or contractor.

8. Lift Safety

- 8.1. We are required to maintain lifts and lifting equipment. Passenger lifts in workplaces (for example, offices and communal blocks), which are used by people during their course of work, occupancy falls within the scope of Lifting Operations and Lifting Equipment Regulations 1998 (LOLER). This means a thorough examination is carried out every month.
- 8.2. As a landlord and an employer, we will ensure all reasonably practicable measures are taken to prevent, minimise and control risks to customers, employees and general public alike by ensuring:
- All works are carried out in a safe manner, with attention to the wellbeing of customers, and their property
 - Lift inspections and services are completed in accordance with current law and best practice by carrying out inspections to ensure all works are carried out according to the LOLER Regulations
 - We remove financial, personal and corporate risk from Salix Homes day to day service delivery by ensuring all works comply with all current legislation, and

- taking all reasonable steps to comply with HSE requirements to access properties to carry out lift safety inspections
- All reasonable steps have been taken to comply with all passenger lift regulations by taking all reasonable steps to access properties to carry out lift safety inspections
 - Inspections and service is cost-effective and carried out to the highest standard by auditing service standards and budgets to ensure value for money and quality of service
 - We establish staff and customer responsibility, involvement and ownership of the process through ongoing consultation with both parties by having consultation meetings with all parties and that they have taken ownership of the part of the process they have responsibility for and establishing that all staff are responsible for ensure all areas of the service and maintenance contract is complied with.

9. Legionella Safety

- 9.1. We have a legal obligation to manage and deal with all risk associated with legionella bacteria within the properties owned or managed by us. All blocks with shared water systems will be risk assessed, in addition, all sheltered housing and temporary accommodation block will have new risk assessment carried out every 2 years, as far as is reasonably practical, measures to reduce and/or control exposure to legionella bacteria. We will ensure that all employees and partner contractors working with Salix Homes:
- Adhere to the policies and procedures set out in the relevant documents
 - Commitment to providing the safe operation and maintenance of the water systems of all projects and premises, where they have responsibility for water management on that project/premises
 - Actively audit relevant legionella-related documentation in order to identify any weaknesses or revisions to the procedure required for effective on-going risk management, and demonstrate compliance with the recommended management set out within published HSE guidance and where necessary appropriately respond to issues found as part of the overall Salix Homes compliance regime
- 9.2. We acknowledge the risks associated with poor water management and legionella; this policy recognises the requirements set out in the HSE Approved Code of Practice and Guidance for the control of Legionella bacteria in water systems, (commonly referred to as the L8 document). This sets out how we will effectively manage its stored water facilities and transmission of hot and cold water in its properties to ensure it is fit for purpose and not liable to fail leading to a potential outbreak of the legionella bacteria.

- 9.3. The legionella and water management procedure has been produced for the protection of all staff, clients, service users and visitors to all premises maintained by Salix Homes.
- 9.4. To ensure compliance Salix Homes will:
- Ensure the duty of all persons, who may be concerned with the operation of, or work upon the water systems and equipment of the organisation to comply with this safety policy and be thoroughly conversant with all legislation governing the work they may be called upon to undertake
 - Allow only persons conversant with this policy and the risks associated with the management of water may carry out maintenance of relevant equipment or implement maintenance programs to safeguard staff, clients, service users or visitors to the organisations premises
 - Attach great importance to the health, safety and wellbeing of all its staff, clients, service users and visitors to its premises. It is considered essential that the management and staff within the organisation work together positively to achieve an environment compatible with proper provisions of services to all, and where hazards arising from water management systems are reduced to a reasonably practicable minimum.

10. Asbestos Safety

- 10.1. We have a legal obligation to manage asbestos in non-domestic properties. This means having asbestos surveys and data for the common parts of blocks of flats. There is no similar obligation to manage asbestos in domestic properties, but there is a duty to keep residents safe, and contractors safe when they are working in domestic properties. It is good practice to hold asbestos information about all properties and we have this on our management system. In order to achieve excellence in delivering the asbestos management we committed to:
- Carry out inspections and produce asbestos management plans for all relevant properties and take steps necessary to comply with any recommendations made by such inspections
 - Identify materials that contain asbestos (and those presumed to contain asbestos) and take steps to communicate this information of the location, type and condition to employees, contractors, managing agents and customers that may be affected by it
 - All information is stored electronically and available for reference for staff and contractors to control risk of exposure.
 - Assess the risk of exposure to asbestos containing materials and identify and implement appropriate control measures to reduce the risk identified.
 - Prepare and maintain information in accordance with the Control of Asbestos Regulations 2012

- We will annually review and periodically monitor and update the plan following any change in circumstances and ensure the plan remains relevant and up to date
- Ensure information regarding the survey findings is accessible to all employees, contractors and other interested parties as necessary and who may be brought into contact with asbestos as part of their activities
- Presume materials contain asbestos unless there is strong evidence that they do not

11. Documentation

- 11.1. All servicing, risk assessments work, consignment notes and any other documentation are completed in accordance with the associated statutory regulations and all compliance records and associated information can be accessed upon request.
- 11.2. The data contained drives a management plan to support the monitoring and recording of information assisting with the development of a servicing programs per each compliance components regulatory requirements.

12. Qualification and Training

- 12.1. We will provide training which is task specific to those responsible persons, and other delegates with compliance duties detailed within the property compliance processes linked to this policy.
- 12.2. We will ensure any subcontractors / agencies carrying out compliance works on the organisation's behalf will be qualified to the appropriate standards and hold any required licences for compliance related works. Competency assessment will be carried out at frequencies agreed between all parties.

13. Communication

- 13.1. We will communicate with residents regarding all appropriate compliance information on a regular basis through any available media sources necessary, including, but not inclusive of:
- New tenancy agreement
 - New tenants sign ups packs
 - Website
 - Signage
 - Newsletters
 - Salix Homes Customer Committee

13.2. Apartment Living Forum

13.3. We will liaise with internal teams and external regulatory departments, frequently engaging in effective two-way communication to ensure operational familiarity of assets and practices.

14. Our Customers Responsibilities

14.1. Customers play an important part in helping us to keep homes and communal areas safe for families, visitors and neighbours.

14.2. We will ask our customers to:

- Keep their appointment or let us know in advance if this needs to change
- Allow us access when we make a reasonable request
- Make sure an adult is at home if there are young people in the property
- Keep communal areas free from items that may block the means of escape in the event of a fire Regularly check the detectors at home
- Read information provided on customer safety

15. Monitoring / Performance / Targets

15.1. We are fully committed to ensuring that the Property Compliance Policy and Standards are fit for purpose, refreshed regularly, and challenged against the latest changes to regulation and best practice through the following mechanisms:

15.2. **Regular Inspections and Maintenance**

Regular inspections and maintenance of area of compliance installations will be conducted to ensure compliance with safety standards and identify any potential risks or defects. This includes gas safety checks by Gas Safe registered engineers and periodic electrical inspections by qualified electricians.

15.3. **Preventative Maintenance**

We implement preventative maintenance programs for gas appliances, electrical installations, asbestos-containing materials, water systems, lifts, and fire safety equipment. Regular inspections, servicing and testing are conducted by competent professionals to ensure the safe operations of these systems.

15.4. **Risk Assessment and Management**

Comprehensive risk assessments are conducted regularly to identify potential hazards associated with gas, electrical systems, asbestos, legionella, lifts and fire safety within our properties. We then assess the risk, implement control measures and monitor effectiveness to minimise risk to customers, staff and visitors.

15.5. Performance / Targets

All areas of property compliance are regularly monitored against key standards, performance against delivery of these standards are reported to:

- Board - Bi-monthly
- Asset and Sustainability – 3 times per year
- SMT – Monthly
- Apartment Living Forum – Bi-monthly
- Customer – Annually via our annual report

16. Roles / Responsibility

16.1. This Property Compliance Policy provides an appropriate framework that enables we manage all aspects of property compliance in line with legislative and regulatory requirements and sets out the defined roles and responsibilities.

16.2. The personnel within the Salix Homes senior management structure and their associated responsibilities are given below:

- **The Duty holder:** Executive Director of Assets, Growth and Development. Responsible for the implementation of this policy.
- **The Responsible Person:** Director of Property. Responsible for the day to day controlling of the associated procedure to this policy, and responsible for the implementation of this procedure and the authorised deputy.
- **Responsible Person Deputy:** Strategic Lead for Building Safety and Compliance. Responsible for the day to day controlling of the associated procedure to this policy in the event the responsible person is unavailable. These persons will be suitably trained and aware of their duties under current legislation and this policy document.

17. Legal / Regulatory Links

17.1. Reference material used for consideration in formulating this document is outlined below, is a Standard or Act is withdrawn, repealed, or superseded Salix Homes reserve the right to follow the new guidance:

- Building Safety Act 2022
- British Standard EN 12604:2000 - Industrial, commercial and garage doors and gates
- British Standard EN 16005:2013 – Automatic Pedestrian Doors
- British Standard EN 62676-4:2015 - Video surveillance systems
- British Standard EN 60839m- Alarm and Electronic Security Systems

- British Standard EN 50486 - Equipment for use in audio and video door-entry systems
- British Standard 7671 - The IEE Wiring Regulations
- British Standard 6651:1999- Code of practice for protection of structures against Lightning
- British Standard EN 62305 - protection against lightning
- Building Regulations Act 1984
- Care Act 2014
- Control of Asbestos Regulations 2012
- Control of Legionella Bacteria in Water Systems (ACOP L8)
- Construction (Design and Management) Regulations 2015
- Disability Discriminations Act 2005
- Electricity at Work Regulations 1989
- The Electricity Supply Regulations 1998
- Equality Act 2010
- Fire Safety Act 2021
- Fire Safety (England) Regulations 2022
- Gas Safety (Installation and Use) Regulations 1998 (GSIUR) as amended.2018
- General Data Protection Act 2018
- Health and Safety at Work etc Act 1974
- Heating Equipment Testing and Approval Scheme (UK) -(HETAS)
- Housing Act 2004
- The Housing Health and Safety Rating System. (HHSRS
- L8 Approved Code of Practice – Legionella Control
- Lifting Operations and Lifting Equipment Regulations 1998 – LII3 (Second Edition) 2014
- Management of Health and Safety at Work Regulations 1999
- Provision & Use of Work Equipment Regulations 1998
- Reporting of Injuries Diseases and Dangerous Occurrences Regulations2013 (RIDDOR)
- Smoke and Carbon Monoxide Alarm (amendments) Regulations 2022
- The Regulatory Reform (Fire Safety) Order 2005 (RRFSO)
- The Regulator of Social Housings Consumer Standards

18. Equality, Diversity and Inclusion

18.1. Salix Homes is committed to promoting and embedding a culture of equality, diversity and inclusion (EDI) within our workplaces and the communities we serve.

- Equality is about ensuring that every individual has an opportunity to make the most of their lives and talents;

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- Diversity is recognising difference and responding positively to those differences;
- Inclusion is about creating an environment where our services and employment opportunities are accessible to all.

18.2. We are committed to meeting our obligations and duties under the Equality Act 2010 and to promoting equal opportunities both in the provision of services and in our employment practices. We will consider all the protected characteristics of the Act which are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Race
- Religion or belief
- Sex
- Sexual orientation
- Pregnancy and maternity

18.3. We also recognise that Socio-economic background is an area where inequalities exist and commit to addressing this disadvantage and inequality in our communities where able to do so.

18.4. We are also mindful of our duties under the Public Sector Equality Duty, which is to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

18.5. Where reasonable to do so, Salix Homes will make any reasonable adjustment to ensure compliance with the Act.