

# Property Compliance Policy

June 2024

<b>Company</b>	Thirteen Group
<b>Lead Manager</b>	Director of Asset Management
<b>Date of Final Draft and Version Number</b>	June 2024 V1.0
<b>Review Date</b>	June 2027
<b>Officer Responsible for Review</b>	Head of Health and Safety

### Policy Review History

Version	Action & Changes	Author	Date
1	New policy that has amalgamated the Building Safety Policy and Property Compliance policy into one.	JJ / PT	June 2024

### Governance Information

<b>Equality and Diversity</b>	Assessments completed 12 June 2024
<b>Customer Involvement and Consultation</b>	12 June 2024 Involved Customer Consultation 12 June 2024 Internal H&S Working groups, H&S Committee, Asset Building Safety Forum
<b>Environmental Sustainability</b>	Assessments completed 12 June 2024
<b>Monitoring and Review</b>	This policy will be reviewed every three years unless of a significant legal, regulatory or operational change affecting this policy.
<b>Responsibility</b>	The Chief Executive will have overall responsibility for this policy and implementation.  The Head of Health and Safety will be responsible for operation delivery of this policy.

### Relevant Regulations

<b>Consumer Standards</b>	Self-assessment detailed at Section 1 of the supporting documentation.
<b>Associated Acts and Regulations for Property Compliance</b>	Section 2 of the supporting documentation.

## **1 REFERENCE MATERIAL**

- 1.1 The main compliance and building safety legislation relating to the management of Thirteen assets associated to the Property Compliance Policy can be seen in section 2.
- 1.2 We follow all Codes of Practice and Regulation/Legislation applicable to property compliance.

## **2 WHY WE NEED THIS POLICY**

- 2.1 To operate an efficient and effective business to the benefit of our customers and colleagues and their diverse needs whilst meeting our legal obligations and regulatory requirements for property compliance and building safety.
- 2.2 To ensure we meet our duty as a landlord and that our homes are safe, compliant and well maintained for our customers.
- 2.3 To eliminate and manage the risk within our assets, for example fire.
- 2.4 To demonstrate our commitment to ensuring full compliance with all legal, regulatory and statutory requirements associated with the management of building safety within all buildings owned and managed by Thirteen.
- 2.5 To ensure the principle of risk is owned and managed robustly and that colleagues are adequately trained specific to their role.

## **3 HOW WE DO THIS**

### **3.1 Property Compliance**

- 3.1.1 We have a comprehensive understanding of the elements of our properties that we are responsible for.
- 3.1.2 We maintain records and have appropriate programmes of inspection, maintenance and management.
- 3.1.3 We take a risk-based approach that ensures we evidence compliance and can share this information with our customers.
- 3.1.4 We acknowledge the six key elements (The Big 6) within property compliance; Gas Safety, EICR (Electrical Safety), Asbestos Management, Fire Safety, Legionella and Lift Operating and Lifting Equipment (LOLER).
- 3.1.5 The table below identifies property compliance areas that we have a responsibility to manage.
- 3.1.6 The table is reviewed periodically, to ensure it reflects regulatory and legislative requirements; There may be times other equipment that is bespoke and requires appropriate management, maintenance and evidence of compliance.

<b>Compliance Areas</b>
Asbestos
Electrical Installation Condition Reports (EICR)
Fire Risk Assessments
Gas Safety (Commercial and Domestic)
Legionella – Water Management and testing
Lift (Inspections, Maintenance and Repairs)
Air source heat pumps
Automated Gates
Carbon Monoxide Alarms
Car Park Barriers
CCTV
Commercial Kitchens (and associated mechanical ventilation systems)
Commercial Laundry
Door Entry Systems
Domestic Stairlifts
Fall Arrest Systems
Generators
Lift (Inspections, Maintenance and Repairs)
Lightning Conductors
PAT Testing
Permit to Work
Plant Rooms
Roller Shutters
Smoke Alarms
Uninterrupted Power Supply

3.1.7 Specific detail of our approach in relation to these responsibilities are detailed in the relevant procedures which underpin this policy.

- 3.1.8 All compliance testing is carried out within recommended parameters as designated in either legislation, regulation or best practice. Areas that fall under maintenance or guidance requirements have an operational tolerance in accordance with the appropriate anniversary date for their completion.
- 3.1.9 All records and certification are held centrally demonstrating the required legislative standards and in line with our established data retention standards.
- 3.1.10 Where properties are managed on behalf of external property owners, regulatory and statutory responsibility will be detailed within terms of the management agreement.
- 3.1.11 We use our legal entitlement as a landlord to gain appropriate access in line with the tenancy agreements and where access to complete compliance becomes an issue, we will use our established procedures which include, if necessary legal action.

## **3.2 Qualifications and Training**

- 3.2.1 The internal compliance team has been resourced and adequately trained to ensure a high level of knowledge, expertise and the required competency levels exists.
- 3.2.2 We ensure any subcontractors, agency or third party carrying out building safety and fire safety works on the organisations behalf will be qualified to the appropriate standards as specified within the appropriate contracts.
- 3.2.3 We liaise with the Local Fire and Rescue Services, frequently engaging in effective two-way communication to ensure operational familiarity of our buildings and practices.
- 3.2.4 All colleagues and contractors working within the fields of property compliance and building safety need to be competent with all required certification and documentation.
- 3.2.5 Where a third party manages properties or communal areas on our behalf, we ensure they meet the policy standards as specified within the appropriate contracts.

## **4 HOW WE MEASURE THE EXPECTATIONS AND OUTCOMES OF THIS POLICY**

- 4.1 To demonstrate our success in property compliance, measures will be captured, monitored and reported on where appropriate.
- 4.2 Monitor our response to complaints and the impact.
- 4.3 An audit trail of transparent information is maintained to provide reassurance and evidence that the buildings continue to be safe, including all complex, in-scope buildings within our asset portfolio.

## **5 CONSIDERATIONS FOR OUR CUSTOMERS**

- 5.1 We endeavour to understand who our customers are and any specific needs they may have to underpin our service delivery and ensure our customers are treated fairly and with respect.
- 5.2 We have an effective appeal process in place as set out in our supporting documents and further supported by our complaint procedure.

- 5.3 We consider the expectations of the consumer standards when considering how we communicate; especially with regard to customers' diverse needs and how we inform them in an appropriate way that is clear, accessible, relevant and timely.
- 5.4 To further consider customers diverse needs we have made it accessible for customers to contact and engage with us, methods of communication can be seen in the supporting documents.
- 5.5 We ensure that all customers wanting to influence and scrutinise our strategies, policies and services have equitable opportunities to do this, using a range of different methods and contact styles, to support our customer and their diverse needs.
- 5.6 We use our involved customers to consider this policy from a customers perspective to judge if our policies are fair, reasonable, transparent, and understandable and use their constructive feedback to inform us.
- 5.7 We listen and learn from our customers, through feedback and complaints to help inform further service improvements.
- 5.8 We communicate with residents on all appropriate building safety and fire safety information on a regular basis through any available media sources necessary, including, but not inclusive of, signage, newsletters, resident group meetings, electronic media boards, website and new tenant sign up packs.
- 5.9 We enhance our resident engagement strategies in high rise residential blocks, by creating bespoke documentation associated to managing and owning these buildings, allowing residents to obtain critical information about their home and be consulted about matters and decisions affecting the safety of their building. Click [here](#) to see our customer engagement strategies.

## **6 TRANSPARENCY ARRANGEMENTS ASSOCIATED WITH THIS POLICY**

We will ensure transparency in relation to this policy by:

- 6.1 Publication of this policy and supporting documentation in all relevant forums and accessible formats.
- 6.2 Publishing relevant performance information including those defined in how we measure.
- 6.3 By responding to any enquires in an appropriate and timely fashion.
- 6.4 This policy will be adapted to respond to future legislative or regulatory changes with considerations for business continuity and maximising opportunities for improved service, transparency and accountability in relation to compliance.
- 6.5 For a copy of this policy in an alternative format, such as large print or a translation, please contact us.

## 7 SUPPORTING DOCUMENTS AND GUIDANCE.

<b>Contents of supporting documentation</b>	
1.	Consumer Standards Self-Assessment
2.	Other relevant regulations
3.	Links to: Service Standards Customer Engagement Strategies
4.	How Customers can contact us
5.	Other policies supporting this Policy

### 1. Self-Assessment of Consumer standards

<b>Regulation / Consumer Standard</b>	<b>Code of Practice</b>	<b>Policy section</b>
<b>Safety and Quality standard</b>	To ensure registered providers have an understanding of all homes, their approach to assessing homes should consider the different opportunities where the inside of a home can be assessed e.g. when gas safety checks are being carried out. Where access is needed, registered providers should take all reasonable steps to access homes.	Section 3
	As part of delivering this outcome, registered providers must ensure they understand and meet all applicable health and safety legal requirements, including secondary legislation (in relation to, for example, gas safety, fire safety, electrical safety, water safety, lift safety, asbestos safety, smoke alarms and carbon monoxide).	Section 1 and Supporting documentation 1 & 2
	Where a third party has the legal responsibility for tenants' homes and/or communal areas, registered providers should hold the third party to account for ensuring health and safety requirements are met.	Section 3
<b>Transparency, Influence and Accountability Standard</b>	Tenants and prospective tenants should be treated with fairness and respect and this principle should underpin how registered providers deliver all landlord services.	Section 5

	Registered providers should consider how they can adapt their services and communications to meet individual tenants' needs.	Section 5
	Registered providers are expected to consider the diverse needs of their tenants (and prospective tenants, where relevant) in relation to the housing and landlord services they provide.	Section 5
	Registered providers are expected to have robust information about their tenants so that they can deliver fair and equitable outcomes for tenants in relation to the housing and landlord services they provide.	Section 5
	Registered providers should make tenants aware of the different ways in which services are tailored to meet their needs. This could include, for example, by informing tenants when they report a repair that a choice of appointment time is available, or that information can be supplied in alternative formats, such as pictorial, and in different languages on request.	Section 5 & 6
	Registered providers should take reasonable steps to ensure that all tenants have an equitable opportunity to be involved in influencing and scrutinising strategies, policies and services, taking into account the diverse needs of tenants.	Section 5
	Registered providers should make tenants aware of the services and standards of service they provide, and the different ways in which tenants can contact their landlord.	Supporting documentation, sections 7 & 8
	Tenants having access to reliable and accurate performance information about landlord services helps to ensure transparency and to drive effective tenant scrutiny.	Section 6

## 2. Other relevant regulations

- Building Regulations Act 1984
- The Care Act 2014
- Control of Asbestos Regulations 2012
- General Data Protection Act 2018
- Electricity at Work Regulations 1989
- Equality Act 2010
- Fire Safety Act 2021
- Fire Safety (England) Regulations 2022
- Gas Safety (Installations and Use) (Amendments) Regulations 2018
- Health and Safety at Work etc Act 1974
- Regulatory Reform Order (RRO) 2005
- L8 Legionnaires Disease The control of legionella bacteria in water systems Approved Code of Practice
- Lifting Operations and Lifting Equipment Regulations 1998

- Management of Health and Safety at Work Regulations 1999
- Provision & Use of Work Equipment Regulations 1998
- Smoke and Carbon Monoxide Alarm (amendments) Regulations 2022
- Cleaning and maintenance of ducting - TR19:2013
- Dangerous Substances and Explosive Atmospheres Regulations (DSEAR) 2002.
- Furniture and Furnishings (Fire) (Safety) Regulations 1988.
- Smoke and Carbon Monoxide Alarm (amendment) Regulations 2022
- Electrical Equipment (Safety) Regulations 2016
- Building Regulations 2006 Approved Document B (Fire safety) – Volume: Dwelling houses, and all relevant British Standards.
- European Standard BS EN 12101 Smoke and Heat Control Systems.
- Health & Safety Guide 245 Investigating Accidents and Incidents.
- Fire Risk Assessment PAS79
- All relevant British Standards
- Consumer Standards 2024

### **3. Useful Links**

[Service standards - Thirteen \(thirteengroup.co.uk\)](https://www.thirteengroup.co.uk/service-standards)

[Customer engagement strategies - Thirteen \(thirteengroup.co.uk\)](https://www.thirteengroup.co.uk/customer-engagement-strategies)

### **4. How Customers can contact us**

[Contact Us - Thirteen \(thirteengroup.co.uk\)](https://www.thirteengroup.co.uk/contact-us)

### **5. Policies supporting this Policy**

Health and Safety framework  
Repairs and Maintenance policy  
Complaints, compliments and feedback policy