Landlord Compliance Policy

Department	Asset Management
Policy Owner	Matt Smith
Approved Date	30/8/24
Date for Review	July 2025
Approving Body	Asset Management Committee
Associated Legislation/Regulation	H&S At Work Act 1975
	Landlord & Tenancy Act 1985
	Safety and Quality Standard 2024
Equality Impact Assessment Date	22/07/24
Version Number	V1.2

Purpose / Principles

Flagship Housing Group's Asset Management Strategy commits to our places being.
'*Safe for tenants, staff, contractors, and members of the public; affordable for tenants to live in and are sustainable and cost effective to meet our tenants 'current and future needs*'.
The purpose and scope of this Landlord Compliance Policy is to:

- Establish and maintain an effective system to plan and deliver Landlord Compliance activities, to manage risk to our tenants, staff, contractors and third parties in residential premises owned or managed by Flagship Housing Group.

- Ensure compliance with the Statutory, Legislative and Regulatory responsibilities of Flagship Housing Group as a Landlord and Employer and for which Flagship Board is the 'Duty Holder' and to provide reasonable assurance to both Officers, Board Members and all relevant stakeholders that this is the case.

Roles / Responsibilities

Role	Responsibilities	Frequency
Flagship Housing Group Board	- They are the responsible legal entity and must oversee the discharge of the required standards. - They act as Duty Holders and are accountable for ensuring the implementation of this Policy. - They will receive assurance through regular performance reports that this Policy is being implemented and that the regulations are being fully complied with. - In doing so they will ensure that the safety of Tenant - Tenants, staff, contractors and any other parties and the wider public has not been compromised. - They will also ensure that appropriate governance arrangements are in place to keep internal stakeholders, and other interested third parties, informed of the regulatory Landlord Compliance position. - The Board will be responsible for ensuring that any necessary remedial action, arising from Performance Reports, is undertaken to comply with the Policy and ensure that a regulatory Landlord compliant position is maintained.	6 Monthly/ Annually

Asset Management Committee	• They will receive Internal Audit reports and monitor the delivery of managers' actions arising through to successful completion. • They will draw any concerns they may have arising from such reports to the attention of the Board.	Quarterly
Chief Executive Officer	• Retains the overall responsibility for the monitoring of the consistent implementation of this Policy. • Through the implementation of the Policy to effectively comply with the regulatory standards. • If the regulatory standards are not maintained to report any breach in standards to the Regulator of Social Housing.	Ongoing
Director of Strategic Asset Management	• Agree and set budgets that are sufficient to meet the compliance requirements. • Appoint/nominate sufficient resources to fulfil the Responsible Person roles for all Safety requirements and use this Management Plan to define their duties. • Delegate appropriate authority for in-house delivery or procurement to meet the requirements. • Ensure that the conditions of all contracts are being fulfilled either by Internal Service Provider/s and/or external Contractors. • Will oversee the programme of Policy and Strategic Review.	Ongoing
Director Legal and Governance	• Seek assurance that the regulations are being adhered to and regularly review Internal Service Provider and/or external Contractor operational practices and performance.	Ongoing
Head of Landlord Compliance	• Will manage the strategic implementation of this Policy and ensure compliance with all regulations. • Will formulate Programmes of Work consistent with the delivery of this Policy. • Will liaise with Neighbourhood Management Team/Housing Team and Tenants to explain the importance of compliance and the need to achieve access to complete Safety Checks and Works. • Receive feedback from Third Party External Validation Consultants and liaise with Operational Managers and Contractors (Internal and/or External) to address any delivery shortfalls. • Will ensure the operational delivery of this Policy and compliance with the regulations. • Will produce, review, and update the Policy at the appropriate review dates.	Ongoing

	• Will provide an effective Performance Management Framework that will strengthen risk control and provide greater levels of assurance. • Will implement Data Governance Protocols. • Will receive audit feedback and act upon the findings.	
Asset Data Manager	• Monitor the quality and correct storage of all Certification and documents required to demonstrate Landlord Compliance • Will manage the availability of accurate Stock Data and Landlord Compliance Data sub-sets against which to prepare Work Programmes and Contracts • Will oversee the preparation of the KPI/MPI and OPI reporting suite.	
Compliance Manager	• Will instruct/liaise with internal operational managers and external Contractors in respect to the operational delivery of this Policy. • To assist and carry out internal audits on both internal and external contractors in relation to the works. • Managing tenants feedback (enquiries, complaints, and compliments) handling and progress.	
Specialist Consultants, Contractors and in house teams	• Operational delivery of an agreed Programme of Planned works • Operational delivery of reactive/emergency works • Review Property Addresses and reconcile with Contractor Databases to ensure the Programme remains accurate. • Liaise with tenants in relation to arranging/keeping appointments. • Liaise with the Compliance Team in relation to access issues. • Update System(s) with accurate data. • Provide appropriate, complete, and correct Certification for all works. • Provide Quality Assurance (QA) checks in accordance with the contract.	Ongoing
Tenant	• Agreeing to and keeping appointments to provide access. • Liaising with Flagship Housing Group staff in relation to any poor service, failure to attend/poor repair etc. • Provide Tenant satisfaction information.	As required.

Director Health and Safety	• Deliver an internal assurance framework to provide assurance on operational procedures. • Provide critical friend support and advice	Ongoing
Independent External Auditor	• Undertake 5% External Validation of Safety Inspections in line with this Management Plan.	Ongoing

Main Content

This Policy, its supporting Landlord Compliance Policies and subsequent Management Plans are applicable to

- All domestic properties, including General Need Housing, Market Rented Housing and Supported Living Housing
- All non-domestic properties within the portfolio which consists of Internal and External communal areas, playgrounds, Garage Sites and Boiler/Plant rooms.
- All Extra Care Homes including ex sheltered schemes and common rooms.
- All Student Accommodation Blocks

Where properties are leased from, and managed on behalf of, third party property owners, statutory responsibility will be detailed within the Terms of the Lease / Management Agreement.

Where the statutory responsibility lies with the property owner, Flagship Housing Group must check that the appropriate certifications and any other relevant Landlord Compliance documentation is in place and be given assurance that they are safe in advance of occupation and use.

Shared ownership properties or leasehold properties are not covered by the supporting Landlord Compliance Policies unless the property forms part of an integrated safety system i.e fire detection or prevention.

Framework

This Policy is based upon an interdependent framework, comprising:

Resources

The Board and Flagships Chief Executive will ensure that the organisation's internal staffing structure/s – and any external resources engaged on Flagship behalf – includes the appropriate people, skills and levels of competence to meet Flagship Landlord Compliance obligations and requirements.

Landlord Compliance Policies

A suite of Landlord Compliance Policies will be maintained and regularly reviewed to ensure that Statutory, Legislative and Regulatory requirements are met.
The Compliance Policies are the supporting documents that detail how Flagship delivers the purpose/principles of this policy.
These Big Six policies are as follows:

- The Gas Safety Policy
- The Fire Safety Policy
- The Asbestos Management Policy
- The Electrical Safety Policy
- The Water Safety Policy
- The Lift Safety Policy

Other potential areas of Landlord Compliance affecting Flagship include the following and will fall out of the Big Six. Our approach is to have Management Plan for each of these:

- Trees
- Play Areas

- Communal Area Safety, Slips and Trips
- Personal Fall Protection Systems
- Radon Gas Safety

All of Flagships Landlord Compliance Policies will include (i) a Statement of Intent (commitments), (ii) an outline of the relevant Statutory, Legislative and Regulatory Standards and Obligations involved, (iii) Objectives and (iv) details of specific High-Level Key Measures to be used to monitor and report upon the status of service delivery.

Procedures and Processes

A Management Plan will be developed and put in place for each area of Landlord Compliance, incorporating Procedures and Processes to ensure consistency of approach in the delivery of Flagship Landlord Compliance responsibilities.

These Procedures will provide clear guidance on Flagships approach to (i) Delivery, (ii) Roles and Responsibilities, (iii) Performance Standards, (iv) Controls, (v) Performance Reporting and (vi) Assurance.

Process Maps will detail the key End-to-End processes mapped-out in a simple, logical, and easy to interpret format.

Flagship will monitor the implementation of the Management Plans through a series of metrics and report performance in a detailed Process Report.

Data Management and Control Protocols

Flagship core database Lifespan will contain all asset information and the appropriate asset hierarchy to enable effective management of all Landlord Compliance areas.

The core database will contain all key asset and property data including the key attributes that require management to ensure Flagship is compliant for every asset e.g. Gas Supply, the location of Lifts, Fire Risk Assessments etc.

A consistent hierarchy will be established between the core database and all other databases (including, if operated, spreadsheets) to ensure that all records are aligned to the master and updates are managed accordingly via agreed, written protocols.

All amendments to the core database (addition of new assets, demolition, sale and disposal of assets, changes to the type of tenure etc.) will be effectively managed and documented in line with the approved Data Protocols.

This is to ensure that all changes are fully reflected within the specific datasets, which establish the Total Landlord requirement for each of the Landlord Compliance activity/risk areas.

EIA statement

An Equality Impact assessment was undertaken on this policy on 22/07/24 and all identified negative impacts have been mitigated.

Training statement

This Landlord Compliance Policy will be trained to the Asset Management Committee, the Asset Management Team, Flagship Services and Gasway.

Measuring Effectiveness

Landlord Compliance Policies and Management Plans will operate so as to ensure that there will be visibility of Performance Reporting as to the status of delivery of Flagships Landlord Compliance obligations and requirements – with such Performance Reporting allowing the monitoring and scrutiny of (and, if necessary and required, challenge to) service delivery at the appropriate levels across the group.

Reports on the status of Landlord Compliance activities will be at appropriate frequencies and to the following key audiences within Flagship in accordance with our Internal Governance Framework as detailed below:

- Director (Strategic Asset Management)
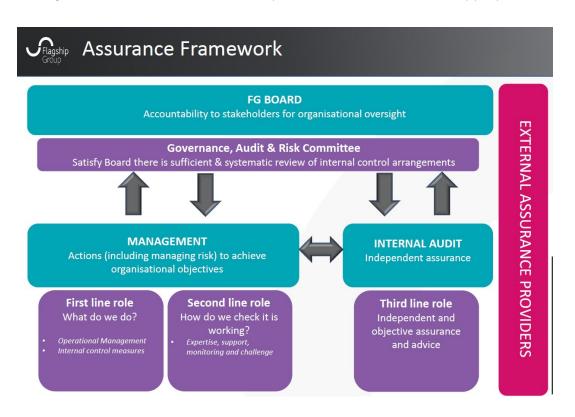- Asset Management Committee
- Board

	Director (Strategic Asset Management	Asset Management Committee	Board
Compliance Dashboard	Monthly	Monthly	Monthly
Compliance Self Assurance Report	Annually	Annually	Annually

(This Policy envisages that Board will initially monitor on the same frequency and level of detail as the Director (Strategic Asset Management) whilst the new approach is embedded. This will then move to reporting by exception on these frequencies).

Quality Assurance

Quality Assurance (QA) activity will be undertaken using our approach of three Lines of Defence (LOD) and typically over a three-year cycle. This is to provide Flagship's Board, as Duty Holder, with reasonable assurance that activities and risks are being managed effectively and in manner consistent with this Policy and its associated Policies and Procedures/Processes (Management Plans).

Outcomes of the audit program will be reported via the Flagship Group H&S Committee, Asset Management Committee, and the Group Audit & Risk Committee as appropriate.

The second and third-line roles will test all areas of Landlord Compliance on a rolling basis as agreed by the Group Audit & Risk Committee. The frequencies will be subject to review based upon an ongoing assessment and reconsideration of risk (being varied, for example, in response to a incident or series of incidents should they occur).

This Quality Assurance Process will have a clear and explicit linkage to the Flagship Corporate Risk Register.

An overall Compliance Report will be prepared annually for Flagship Board and Group Audit & Risk Committee confirming the outcomes of both Internal and External Quality Assurance checks as they relate to Landlord Compliance. This reporting will include any changes and improvements made to Flagship approach on the basis of these outcomes, including any proposed revisions to/updating of this Landlord Compliance Policy and its associated supporting Policies.

Review Period

This Policy will be reviewed annually or earlier if deemed necessary though the Performance Monitoring process.