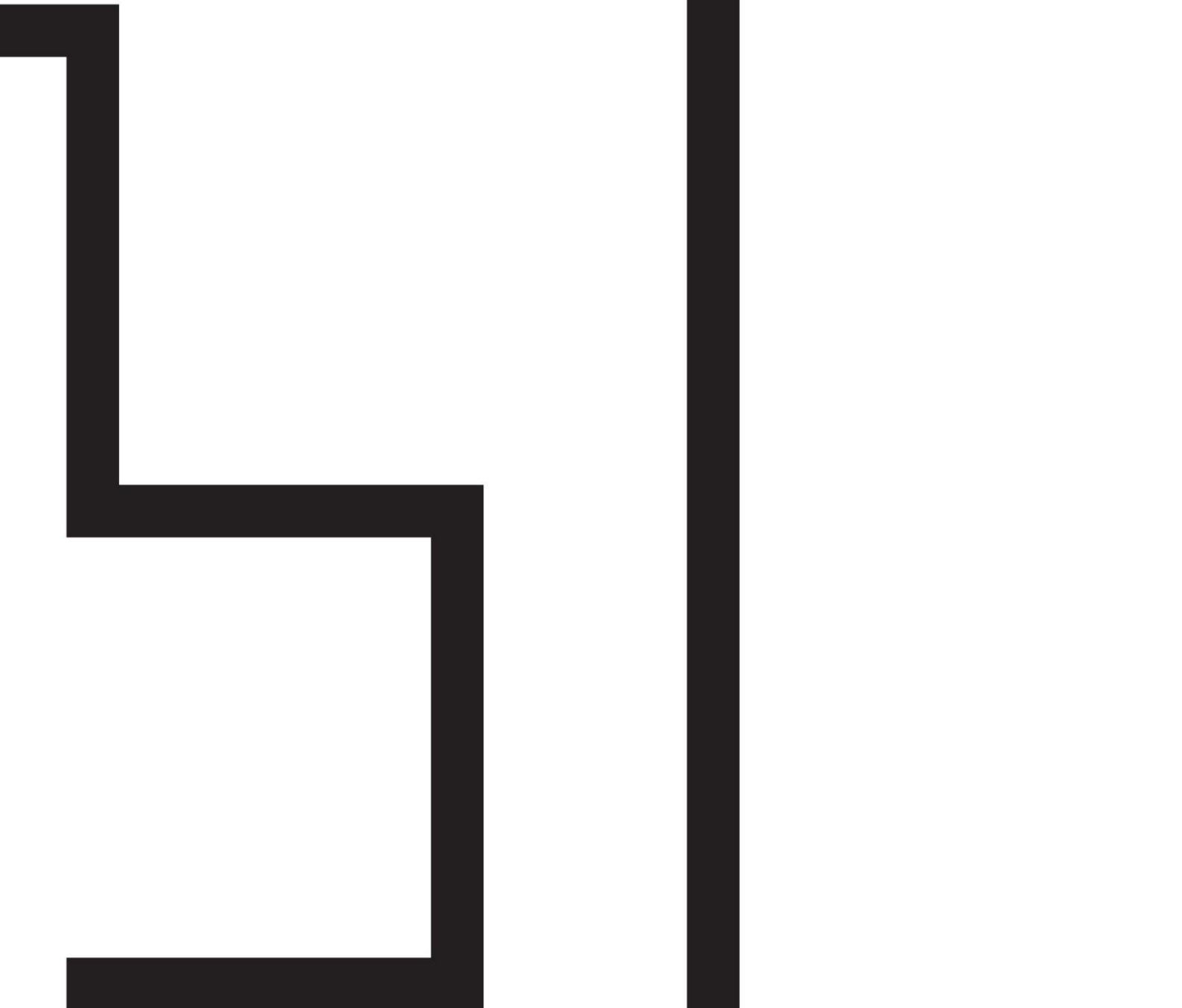




# Property Compliance Policy V2.0

February 2021



<b>Company</b>	Thirteen
<b>Lead Manager</b>	Head of Compliance
<b>Date of Final Draft and Version Number</b>	September 2019
<b>Review Date</b>	September 2022
<b>Officer Responsible for Review</b>	Asset Service Standards Manager

## 1 POLICY HISTORY

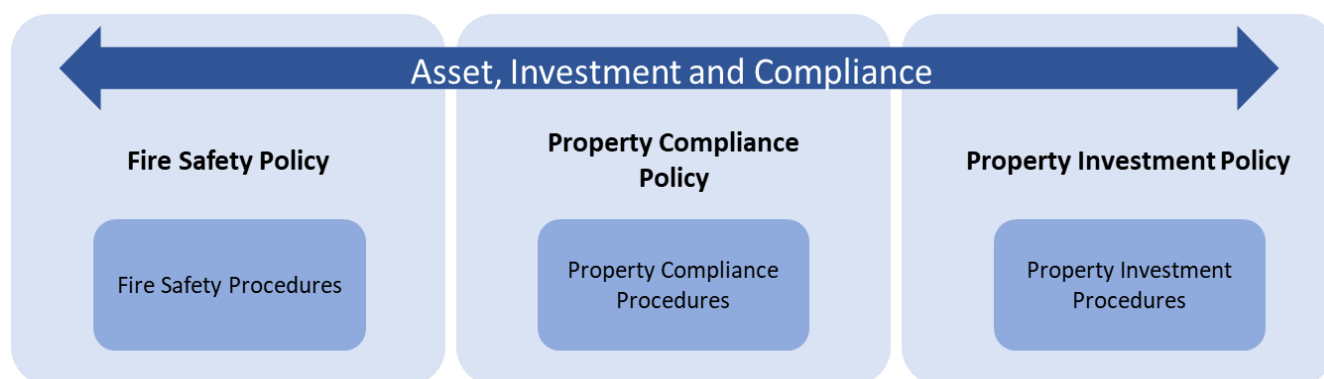
<b>Version</b>	<b>Action &amp; Changes</b>	<b>Author</b>	<b>Date</b>
1	New Policy	Asset Service Standards Manager	September 2019
2	Soft Review	Assets Service Standards Manager	February 2021

## 2 POLICY STATEMENT

- 2.1** This document covers Thirteen's policy on property compliance and how we will meet our responsibilities and duties as a responsible landlord and housing developer, managing 34,000 properties, exceeding 70,000 customers and employing 1,600 staff.
- 2.2** Thirteen considers health and safety as paramount. It is the primary intent of this policy to outline our responsibilities and legal obligations stipulated within the Health and Safety at Work Act 1974, and associated control of regulations, legislation, and guidance documents, with the aim of eliminating and managing associated risks to all relevant persons utilising our assets and services.
- 2.3** This policy demonstrates our commitment to ensure full compliance with all legal, regulatory and statutory requirements associated with the compliance servicing and maintenance within all buildings owned and managed by Thirteen.
- 2.4** The success of this policy depends on the positive working relationships between inter-departmental teams alongside external contractors, and the effective implementation of agreed procedures. All staff and contractors working within the field of compliance, servicing and maintenance must be competently trained with the relevant experience and qualifications to the satisfaction of Thirteen.

- 2.5** The policy will be adapted to respond to future legislative or regulatory changes with considerations for maximising opportunities with service investments and improvements.
- 2.6** The Property Compliance Policy is 1 of 3 policy documents within the Asset, Investment and Compliance service area, covering the statutory areas of compliance relevant to managing both domestic and commercial properties.

The linkage between these documents is shown below:



- 2.7** Information supporting the Property Compliance Policy will be delivered in detailed procedural documents.

### 3 REFERENCE MATERIAL

All relevant legislation and regulatory documents that Thirteen will comply with are set out in Appendix A. Our wider organisational commitment to health and safety is detailed within our Health and Safety Policy.

### 4 DEFINITIONS

Term	Definition
Commercial Properties	Refers to buildings used for business purposes (non-residential).
Encapsulation	To seal asbestos material.
High Risk Residential Building	Defined by Thirteen as being a multi occupancy building of significant height and/or complexity within the building or tenure type.
High Rise Block	Refers to buildings 18 meters or more in height.
Leaseholder	Refers to all individuals who have a leasehold agreement with Thirteen.
Low Rise Properties	Refers to multi occupancy buildings less than 5 meters in height.
Medium Rise Properties	Refers to multi occupancy buildings between 5 meters and 18 meters in height.
Remove Asbestos	To remove asbestos material.
Resident	Refers to all occupants who reside in the

	premises.
Tenant	Refers to all individuals who have a tenancy agreement with Thirteen.

## 5 POLICY CONTENTS

### 5.1 Property Compliance

Building a Safer Future: Proposals, and an Implementation Plan have been published following the Independent Review of Building Regulations and Fire Safety and sets out how the Government intends to take forward the recommendations from Dame Judith Hackitt's report. Primarily concerned with high-risk residential buildings a new building safety regulator will ensure building safety is enforced effectively.

It is Thirteen's policy to 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, Thirteen 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.

The table below identifies all property compliance areas whereby Thirteen has a responsibility or duty to abide by legislation or regulatory requirements for building safety and, or, servicing. This table is accurate as of the time of the document approval, however Thirteen are committed to minimising the risk to our residents, stakeholders and building users, and to the compliance and safety of our buildings, therefore this may not be exhaustive for the lifecycle of this document.

Compliance Areas	Inspection regime
Asbestos	Legislative
Automated Gates	Guidance
Car Park Barriers	Guidance
CCTV	Guidance
Commercial Kitchens	Guidance
Commercial Laundry	Guidance
Door Entry Systems	Guidance
Electrical Installation Condition Reports (EICR)	Legislative
Fall Arrest Systems	Legislative
Fire Risk Assessments	Guidance
Gas Safety (Commercial and Domestic)	Legislative
Generators	Guidance
Lift (Inspections, Maintenance and Repairs)	Legislative/Guidance
Lightning Conductors	Guidance
PAT Testing	Guidance
Permit to Work	Guidance
Plant Rooms	Guidance
Roller Shutters	Guidance
Satellite Systems	Guidance
Water Management	Legislative
Uninterrupted Power Supply	Guidance

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.

For areas that fall under maintenance or guidance requirements such as fire risk assessments, lift maintenance, asbestos surveys, and domestic stairlifts there is an operational tolerance period of 30 calendar days in accordance with the appropriate anniversary date for their completions.

Details regarding fire safety can be found in the Fire Safety Policy and supporting procedural documents.

Where properties are managed on behalf of external property owners, regulatory and statutory responsibility will be detailed within terms of the management agreement.

## **5.2 Asbestos**

Thirteen have in place an asbestos management plan to support the monitoring and recording of asbestos containing materials (ACM) identified in our non-domestic properties, commercial properties, medium rise property communal areas, low rise property communal areas and high-rise blocks.

The data contained drives an asbestos re-inspection programme which primarily focuses on low rise communal areas and high-rise blocks.

Refurbishment and demolition surveys are carried out, reviewed and evaluated in accordance with a defined scope of works for all major repairs and investment scheme programmes.

A commitment is in place to offer a survey provision reactively, on the discovery of asbestos or asbestos containing materials, on all works within investment and maintenance, to mitigate the risk of exposure.

All survey details feed into the asbestos management plan and is used to manage and categorise the risk from asbestos and ACMs. The information is used to develop and maintain individual property site records where known or presumed asbestos or ACMs are present.

Surveys are undertaken by approved UKAS accredited external consultants and uploaded on an electronic asbestos register. Detailed procedural documentation defines how asbestos or presumed asbestos information is robustly communicated.

Thirteen manage asbestos in accordance with a strict criterion based on its condition and the associated risk of exposure.

Work to encapsulate or remove high risk asbestos will only be carried out by an approved contractor with an appropriate HSE licence and suitably qualified competent individuals

Work to encapsulate or remove low risk asbestos will be carried out by competent qualified individuals.

### **5.3 Electrical Installation Condition Reports**

Thirteen recognises the potential risks associated with electrical works and of poor maintenance of electrical installations. As a landlord Thirteen commit to having systems in place to ensure that electrical work is carried out in a safe manner, that there is adequacy and reliability of an electrical supply, which maintains a safe condition, and safety electrical testing is carried out within recommended cycles, and records are kept in line with current standards.

All properties within the ownership, or under contractual responsibility of Thirteen, shall be checked for electrical safety at intervals within the fifth year from the previously recorded check.

As a minimum Thirteen commit to a safety check that will include, but not limited to, those requirements detailed in associated regulations and approved codes of practice. Thirteen accept no liability to the electrical checking of tenant's own appliances.

Safety checks to leasehold properties are subject to each leasehold agreement.

Any electrical works undertaken on behalf of Thirteen will be managed by the Electrical Services team.

Aerials within a domestic dwelling are the responsibility of the tenant.

All electrical safety detail supporting the Property Compliance policy can be found in the associated Thirteen electrical procedural documents.

### **5.4 Gas Safety (Commercial and Domestic)**

Thirteen recognises the potential risks associated with gas used for fuel, and its products of combustion, is significant within our properties. Consideration is given to the risks of fire, and or an explosion, or from carbon monoxide poisoning due to incomplete combustion arising out of poor or irregular maintenance.

Thirteen will take all reasonable steps to ensure appropriate management systems are in place so employees and members of the public are not put at risk from the effects of gas or carbon monoxide.

All owned and managed domestic, and non-domestic properties, or those properties under contractual responsibility of Thirteen, which duty extends gas fired heating appliances, shall be serviced and checked for gas safety at intervals of no more than 12 months from the previously recorded check date.

As a minimum Thirteen commit to a safety check that will include, but not limited to, those requirements detailed in associated regulations and approved codes of practice.

In respect of tenants' own appliances, Thirteen accepts liability of the flues that the tenants own appliances are connected to and in recognition of those liabilities

Thirteen will undertake a gas safety check on all appliances connected directly to Thirteen property flues.

In respect of appliances not connected to flues owned by Thirteen, a visual inspection for safe use will be undertaken.

Safety checks to appliances and flues on leasehold properties are subject to each leasehold agreement.

Any gas works undertaken on behalf of Thirteen will be managed by the Gas Services team.

All Gas Safety detail supporting the Property Compliance Policy can be found in the Thirteen Gas Safety procedure document.

## **5.5 Documentation**

All servicing, risk assessments, works, consignment notes and any other documentation are completed in accordance with the associated statutory regulations. Compliance records and associated information are readily available either as a hard document or electronically within software packages utilised by Asset Management.

The data contained 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.

Asbestos records and associated information are readily available electronically within software packages utilised by Asset Management. A user defined characteristic warning alert is also present on property records with interfaces into established repairs and maintenance and housing management systems.

For air monitoring Thirteen expect an independent four-stage certificate of reoccupation by a UKAS accredited consultant for all licensed removal work, as well as the provision of waste consignment notes and records.

Hard copies of documentation are readily available upon request.

Thirteen Asset Management are responsible for the collation and storing of all documentation.

## **6 QUALIFICATIONS AND TRAINING**

Thirteen will provide training which is task specific to those responsible persons, and other delegates with compliance related duties detailed within the property compliance processes linked to this policy.

Thirteen 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 licenses for compliance related works. Competency assessments will be carried out at frequencies agreed between all parties.

## 7 COMMUNICATION

Thirteen commits to communicate with residents all appropriate compliance 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.

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

In the event of a major incident communication will be issued in accordance with the Thirteen Resilience Plan.

## 8 GOVERNANCE INFORMATION

<b>Equality and Diversity</b>	In delivering the Property Compliance Policy Thirteen aims to treat all residents fairly. An equality impact assessment will be carried out during the period of consultation with the results updated prior to approval.
<b>Customer Involvement and Consultation</b>	The Property Compliance Policy will be consulted on internally with the Property Services Assets team, Staff Health and Safety Working Group, Property Services Health and Safety Working Group and the Health and Safety Committee. Results from the consultation will be updated within this policy prior to approval.
<b>Monitoring and Review</b>	<p>This policy will be reviewed every three years from the approval date, or in-line with impacting corporate, legislative or regulatory change requirements. Reviews will be conducted by a competent delegate within Thirteen and submitted to the Governance Team for corporate approval prior to publication.</p> <p>The supporting procedural documents can be updated at any time and the changes can be implemented following sign off from the service area Director or competent delegate within Thirteen.</p> <p>Key performance indicators associated to all aspects of property compliance will be monitored and reported internally utilising reporting mechanisms within our software packages.</p> <p>Where appropriate, valid certification will be issued for any works undertaken on a Thirteen asset with all electronic data being logged within a Thirteen database and managed and stored in accordance with the Data Protection Act 2018.</p>
<b>Responsibility</b>	<p>As a Registered Social Landlord, we have a statutory responsibility to comply with all relevant health, safety and compliance requirements. Failure to properly discharge these responsibilities may result in:</p> <ul style="list-style-type: none"> <li>a) Prosecution by the Health and safety executive under the Health and Safety at work Act 1974.</li> <li>b) Prosecution under Corporate Manslaughter and Corporate</li> </ul>

	<p>Homicide Act 2007.</p> <p>The Board and Chief Executive Officer are responsible for seeking evidenced assurance that all health and safety legislation relating to compliance is being adhered to, that the risks associated with compliance are identified and managed, and that a proper control and assurance framework is in place. This will be demonstrated through Key Performance Indicators (KPI) reporting to the Board, Risk and Audit Committee and throughout the Group regularly.</p> <p>The accountable person with respect to asbestos management under the terms of this policy is Thirteen Housing Group.</p>
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## 9 APPENDICES

### APPENDIX A – Reference Material

#### 9.1 Appendix A

##### Reference Material

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

- British Standard EN 1245:2001
- British Standard EN 12604:2000
- British Standard EN 16005:2013
- British Standard EN 62676-4:2015
- British Standard EN 60839
- British Standard EN 50486
- British Standard 7671
- British Standard 6651:1999
- British Standard EN 62305
- Building Regulations Act 1984
- Care Act 2014
- Control of Asbestos Regulations 2012
- Data Protection Act 2018
- Electricity at Work Act 1989
- Equality Sct 2010
- Gas Safety (Installations and Use) Regulations 1998
- Health and Safety at Work Act 1974
- L8 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
- TR19:2013

This list is not exhaustive, and Thirteen will follow all other additional ACOPs and Regulation/Legislation applicable to property compliance.