



Property Compliance Policy

Date of approval	July 2024
Responsible director	Paul Butterworth Executive Director of Assets
Policy monitoring body	WCHG Board
Resident input into policy date	N/A
Date for policy review	July 2027
Linked strategies/policies	Asset Management Strategy Gas and Heating Safety Policy Damp and Mould Policy Electrical Safety Policy Asbestos Management Policy Fire and Building Safety Management Policy Domestic and Passenger Lift Policy Legionella Management Policy
Version/date	V2 12 th June 2024

1. Background

- 1.1. Wythenshawe Community Housing Group (WCHG or The Group) is committed to ensuring the health and safety of all customers and colleagues, and delivering all of our obligations relating to asset compliance.
- 1.2. Our Corporate Plan strategic theme of Great Places includes the specific objective of providing confidence in the safety and compliance of homes, and this Board approved policy sets out the framework in place to manage compliance across:
 - Gas safety management
 - Electrical safety management
 - Fire safety management
 - Building safety management
 - Asbestos management
 - Lifts and lifting equipment safety management
 - Water hygiene safety management
 - Damp and mould management
- 1.3. This Compliance Framework is underpinned by service specific policies and supporting documentation, that provide details of how WCHG achieve compliance with all relevant and applicable statutory legislation and regulation in each discipline.

2. Risk Management

- 2.1. The WCHG Board annually review the Corporate Risk Register and agree the risk appetite for each one.
- 2.2. The WCHG Audit and Risk Committee is responsible for overseeing the management of corporate risks associated with this policy.
- 2.3. The risk appetite relevant to this policy as set by the Board is 'Averse', defined as 'avoidance of risk and uncertainty as a key organisational objective. The key focus of the Board is that regulatory compliance continues to be achieved, and the Regulator of Social Housing Standards and Consumer Standards are met.
- 2.4. WCHG will ensure that compliance across all areas will be achieved through a risk-based approach, and will include as required initial risk assessments, servicing, inspection, and testing regimes.
- 2.5. For all risks that are identified, appropriate follow up actions will be taken to eliminate, mitigate and/or manage these risks on an ongoing basis

3. Scope

- 3.1. All domestic, non-domestic and other stock where applicable is included within the scope of this framework.
- 3.2. The reporting database includes details of all assets, WCHG owned appliances, installations or equipment.
- 3.3. All appointed contractors, consultants, and colleagues appointed to support the delivery of compliance activity will be competent and suitably qualified.
- 3.4. All contractual arrangements with contractors or third parties to carry out inspections, testing, assessments or remedial works will require that only competent and sufficiently qualified individuals are permitted to carry out such activity.

4. Roles and Responsibilities

- 4.1. The WCHG Board is responsible for setting and approving the priorities of this policy and the underlying specific compliance policies and procedures. They will ensure they are fully implemented to ensure full compliance with legislation and regulatory standards.
- 4.2. The WCHG Board will formally review and approve this policy every three years, or sooner if required, due to changes in legislation, regulation or codes of practice.
- 4.3. The WCHG Board are responsible for the effective operation of this framework and the underlying policies. They will receive regular performance updates, including the notification of any regulatory or non-compliance issues.
- 4.4. The Executive Director of Assets as Duty Holder has strategic responsibility for the management and achievement of compliance.
- 4.5. The Group Leadership Team will ensure compliance is being achieved across every discipline by reviewing performance reports including the notification of any non-compliance issues identified.
- 4.6. The Health and Safety Committee receive and review performance data related to the delivery of all compliance policies and report to the Audit and Risk Committee. The Audit and Risk Committee review assurance reports on the delivery of compliance policies.
- 4.7. The Responsible Individual is responsible for the overseeing the operational delivery of each compliance service area.

Summary table – Roles and Responsibilities

Compliance area	Duty Holder	Responsible Individual	Operational Lead
Gas safety management	Executive Director of Assets	Head of Repairs	M&E Manager
Electrical safety management	Executive Director of Assets	Head of Repairs	M&E Manager
Fire safety management	Executive Director of Assets	Head of Assets	Building Safety Manager
Building safety	Executive Director of Assets	Head of Assets	Building Safety Manager
Asbestos management	Executive Director of Assets	Head of Assets	Facilities Manager
Water hygiene safety management	Executive Director of Assets	Head of Assets	Facilities Manager
Lift safety management	Executive Director of Assets	Head of Assets	Facilities Manager
Damp and Mould management	Executive Director of Assets	Head of Repairs	Operations Manager (Maintenance and Building Adaptations)

5. Competent Persons

- 5.1. The Executive Director of Assets as Duty Holder will ensure that the Responsible Individual, or the Operational Lead, for each compliance area holds a current and relevant qualification.
- 5.2. The Responsible Individual will ensure that competent persons are procured and appointed to undertake assessments, inspections and works.
- 5.3. The Operational Leads will check the accreditations of all competent persons appointed.

6. Performance Reporting and Policy Review Period

- 6.1. All WCHG assets will be classified into the asset types of domestic, communal and other, and these groupings will be used to determine where there are legal and regulatory responsibilities across each compliance area.
- 6.2. Compliance Inspection programmes will be derived from the stock numbers listed against each asset type.

- 6.3. Performance across all compliance areas will be reported against a range of metrics, using live data viewed through a Power Bi App. This includes a Corporate Summary of Key Performance indicators as well as operational management indicators to track progress of inspection and servicing programmes, and any follow up actions.
- 6.4. Board and Group Leadership Team will receive compliance performance reports at each meeting to provide the strategic oversight and assurance across each compliance area.
- 6.5. Performance reporting to all monitoring bodies will be a snapshot position on the last day of the month. Access to live daily data is available to all colleagues with strategic and operational responsibility for gas safety, through our performance management system.
- 6.6. Any cases of non-compliance will be identified by Operational Leads and reported to the Duty Holder and Responsible Individual to agree the corrective actions.
- 6.7. Non-compliance is reported to Board and Group Leadership Team for their consideration, and the Chief Executive will notify the Regulator of Social Housing when this is required under the relevant legislation.
- 6.8. When necessary reports will be made to the Health and Safety Executive under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.
- 6.9. All compliance polices will be reviewed and submitted for Board approval every three years.