

Landlord Compliance Policy Statement

2019 – 2022

Document control

Policy approval	EDT, April 2021
Updating	Landlord Compliance Policy Statement 2019 – 2022
New review date	May 2022
Responsible Executive Director	Executive Director – Property
Author	Business Manager – Compliance & Legal
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Version	3

Version	Date of review	Details of review
1	April 2018	This is a new policy that has been created. It is an overarching compliance policy with compliance policies attached.
2	June 2019	The Policy Statement has been updated to: <ul style="list-style-type: none"> • include non-statutory compliance areas • align with statutory compliance management plans reflect correct officer job roles
3	April 2021	New policy format

1. Introduction

This is an overarching compliance policy which outlines how we will meet our statutory and non-statutory obligations and affirms our commitment to ensuring our homes remain safe, compliant and correctly evidenced at all times. We are 100% committed towards compliance with a set risk appetite Score of “five” - the lowest possible score. We aspire to be an exemplar performer in all areas of compliance.

2. Scope

The implementation and scope of the policy applies and is applicable to:

Livv Housing Group	
Livv Homes	
Livv Maintenance	
First Ark Social Investment (Operating as Livv Investment)	
All entities	X

This policy is implemented through individual management plans, delivery manuals, procedures and processes embedded in the delivery of each compliance area.

3. Compliance

The policy is in place in order to support:

Regulatory Compliance	X
Legislative Compliance	X
Best Practice	X

A suite of compliance policies are appended to this document and outline how Livv Housing Group will meet all statutory and regulatory compliance obligations set for each area:

Appendix A – Gas & Carbon Monoxide Safety Management

Appendix B – Electrical Safety Management

Appendix C – Asbestos Safety Management

Appendix D – Fire Safety Management

Appendix E – Water Safety Management

Appendix F – Lift and Lifting Equipment Safety Management

Appendix G – Non-statutory compliance activities

A compliance management matrix (attached as Appendix H) details all statutory and non-statutory compliance activity to meet all statutory and regulatory obligations.

Associated policies and guidelines that should be read in conjunction with this policy:

- Incident Risk Management and Learning Framework (IRML)
- Fire Safety in Buildings Policy
- Home Standard – 2015
- Health & Safety Policy
- Health & Safety Strategy
- Asset Strategy

4. Policy Statement

Livv Housing Group understands and is committed to maintaining a safe, healthy and sustainable environment. This environment is cultivated by working in a way that fully complies with The Health and Safety at Work Act 1974, Home Standard - 2015 and any further regulatory and statutory compliance standards. We are committed to meeting the standards set by external regulators and the high standards we set for ourselves as a responsible social landlord.

The emphasis of this Compliance Policy Statement is to set in place a positive culture of compliance. This will be characterised by communications based on mutual trust, a shared belief of the importance of exemplar service provision and by confidence in the efficiency of preventative measures.

Livv Housing Group aims to:

- Ensure compliance is at the forefront of all decision-making processes, to meet the Home Standard and be an exemplar landlord (in terms of compliance).
- Ensure transparency of performance in relation to all compliance areas throughout the organisation.
- Carry out annual self-assessments to ensure that we are meeting all regulatory expectations on behalf of our regulator, our customers and all other stakeholders.
- Continually improve and develop compliance management systems to manage, oversee and action all facets of landlord compliance operations.
- Foster a culture that actively encourages open reporting and seeks to learn from any failures. This will enable employees to accept and act upon their compliance responsibilities.
- Have a governance structure that is fit-for-purpose and leads to any potential improvement actions being implemented as required.
- Make clear to all parties the hierarchy of responsibility for each compliance area; empowering each person with the skills and knowledge to adequately fulfil the obligations of their role.

In order to achieve success, Livv Housing Group will, at the highest management level, promote a positive culture to ensure property compliance is an integral element of managing business operations. To share this vision, managers and staff at all levels will provide the necessary support to ensure Livv Housing Group's compliance management system is fully implemented and regularly monitored.

Livv Housing Group is responsible for the strategic direction of the organisations' health and safety arrangements.

Compliance Training

A skills, knowledge, experience and training (SKET) matrix will be maintained by HR. Any training or skills gaps identified for staff undertaking a role with a compliance responsibility will form part of an ongoing individual learning and development programme.

Staff will be fully trained in the implementation of all compliance policies and accompanying procedures. This will include all staff from all areas of the Group who have any involvement in the organisation's compliance processes and procedures.

Employee and Customer Communications

All compliance policies will be made available to staff via the company intranet.

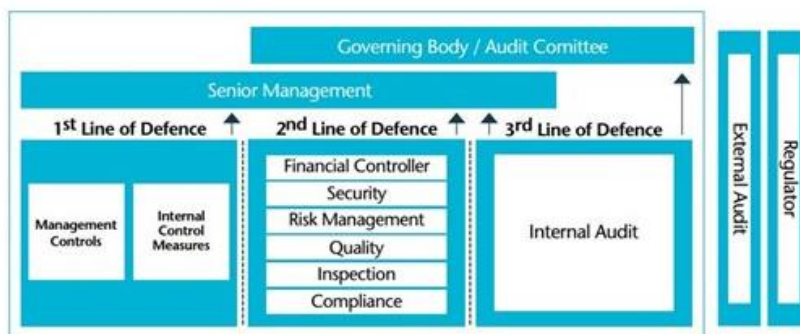
Customers are communicated to through a variety of means to include:

- Tenant handbook which is available on the Groups internet page
- 'Living' magazine.
- Ah hoc customer focus groups
- Ad hoc safety messages are posted to relevant tenants as and when required.

5. Policy Outcomes

Ensuring all employees of Livv Housing Group are aware of their roles and responsibilities in relation to compliance and to underpin the drive to become an exemplar performer and maintain 100% in all areas of compliance.

6. Monitoring and Review Three lines of defence



- **First Line of Defence** – Management reporting into Executive Director Team
- **Second Line of Defence** – Business Assurance audit
- **Third Line of Defence** – Internal audit

Corporate Assurance

Compliance internal audits are as set by Audit & Risk Committee.

All employees who become aware of any compliance concerns must follow the reporting process defined in the IRML Framework.

Corporate Reporting

A detailed report regarding compliance will be provided to the Director of Assets on a weekly basis or as required. For each compliance area, the report will include:

- An explanation of the landlord duty
- How many properties/units/installations this applies to
- Target inspection volumes (or %) each month
- How many inspections/reviews fell due in the period - showing a rolling 12 month view
- What percentage of these were achieved
- What are the exceptions and what are the reasons for those exceptions
- What are the actions needing rectification to ensure compliance and an update of the status of these actions.

A detailed compliance report will be sent to the Executive Director of Property monthly, including a forecast as to the following month's service requirements and potential areas of slippage, or areas requiring wider Livv Housing Group assistance.

Compliance performance, highlighting all areas of non-compliance will be reported to the Chief Executive.

A detailed compliance report will be reported to the Board at every meeting by the Chief Executive.

In addition, all major compliance deficiencies are to be reported on an exceptions basis to the Chair of the Board. As and when this occurs, the Chair may inform Board members and will instruct the Chief Executive to report to the Regulator and/or Audit & Risk Committee as appropriate, in line with the IRML process.

The Group will keep all necessary compliance records in relation to the management of servicing, maintenance works, asset information and audit records.

Stock asset information is held on an in-house asset management database called Promaster. Compliance activity and remedial actions are managed in Compliance 365 (C365). This allows reporting which help the Compliance Team to interrogate asset and compliance information to ensure statutory obligations are being appropriately discharged by the Group.

Audits

Livv Housing Group will also conduct annual audits of operational procedures and supporting resources which will be used to inform continuous improvement in this area. These audits may be completed internally or by external, independent third parties.

Furthermore in line with the Group’s Policy Framework, this policy is scheduled to be reviewed every three years. Unless due to a change in Government legislation or regulatory requirements, then the review period will be brought forward in order to ensure compliance.

7. Roles and Responsibilities

The Policy Framework documents the approval routes for all Policies & Strategies, however under this policy the following teams/employees have the following responsibilities.

Common Board	<ul style="list-style-type: none"> • Final approval of the policy under the Policy Framework • Being conversant with the requirements of statutory and regulatory bodies which govern the Group’s business activities, e.g. Fire and Rescue Service, Health and Safety Executive (HSE), Environment Agency, Local Authority and Homes England/Regulator of Social Housing • Demonstrating strong leadership and a positive culture on matters relating to health and safety • Setting the Group’s health and safety direction and expectations using a risk based approach • Ensuring health and safety matters form an integral part of business operations • Ensuring health and safety arrangements are adequately resourced and supported
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	<ul style="list-style-type: none"> • Ensuring annual budgetary decisions do not adversely affect health and safety arrangements • Ensuring all significant business decisions affecting the health and safety of employees and customers reflect the commitments prescribed in this policy
Audit & Risk Committee (ARC)	Second approval of the policy under the Policy Framework
Chief Executive	<ul style="list-style-type: none"> • Retains overall responsibility for the implementation of this policy and associated appendices • Overall and final accountability for Livv Housing Group's Landlord compliance sits with the Chief Executive, who is the named Accountable Person • Has the overall and final accountability for Livv Housing Group's landlord compliance areas. Responsibility for each area of compliance is delegated appropriately throughout the organisation.
Executive Director's Team (EDT)	Responsible for initial approval of the policy under the Policy Framework.
Executive Director – Property	<ul style="list-style-type: none"> • For ensuring that adequate resources are made available to enable the objectives of the policy to be met. • Has delegated compliance responsibility from the Chief Executive to provide competent advice and support on all matters pertaining to the Home Standard and other relevant regulatory and statutory standards. • To report compliance performance, highlighting all areas of non-compliance to the Chief Executive. • Appointed as the Executive Director for compliance and is accountable to the Chief Executive for all operational matters relating to compliance
Director – Assets	<ul style="list-style-type: none"> • Operational implementation of policy • Responsible for the operational delivery of and compliance with this policy, from the 'client' perspective • Full responsibility for ensuring landlord compliance and that all property related statutory compliance is met. • To provide a detailed compliance report to the Executive Director – Property monthly, including a forecast as to the following month's service requirements and potential areas of slippage, or areas requiring wider Livv Housing Group assistance.
Business Manager – Compliance & Legal	<ul style="list-style-type: none"> • Operational oversight of policy delivery • To provide the Director – Assets with a detailed report regarding compliance a weekly basis or as required

	<ul style="list-style-type: none"> • Will act as the competent person for the business and identify, plan and ensure operational delivery of compliance, ensuring statutory and regulatory requirements are met. • Will have oversight of all areas of Property Compliance for Livv Housing Group and will ensure ongoing evidence for all statutory and non-statutory obligations are maintained. • Ensure that statutory and non-statutory servicing & maintenance contracts (in-house and external) are monitored, including inspections, checks, audits and surveys. • Report any areas of concern or any areas of specific risk to the Director of Assets. • Ensure that compliance Officers are provided the necessary tools, equipment, training and data management systems to undertake their roles effectively. • Ensure that the records in relation to statutory and non-statutory servicing contracts are maintained and reviewed periodically. • Ensure remedial actions in relation statutory and non-statutory service reports are allocated to the appropriate person and are monitored through to satisfactory completion
Compliance Officers	<ul style="list-style-type: none"> • Overseeing the effective operational delivery of all statutory and non-statutory compliance areas in line with the management plans, delivery manuals, processes and procedures. • For managing and undertaking quality assurance audits.
All employees	<ul style="list-style-type: none"> • All employees have a duty to co-operate with supervisors and managers on all compliance matters and must not interfere with anything provided to ensure that Livv Housing Group meets its statutory and regulatory obligations.

8. Equality & Diversity

Due to the nature of the policy, what it is aiming to achieve and no impact the implementation of the policy will have on employees/customers. An equality analysis is not required to be completed.

Appendix A – Gas and Carbon Monoxide Safety Management Policy

Policy Statement

Livv Housing Group recognises its duties under the following regulations, Acts and British Standards:

- The Gas Safety (Installation and Use) Regulations 1998 as amended, which specifically deal with the installation, maintenance and use of gas appliances, fittings and flues in domestic and certain commercial premises.

Duty to Manage

To ensure compliance and mitigate risk, Livv Housing Group will ensure that:

- All landlord owned, tenanted domestic property gas, solid fuel and oil burning systems, installations and appliances are regularly safety checked and serviced in accordance with manufacturers' instructions.
- Each Landlord Gas Safety Record (LGSR) contains all nine mandatory (salient) points
- All tenants' own appliances are visually checked. If deemed unsafe, they will be disconnected before the gas safe engineer leaves the site.
- All non-domestic or community/communal heating schemes are annually safety checked and serviced by an appropriately qualified Gas Safe contractor with commercial appliance experience.
- Only Gas Safe Registered Contractor(s) and Operatives are used on Livv Housing Group properties.
- Gas Safe Contractor(s) maintain and can exhibit upon request training records and operative qualifications for all operatives working on Livv Housing Group properties.
- Gas Safe Contractor(s) conduct Quality Control Checks and protocols which meet Gas Safe recommended standards.
- During the LGSR, the gas safe operative will check all smoke alarms and Carbon Monoxide Detectors.
- All empty properties will be capped off at the point keys are returned or, for new build properties, at the point of handover.
- Supply each tenant with a copy of the LGSR by the contractor within 28 days of the inspection being completed. New tenants will be provided with a copy of the gas safety record at the point the gas supply and heating system are recommissioned for their use.
- Properties that have no gas supply are annually checked records kept to confirm it has not been connected and that no LPG, oil or solid fuel devices are in use.
- Where properties are isolated off grid or have been disconnected by the supplier, we will conduct annual gas carcass testing.
- Any vulnerability issues are taken into account before initiating legal action against a resident who fails to allow access for this purpose.

- We will ensure boilers with over 60 kW heat input receive two safety inspections per year, comprising one major and one minor service in the Spring and Autumn
- In line with best practice and business policy, and with due consideration of any vulnerability, Livv Housing Group will take legal action against those residents who fail to allow access for the service to be carried out after all reasonable measures have been taken.
- Solid fuel appliances shall be checked twice within a twelve-month period, and at least one of the checks will include a sweep of the chimney.
- The appropriate HETAS (solid fuel) or OFTEC (oil) certification will be retained by the Compliance Team for updating of Orchard /Promaster and retention within C365 and Documotive
- Livv Housing Group must ensure that a copy of the Commercial Service Certificate Record (CSCR) is displayed centrally in the communal area and a copy will be made available to any customer/ leaseholder upon request

Best Practice

Livv Housing Group is committed to the delivery of exemplar compliance standards and has committed to:

- Complete 100% Desk Top Quality Assurance check of all LGSR and associated solid, Oil and biomass Certificates.
- Complete 5% on site internal Quality Assurance Inspection post work checks.
- Complete 5% on site independent Service Quality Assurance Inspection post work checks.
- Complete Customer Satisfaction Surveys of 5% of completed services / safety checks.
- Ensure that any landlord owned Biomass heating or cooking sources are annually safety checked, serviced and flues / chimneys swept in accordance with HETAS Certificate of Compliance Accreditations. Tenant appliances will also be checked.
- Ensure that any landlord owned oil heating or cooking sources are annually safety checked, serviced and maintained by an OFTEC Qualified Engineer. Tenant appliances will also be checked.
- Ensure that any landlord owned renewable or green energy heating or cooking sources are annually safety checked, serviced and maintained in accordance with IEEE 1013, 1361, 1526, 1547, 1561 & P2030 Standards and ESS WG and EDS Best Practice. Tenant appliances will also be checked.
- We will check all smoke detectors and carbon monoxide alarms at the time of the LGSR or heating check

- Take appropriate legal advice and action to exhaust all reasonable avenues to obtain access to difficult to reach tenants / properties.

Key Performance Indicators

Performance monitoring will be undertaken in the following areas to assess the impact of the policy and meet industry standards reporting to take place once per week:

- 100% Properties with a valid LGSR
- 100% Properties with other heating types
- 100% Commercial Boilers and Pressure Vessels

PLEASE REFER TO THE GAS & CARBON MONOXIDE SAFETY MANAGEMENT PLAN, PROCESS AND PROCEDURE MAPS, AND DELIVERY MANUAL WHICH DEFINE HOW THIS POLICY STATEMENT WILL BE DELIVERED AND OUTLINES RESPONSIBILITY AND ACCOUNTABILITY TO MAINTAIN FULL COMPLIANCE.

Appendix B - Electrical Safety Management Policy

Policy Statement

Livv Housing Group recognises its duties under the following regulations, Acts and British Standards:

- The Electricity at Work Regulations 1989 (EAWR) as amended and British Standard, BS 7671.
- The IET 18th Edition of the Wiring Regulations 2018:BS7671
- The Health & Safety at Work Act 1974 (HSWA)
- Supply of Machinery (Safety) Regulations 2008 and BSEN 12453:2001
- BS EN 62305:3:2011: 'Protection against Lightning – Physical damage to structures and life hazard'

The regulations apply to all electrical systems and equipment and the British Standard applies to the design, selection, erection, inspection and testing of electrical installations, whether permanent or temporary, in and about buildings which are under the control of Livv Housing Group.

Electrical Safety will comply with Landlords and Tenants Act 1985, Occupiers' Liability Acts 1957 & 1984, S96 Housing Act 1985 (1), BS7671 and all other relevant legislative and regulatory standards, including, but not limited to, the HSE Approved Code of Practice L56 4th edition, CDM impact on voids and major works, R8 of GSIUR for reinvestment work, the Smoke & Carbon Monoxide Alarm (England) Regulations 2015 and the Health and Safety at Work Act 1974

Duty to Manage

To ensure compliance and mitigate risk, Livv Housing Group will:

Electrical Installations

- Ensure only NICEIC Part "P" qualified Electrical Contractor(s) and Operatives are used on Livv Housing Group properties.
- Ensure that all communal areas and non-domestic installations are tested at a maximum of every 5 years.
- Ensure that all leisure facilities installations are tested at a maximum of every 3 years.
- Ensure that all domestic installations including new build and rewires are tested up to a maximum of every 5 years for new build installations to Part "P" and full rewires, in accordance with IEE Regulations (18th edition).

Portable Appliance Testing

Livv Housing Group does not normally issue electrical appliances to tenants but there are instances where an appliance may be issued in the short term i.e. Heater issued in severe cold weather.

Any electrical appliance issued will have the CE Mark, the British Standard Kitemark or the 'BEAB Approved' mark and receive a regular portable appliance test (PAT) in line with HSG107 "Maintaining Portable Electrical Equipment".

Best Practice

Livv Housing Group is committed to the delivery of exemplary compliance standards and has committed to:

- Ensure inspections and testing of fixed wiring systems within domestic and communal properties takes place on a 5 year cycle (or sooner if recommended by the competent person undertaking the test).
- Hold a valid EICR (valid EICRs could include properties with outstanding Category C3 works which are within acceptable limits and are works involving longer term investment) or other appropriate certification for all properties.
- Complete all C1 and C2 works at the time of the EICR Test unless not possible to do in which case ensure works are programmed urgently.
- C3 works will be captured as part of EICR testing and monitored. If there is any deterioration between tests, the necessary works will be completed.
- All electrical specialist installations (ie. Electric gates) will be maintained in line with industry guidelines.

Key Performance Indicators

Performance monitoring will be undertaken in the following areas to assess the impact of the policy and meet industry standards:

- 100% of Communal Properties having a valid Electrical Installation Condition Report (EICR) within the cycle
- 100% of Domestic Properties having a valid Electrical Installation Condition Report (EICR) within the cycle
- 100% of Portable Appliance Testing (PAT) completed
- 100% of automated doors risk assessed /serviced
- 100% of automated gates and barriers risk assessed /serviced
- 100% of Lightning Conductors inspected and tested
- 100% of remedial actions will be completed in line with EICR guidance

PLEASE REFER TO THE ELECTRICAL SAFETY MANAGEMENT PLAN, PROCESS AND PROCEDURE MAPS, AND DELIVERY MANUAL WHICH DEFINE HOW THIS POLICY STATEMENT WILL BE DELIVERED AND OUTLINES RESPONSIBILITY AND ACCOUNTABILITY TO MAINTAIN FULL COMPLIANCE.

Appendix C – Asbestos Safety Management Policy

Policy Statement

Livv Housing Group recognises its duties under CAR 2012, Health and Safety at Work etc. Act 1974 and Landlord Tenant Act 1985, and other relevant legislation to demonstrate and implement robust control measures to facilitate in the continuous conformity with legislation in the management of asbestos.

Livv Housing Group has made a commitment to complete 100% asbestos management surveys of all its domestic stock by 31st March 2024.

Duty to Manage

Livv Housing Group has the “duty to manage asbestos” in:

- All non-domestic buildings.
- The common areas of domestic buildings, e.g. halls, stairwells, lift shafts, service ducts, roof spaces etc.
- Although the Duty to Manage does not currently affect all other domestic properties (such as houses and flats) Livv Housing Group wishes to adopt best practice to safeguard tenants, visitors, operatives and other occupiers within the housing stock, and will undertake surveys on such properties as work dictates.

Livv Housing Group will ensure that:

- Premises are assessed to determine if they have any potential Asbestos Containing Materials (ACMs) and make a presumption that materials contain asbestos until tested.
- Make and keep an up-to-date record of the location and condition of the ACMs or presumed ACMs in all inspected premises.
- Assess the risk from the material and record and maintain such records in a detailed risk assessment.
- Prepare a plan that sets out in detail how Livv Housing Group will manage any ongoing risk.
- Ensure that Risk Assessments and Management Plan Actions are executed in a timely manner.
- Set up a system for providing information on the location and condition of the material and ensure it is easily accessible to anyone liable to work on or disturb it (Asbestos Register).
- Ensure our customers have the facility to request and receive information as to known ACMs and arrangements in place to manage same. General information will be available via the Livv Housing Group website and at the sign up of a new tenancy. Property-specific surveys will be available upon request.
- Provide Asbestos Management Briefing / Advice Leaflets for tenants as required and requested

- Appoint a “competent person(s)” to carry out all or part of the work to meet the requirements of the duty.
- Survey, sample and analysis will be carried out by accredited to United Kingdom Accreditation Service (UKAS) and will exhibit appropriate qualifications / accreditation prior to any instruction.
- The “competent person(s)” will hold appropriate qualifications and will carry out Quality Assurance or Re-Inspection Surveys in line with the compliance matrix.
- Any incident relating to asbestos is thoroughly investigated to establish root cause and embed lessons learnt. Please refer to Incident Risk Management and Learning framework.

Best Practice

Livv Housing Group is committed to the delivery of exemplar compliance standards and has committed to:

- Hold 100% Asbestos Refurbishment Surveys to all non-domestic buildings and common areas
- Complete 100% Asbestos Management Surveys to all domestic dwellings by 31st March 2024
- Complete Asbestos Refurbishment Surveys prior to all intrusive works.
- Carry out Intrusive Asbestos Sampling and Testing in advance of any destructive works.
- Regularly inspect and re-assess the condition of any ACMs based on property type and risk assess:
 - The material condition
 - The likelihood that asbestos fibres could be released into the air
 - The effectiveness of encapsulation
- Where monitored ACMs are deemed to be in a poor condition, appropriate remedial works will be implemented.
- Livv Housing Group will review its asbestos management procedure to ensure clear responsibilities are assigned to relevant staff to safely facilitate future 3rd party works.

Key Performance Indicators

Performance monitoring will be undertaken in the following areas to assess the impact of the policy and meet industry standards:

- 100% of Block / Communal / Commercial (non-domestic) Properties with an in date asbestos survey
- 100% of Block / Communal / Commercial (non-domestic) Properties with an in-date re-inspection survey
- 100% Asbestos Remedial works completed within target

PLEASE REFER TO THE ASBESTOS SAFETY MANAGEMENT PLAN, PROCESS AND PROCEDURE MAPS, AND DELIVERY MANUAL WHICH DEFINE HOW THIS POLICY STATEMENT WILL BE DELIVERED AND OUTLINES RESPONSIBILITY AND ACCOUNTABILITY TO MAINTAIN FULL COMPLIANCE.

Appendix D – Fire Safety Management Policy

Policy Statement

Livv Housing Group recognises its duties under the following regulations, Acts and British Standards:

- The Regulatory Reform (Fire Safety) Order 2005
- The Housing Act 2004
- The Building Regulations, and other relevant legislation to demonstrate and implement robust control measures to facilitate in the continuous conformity with legislation in the management of Fire risk.

Duty to Manage

Livv Housing Group will ensure that:

- All assets are risk assessed taking into consideration all known risk factors including archetypal risk, occupancy risk, passive and active fire management activities and external known factors.
- A suitable Fire Risk Assessment (FRA) is undertaken by an appropriately trained and experienced competent person.
- That management actions and remedial works arising from the FRA are actioned and tracked to completion, including evidence of completion, including photographs and relevant certification.
- Fire Safety systems and fire safety equipment where fitted, are maintained to the recommended standards (refer to Appendix H), through regular programmes of cyclical maintenance.
- That those within Livv Housing Group with a fire safety responsibility are appropriately trained to full fill their roles
- Any remedial works which cannot be or are not delivered within FRA advised timescales will be assessed jointly by Livv Housing Group and the competent person and appropriate risk mitigation measures will be taken to ensure ongoing tenant / resident safety.
- Livv Housing Group will maintain a Master Database of all properties where it has a responsibility to provide an FRA.
- Livv Housing Group will maintain a Master Database of all properties where specific cyclical management activities are identified.
- Any contact with the Fire and Rescue Service will be reported corporately as defined in the Incident Risk Management and Learning (IRML) Framework.

Best Practice

Livv Housing Group is committed to the delivery of exemplar compliance standards, Local Government Group “Fire Safety in Purpose Built Blocks of Flats and (associated MHCLG Guidance) and has committed to:

- All properties subject to the RRFSO will be subject to an FRA. FRAs will only be undertaken by contractors deemed competent in

accordance with this Plan. Reports shall follow PAS 79 with a separate action plan.

- For new build properties of refurbished premises, an FRA will be undertaken prior to occupation.
- Remedial actions will be prioritised according to the nature of the risk identified within the FRA and timescales for completion will be provided by the competent person. If there is a reason to suspect that the FRA/ Evacuation Strategy may no longer be valid, this will prompt a new FRA. This decision is made by the Responsible Person.
- Where the risk assessment indicates that work being carried out by a contractor has a foreseeable risk of an impact on existing fire safety measures in a building, Livv Housing Group will ensure that an appropriate volume of post project fire safety checks, proportionate to risk, will be completed by a competent person independent to the contractor. This check will provide confirmation that all existing fire safety measures remain in place and are fully functional.
- Environmental Services Operatives (ESOs) will undertake basic fire safety training and will use inspection logs to report basic fire safety issues, such as door faults, damage to fire safety compartmentation; and to monitor compliance with the Group’s Fire Safety in Communal Areas Policy.
- The frequency of FRA’s will be based on risk level as table below:

Property Classification	Frequency
Level 1	Annual
Level 2	2 yearly
Level 3	3 yearly
Level 4	N/A
Level 5	N/A
Other	N/A

Key Performance Indicators

Performance monitoring will be undertaken in the following areas to assess the impact of the policy and meet industry standards:

- 100% of properties with a completed and in date FRA where required
- 100% of buildings without overdue remedial actions
- 100% of buildings with fire safety systems/equipment present where all systems/equipment has been tested/maintained in accordance with this management plan.

PLEASE REFER TO THE FIRE SAFETY MANAGEMENT PLAN, PROCESS AND PROCEDURE MAPS, AND DELIVERY MANUAL WHICH DEFINE HOW THIS POLICY STATEMENT WILL BE DELIVERED AND OUTLINES RESPONSIBILITY AND ACCOUNTABILITY TO MAINTAIN FULL COMPLIANCE.

Appendix E – Water Safety Management Policy

Policy Statement

Livv Housing Group recognises its duties under the following regulations, Acts and British Standards:

- Sections 3(2) & 53 Health and Safety at work Act 1974,
- Control of Substances Hazardous to Health Regulations 2002,
- Control of Legionella in Water Systems L8 Approved Code of Practice 2013 (ACOP) fourth edition and HSG 274 Part 2.

Duty to Manage

For all Non-Domestic Installations Livv Housing Group will:

- Notify under RIDDOR and NTEC (if necessary)
- Carry out monthly monitoring of non-domestic installations
- Test water samples from tank storage annually
- Conduct bi-annual inspections of communal tanks and any non-domestic installations, this inspection will be a visual inspection only unless the condition has deteriorated and the installation merits a full sampling and test inspection.
- Take reasonable measures to identify “little-used” outlets and subject same to a weekly flush.

Duty to Assess Risk of Exposure

Livv Housing Group as an employer and landlord has a responsibility to reduce the risks of exposure to legionella. As part of its duty, Livv Housing Group will ensure sources of risk are identified and assessed, risks are prevented or managed appropriately and that up-to-date records are maintained.

To ensure compliance and mitigate risk, Livv Housing Group will:

- Appoint a competent person(s) with sufficient authority and knowledge of the installations to help take the measures need to be compliant
- Identify and assess sources of risk through a programme of risk assessment.
- Manage any risks through written schemes of control.
- Prevent or control any risks through remedial actions.
- Record and maintain accurate records at all times.

Best Practice

Livv Housing Group is committed to the delivery of exemplar compliance standards and has committed to ensure domestic Installations are:

- Flushed out prior to letting or re-letting the property.
- We will avoid debris getting into the system (we will ensure that domestic cold water tanks, where fitted, have a tight fitting lid).

- Set control parameters (e.g. setting the temperature of the hot water cylinder (calorifier) to ensure water is stored at 60°C) In Extra Care Schemes we fit additional thermostatic control anti scald valves (TMV's) to ensure vulnerable tenant safety.
- Ensure A+ rated condensing combination boilers are fitted for all new central heating installations and all new showers are electrically powered to remove the need for water storage.
- Remove all redundant pipework as and when identified.

Key Performance Indicators

Performance monitoring will be undertaken in the following areas to assess the impact of the policy and meet industry standards:

- 100% of schemes identified as requiring Legionella Risk Assessments will be assessed
- 100% of properties within a legionella maintenance regime where testing has been completed and valid certification is in place.
- 100% of management actions will be delivered in line with LRA guidance.

PLEASE REFER TO THE WATER SAFETY MANAGEMENT PLAN, PROCESS AND PROCEDURE MAPS, AND DELIVERY MANUAL WHICH DEFINE HOW THIS POLICY STATEMENT WILL BE DELIVERED AND OUTLINES RESPONSIBILITY AND ACCOUNTABILITY TO MAINTAIN FULL COMPLIANCE.

Appendix F – Lift and Lifting Equipment Management Policy

Policy Statement

Livv Housing Group recognises its duties under the following regulations, Acts and British Standards:

- LOLER (Lifting Operation and Lifting Equipment Regulations) 1998
- PUWER (Provision and Use of Work Equipment Regulations) 1998
- The Health and Safety at Work Act 1974
- The Management of Health and Safety at work Regulations 1999.

All lifting operations involving lifting equipment must be properly planned by a competent person, appropriately supervised and carried out in a safe manner.

All systems will comply with the Building Regulations that applied at the time of installation. LOLER also requires that all equipment used for lifting is fit for purpose, appropriate for the task, suitably marked and, in many cases, subject to statutory periodic 'thorough examination'. Records must be kept of all thorough examinations and any defects found must be reported to both the person responsible for the equipment and the relevant enforcing authority.

Duty to Manage

To ensure compliance and mitigate risk, Livv Housing Group will:

- Ensure lifting equipment (including lifting accessories) undergo one thorough examination and one service within a 12 month cycle.
- Always have lifting equipment thoroughly examined following 'exceptional circumstances', e.g. if it is damaged or fails, is out of use for long periods, or if there is a major change in how it is used which is likely to affect its integrity.
- Inspect lifting equipment and accessories

We will ensure that we maintain a programme of thorough inspections supervised by a Competent Person at such intervals which may be appropriate for:

- Traction / Hydraulic Lifts
- Through Floor and Platform Lifts
- Medical hoists and lifting equipment
- Construction Equipment – via contractor method statements and risk assessments

Best Practice

Livv Housing Group is committed to the delivery of exemplar compliance standards and has committed to:

- Compliance with the Safe Use of Lifting Equipment Code of Practice (ACOP)

- Annual service
- 6-monthly Safety Check and Load Test for all passenger lifts
- Safe to Use Certification which meets LOLER criteria by accredited specialist contractors
- All tests will be recorded on the management system

Key Performance Indicators

Performance monitoring will be undertaken in the following areas to assess the impact of the policy and meet industry standards:

- 100% Passenger lifts with valid thorough examination and servicing certificate
- 100% Stair lifts with a valid certificate
- 100% Domestic vertical lifts with a valid certificate
- 100% Ceiling hoists with a valid certificate
- 100% Step lifts with a valid certificate

PLEASE REFER TO THE LIFT & LIFTING EQUIPMENT MANAGEMENT PLAN, PROCESS AND PROCEDURE MAPS, AND DELIVERY MANUAL WHICH DEFINE HOW THIS POLICY STATEMENT WILL BE DELIVERED AND OUTLINES RESPONSIBILITY AND ACCOUNTABILITY TO MAINTAIN FULL COMPLIANCE.

Appendix G – Non-Statutory Compliance Facilities Services Policy

Policy Statement

Livv Housing Group recognises its duties to maintain compliance relating to areas which don't naturally sit within the remit of the six areas of statutory compliance as listed in appendix A – F.

These non-statutory areas consist of the following:

- Trees
- At height systems including Mansafe systems, Edge protection, eyebolts, cranes
- Windows including window restrictors, communal and supported needs, fire rating glazing (which while covered in an FRA) can be checked regularly
- Sewage and waste management systems
- Energy Performance Certificates
- Security and CCTV management systems, emergency panic alarms
- Bin chutes
- Items fitted for mobility that fall outside of other categories

Duty to Manage

For all non-statutory areas of compliance Livv Housing Group will:

- Provide clear lines of responsibility for the management of all systems covered by this plan supported by written guidance on procedure and process.
- Establish overarching process for delivery of work under the policy
- Ensure that a clear and consistent process including front-line engagement and enforcement is in place to obtain access to properties to undertake safety checks and maintenance, which shall include legal action when required.
- Proactively assess available data for relevant information about the customer to help gain access (disability, vulnerability, local connections, etc.)
- Maintain an emergency process for dealing with suspected breaches in non-core areas
- Maintain an up-to-date master database of all properties
- For each compliance area maintain an up-to-date database confirming which of the systems and components within the scope of this policy exist and do not exist (binary basis) and the associated responsibility
- Where a requirement does not exist, hold appropriate evidence to demonstrate that no obligation exists
- Where remedial works are required hold evidence relating to their current status and if complete, hold evidence of completion

- Undertake monthly reconciliations of all non-statutory compliance attributes
- Appoint a competent person(s) with sufficient authority and knowledge of the installations to help take the measures needed to achieve or maintain compliance

Key Performance Indicators

Performance monitoring will be undertaken in the following areas to assess the impact of the policy and meet industry standards:

- 100% of non-statutory compliance attributes will be recorded, new items will be added on discovery or installation
- 100% Risk assessments will be carried out where required
- 100% of all relevant certification will be recorded and maintained

PLEASE REFER TO THE NON-STATUTORY COMPLIANCE FACILITIES SERVICES MANAGEMENT PLAN, PROCESS AND PROCEDURE MAPS, AND DELIVERY MANUAL WHICH DEFINE HOW THIS POLICY STATEMENT WILL BE DELIVERED AND OUTLINES RESPONSIBILITY AND ACCOUNTABILITY TO MAINTAIN FULL COMPLIANCE.

Appendix H – Compliance Management Matrix

Compliance module area	Category	Regulatory, Management, Maintenance or British Standard	Do Task / Reader	Governing Regs, BS or ACOP	Frequency	Who manages it	External Contractor	Contract terms	Client Lead	Livv Maintenance Lead	Internal QA %	External QA %	Competence Training
Asbestos Safety & Management													
Asbestos Non-Domestic Duty To Manage	Asbestos	Regulatory	Reader	Control of Asbestos Regulations (CAR) 2012, Health & Safety at Work Act (HSWA) 1974, Landlord & Tenant Act (LTA) 1985, Regulator of Social Housing (RSH) Homes Standard	Annual	Compliance	Internal	N/A	Compliance	N/A	5%	5.0%	Asbestos P402 Surveying and Sampling strategies Asbestos P405 Management of Asbestos in buildings Asbestos P407 Managing Asbestos in premises
Asbestos Survey Domestic	Asbestos	Management	Reader	As above - plus Health and Safety Executive HSG264 (Second Edition) 'Asbestos: The Survey Guide', ISO: 17020 (Surveys) and ISO: 17025 (Sampling)	As works require, target 100% 2024	Compliance	Lucion & Airborne Environmental Consultants	No Contract in place	Compliance	N/A	5%	5.0%	UKAS Accreditation Holds a HSE Licence
Asbestos Survey Non-Domestic	Asbestos	Regulatory	Reader	As above - plus Health and Safety Executive HSG264 (Second Edition) 'Asbestos: The Survey Guide', ISO: 17020 (Surveys) and ISO: 17025 (Sampling)	One off	Compliance	Lucion & Airborne Environmental Consultants	No Contract in place	Compliance	N/A	5%	5.0%	UKAS Accreditation Holds a HSE Licence
Asbestos Garage Survey	Asbestos Other	Management	Reader	As above - plus Health and Safety Executive HSG264 (Second Edition) 'Asbestos: The Survey Guide', ISO: 17020 (Surveys) and ISO: 17025 (Sampling)	As works require, target 100% 2024	Compliance	Lucion & Airborne Environmental Consultants	No Contract in place	Compliance	N/A	5%	5.0%	UKAS Accreditation Holds a HSE Licence
Asbestos Management Actions	Asbestos Other	Management	Reader	As above - plus Health and Safety Executive HSG247 'Asbestos: The Licensed Contractors Guide', CDM 2015 Regulation 4 (6) re contractors competency check obligations	As works require	Livv Maintenance	Kaefer Ltd	Contract Expires June - Out to tender June	Compliance	Responsive Repairs	5%	5.0%	Holds a HSE Licence for 3 years (2 year awarded licence will be considered with mitigations). Plus, for remedial or removal works members of relevant Trade Body - Asbestos Removal Contracts Association (ARCA) or

														Thermal Insulation Contractors Association (TICA)
Electrical Safety Management														
Electric Domestic EICR 5 Year	Electric	Management	Reader	18th Edition of the Wiring Regulations 2018:BS7671, Electricity at Work Regulations (EAWR) 1989, Building Regulations, HSWA 1974, L&TA 1985, RSH Homes Standard, CDM 2015 Regulation 4 (6) re contractors competency check obligations	5 years	Livv Maintenance	Livv Maintenance	Ongoing	Compliance	Electric Management	2.5%	2.5%	Introduction to Inspection and Testing City & Guilds Building Regulations 2393-10 course Logic Part P for Domestic Installers course City & Guilds 2392-10 Fundamentals in Inspection and Testing course. External Contractors - The National Inspection Council Electrical Installation Contractors (NICEIC) or equivalent	
Electric Domestic EICR 10 Year	Electric	Regulatory	Reader	18th Edition of the Wiring Regulations 2018:BS7671, Electricity at Work Regulations (EAWR) 1989, Building Regulations, HSWA 1974, L&TA 1985, RSH Homes Standard, CDM 2015 Regulation 4 (6) re contractors competency check obligations	5 years	Livv Maintenance	Livv Maintenance	Ongoing	Compliance	Electric Management	2.5%	0.0%	Introduction to Inspection and Testing City & Guilds Building Regulations 2393-10 course Logic Part P for Domestic Installers course City & Guilds 2392-10 Fundamentals in Inspection and Testing course. External Contractors - The National Inspection Council Electrical Installation Contractors (NICEIC) or equivalent	
Electric Non-Domestic EICR 5 Year	Electric	Regulatory	Reader	As above	5 years	Livv Maintenance	Livv Maintenance	Ongoing	Compliance	Electric Management	2.5%	2.5%	Introduction to Inspection and Testing City & Guilds Building Regulations 2393-10 course Logic Part P for Domestic Installers course City & Guilds 2392-10 Fundamentals in Inspection and Testing course. External Contractors - The National Inspection Council Electrical Installation Contractors (NICEIC) or equivalent	
Electric Air Conditioning	Electric Other	Regulatory	Reader	Legionella Bacteria in Water Systems Technical Guidance (HSG 274) and Approved Code of	6 Monthly	FM team	Care Quick	Ongoing	Compliance	FM Team	2.5%	0.0%	City & Guilds Building Regulations 2393-10 course City & Guilds 2392-10 Fundamentals in Inspection and Testing course	

				Practice (ACOP) L8, Control of Substances Hazardous to Health (COSHH) 2002									
Electric Automatic Doors	Electric Other	Regulatory	Reader	HSWA 1974 Sections 3 and 4, and Supply of Machinery (Safety) Regulations 2008, BS EN 12453:2001	Annual	FM team	No Contract in place	No Contract in place	Compliance	FM Team	2.5%	0.0%	City & Guilds Building Regulations 2393-10 course City & Guilds 2392-10 Fundamentals in Inspection and Testing course
Electric Automatic Gates and Barriers	Electric Other	Regulatory	Reader	HSWA (1974) Sections 3 and 4, and Supply of Machinery (Safety) Regulations 2008, BS EN 12453:2001	6 Monthly	FM team	Sulzer		Compliance	FM Team	2.5%	0.0%	Level 2 Diploma in Access to Building Services Engineering Level 2 Diploma in Refrigeration, Air Conditioning and Heat Pump Systems
Electric Emergency Lighting Monthly Test	Electric Other	Regulatory	Do Task	RRO 2015 BS 5266 18th Edition of the Wiring Regulations 2018:BS7671 EAWR 1989	Monthly	FM team	ESO	Ongoing	Compliance	FM Team	2.5%	0.0%	Internal training to undertake and record monthly testing
Electric Emergency Lighting Annual Service	Electric Other	Regulatory	Reader	RRO 2015 BS 5266 18th Edition of the Wiring Regulations 2018:BS7671 EAWR 1989	Annual	FM team	ABM	1 Year	Compliance	FM Team	2.5%	2.5%	City & Guilds Building Regulations 2393-10 course City & Guilds 2392-10 Fundamentals in Inspection and Testing course
Electric UPS Uninterruptable Power Supply	Electric Other	Maintenance	Reader	HASAWA (1974) sections 3 and 4, and Supply of Machinery (Safety) Regulations 2008, BS EN 12453:2001	6 Monthly	FM team	No Contract in place		Compliance	FM Team	2.5%	0.0%	City & Guilds Building Regulations 2393-10 course City & Guilds 2392-10 Fundamentals in Inspection and Testing course
Electric Generator Point Service	Electric Other	Regulatory	Reader	HASAWA (1974) sections 3 and 4, and Supply of Machinery (Safety) Regulations 2008, BS EN 12453:2001	Annual	FM team	No Contract in place	Ongoing	Compliance	FM Team	2.5%	0.0%	City & Guilds Building Regulations 2393-10 course City & Guilds 2392-10 Fundamentals in Inspection and Testing course
Electric PAT Testing	Electric Other	Regulatory	Reader	HSAWA 1974 Section 2.2	Annual	FM team	ESO	Ongoing	Compliance	FM Team	2.5%	0.0%	City & Guilds 2377-22 & 32 PAT Testing
Lightning Protection	Electric Other	British Standard	Reader	BS EN 62305:3:2011 'Protection against Lightning - Physical Damage to Structures &	Annual	FM team	Osborne Delta	No Contract in place	Compliance	FM Team	2.5%	0.0%	NVQ Level 3 - Lightning Protective Systems Inspection & Testing CSCS Gold Card, Association of Technical Lightning and Access

				Life Hazard' (Section 7 and E7)									Specialists (ATLAS - External Contractors)
Electric Installation Condition Domestic	Electric Other	Management	Reader	18th Edition of the Wiring Regulations 2018:BS7671, EAWR 1989	One off	Livv Maintenance	Livv Maintenance	Ongoing	Compliance	Electric Management	2.5%	0.0%	City & Guilds Building Regulations 2393-10 course City & Guilds 2392-10 Fundamentals in Inspection and Testing course
Electric Installation Condition Non-Domestic	Electric Other	Management	Reader	18th Edition of the Wiring Regulations 2018:BS7671, EAWR 1989	One off	Livv Maintenance	Livv Maintenance	Ongoing	Compliance	Electric Management	2.5%	0.0%	City & Guilds Building Regulations 2393-10 course City & Guilds 2392-10 Fundamentals in Inspection and Testing course
Street Lighting / External Lightning Testing	Electric Other	Maintenance	Do Task - visual operational check	18th Edition of the Wiring Regulations 2018:BS7671, EAWR 1989	Annual	FM team	TBA	No Contract in place	Compliance	FM Team	2.5%	0.0%	City & Guilds Building Regulations 2393-10 course City & Guilds 2392-10 Fundamentals in Inspection and Testing course
Electric Tele - Care	Electric Other	Maintenance	Suggest this is completed remotely by Tele care provider or IL team	BS 8521	Annual	Independent Living	Independent Living		Compliance	FM Team	2.5%	0.0%	City & Guilds Building Regulations 2393-10 course City & Guilds 2392-10 Fundamentals in Inspection and Testing course
Energy													
Energy Performance Certificate (EPC)	EPC	Regulatory	Reader	EPC Regs	On new occupancy, blanket by 2025	Compliance	Malloneys	No Contract in place	Investment	N/A	N/A	N/A	Outsourced include the regulation change to 2020 with timelines and deliverables
Fire Safety Management													
Fire Risk Assessment	Fire Safety	Regulatory	Reader	Regulatory Reform (Fire Safety) Order (RRFSO) 2005, Housing Act 2004, HSWA 1974, L&TA 1985, RSH Homes Standard, Building Regulations, Furniture & Furnishings (Fire Safety) Regulations 1988 (if landlord provided)	As per risk profile	Compliance	OFR	6 Years	Compliance	N/A	10%	0.0%	IFE Approved Fire Risk Assessment Qualification, BAFE SP205-1 (for any companies providing FRA services). Any external contractor provider with reference to 'A Guide to Choosing a Competent Fire Risk Assessor', by the Fire

													Risk Assessment Competency Council (FRACC)
Fire Risk Review	Fire Safety	Regulatory	Reader	As above	Annual	Compliance	Internal Compliance Officer	6 Years	Compliance	N/A	N/A	N/A	As above
Fire Risk Remedial Actions	Fire Safety	Regulatory	Reader	As above	As per risk profile	Compliance	Livv Maintenance	Ongoing	Compliance	Responsive Repairs	10%	0.0%	Level 5 Fire Risk Assessment courses
Fire Alarm Weekly Test	Fire Risk Other	Regulatory	Do Task	BS 5839 RRF50 2005	Weekly	FM team	ESO	Ongoing	Compliance	FM Team	10%	0.0%	Internal training to undertake and record weekly testing
Fire Alarm 6 Monthly Service	Fire Risk Other	Regulatory	Reader	BS 5839 RRF50 2005	6 Monthly	FM team	ABM	1 Year	Compliance	FM Team	10%	0.0%	City & Guilds Building Regulations 2393-10 course City & Guilds 2392-10 Fundamentals in Inspection and Testing course, External Contractors to BAFE SP203 Standard
Fire AOV Monthly Test	Fire Risk Other	Maintenance	Do Task	Building regs Part B RRF50 2005	Monthly	FM team	ESO	Ongoing	Compliance	FM Team	10%	0.0%	Internal training to undertake and record weekly testing
Fire AOV 6 Monthly Service	Fire Risk Other	Regulatory	Reader	Building regs Part B RRF50 2005. BS7346, BS5588 and EN12101.	6 Monthly	FM team	ABM	1 Year	Compliance	FM Team	10%	0.0%	Smoke Control Maintenance Engineer qualification
Fire Bin Chute Deep Clean	Fire Risk Other	Maintenance	Reader	RRF50 2005 BS 476 BS 5588	6 Monthly	FM team	Chute Fire UK	No Contract in place	Compliance	FM Team	10%	0.0%	IFSM (Institute of Fire Safety Managers) standards
Fire Bin Chute 6 Monthly Service	Fire Risk Other	Regulatory	Reader	RRF50 2005 BS 476 BS 5588	6 Monthly	FM team	Chute Fire UK	No Contract in place	Compliance	FM Team	10%	0.0%	IFSM (Institute of Fire Safety Managers) standards
Fire Dry Risers 6 Monthly Test	Fire Risk Other	Regulatory	Reader	BS EN 50133-7:1999, BSI 9990 : 2006	6 Monthly	FM team	UK Dry Risers	No Contract in place	Compliance	FM Team	10%	0.0%	Service technicians riser course – 1 day Training programme for five-yearly maintenance
Fire Dry Risers Annual Service	Fire Risk Other	Regulatory	Reader	BS EN 50133-7:1999, BSI 9990 : 2006	Annual	FM team	UK Dry Risers	No Contract in place	Compliance	FM Team	10%	0.0%	Service technicians riser course – 1 day Training programme for five-yearly maintenance
Fire Fighting Equipment Monthly Inspection	Fire Risk Other	Maintenance	Do Task	RRF50 2005, BS5306 Part 3 2009	Monthly	FM team	ESO	Ongoing	Compliance	FM Team	10%	0.0%	Servicing & maintenance of various types of portable extinguisher. Based on BS 5306-3 Servicing and Maintenance', BS 5306-8 'Selecting and Positioning'

Fire Fighting Equipment Annual Service	Fire Risk Other	Regulatory	Reader	RRFSO 2005, BS5306 Part 3 2009	Annual	FM team	ABM	1 Year	Compliance	FM Team	10%	0.0%	Servicing & maintenance of various types of portable extinguisher. Based on BS 5306-3 Servicing and Maintenance', BS 5306-8 'Selecting and Positioning'. External Contractors to BAFE SP101 Standard
Fire Gas Suppression	Fire Risk Other	Regulatory	Reader	RRFSO 2005	6 Monthly	FM team	ABM	1 Year	Compliance	FM Team	10%	0.0%	Fire and Gas System Engineering - Performance Based Methods for Process Facilities (EC56P)
Fire Safety Rated Glazing	Fire Safety	Management	Do Task	RRFSO 2005	6 Monthly	FM team	Livv Maintenance	Ongoing	Compliance	FM Team	10%	0.0%	Fire and Gas System Engineering - Performance Based Methods for Process Facilities (EC56P)
Fire Gas Detection	Fire Risk Other	Regulatory	Reader	RRFSO 2005	6 Monthly	FM team	ABM		Compliance	FM Team	10%	0.0%	Fire and Gas System Engineering - Performance Based Methods for Process Facilities (EC56P)
Fire Smoke Curtain/Shutter Monthly Test	Fire Risk Other	Regulatory	Reader/ Do Task qualification needed ask Paul.	RRFSO 2005	Monthly	FM team	ABM		Compliance	FM Team	10%	0.0%	IFCC Installers Certification
Fire Smoke Curtain/Shutter 6 Monthly Service	Fire Risk Other	Regulatory	Reader	RRFSO 2005	6 Monthly	FM team	ABM		Compliance	FM Team	10%	0.0%	IFCC Installers Certification
Fire Sprinkler / Misting System 6 Monthly Service	Fire Risk Other	Regulatory	Reader	RRFSO 2005, BS 9251, BS 12845, and BS9999	6 monthly	FM team	No contract in place	Ongoing	Compliance	FM Team	10%	0.0%	BS 9251: Installation course BS EN 12845: Maintenance and hazard identification
Fire Sprinkler / Misting System Monthly Test	Fire Risk Other	Regulatory	Do Task	RRFSO 2005, BS 9251, BS 12845, and BS9999	Monthly	FM team	No Contract in place	No Contract in place	Compliance	FM Team	10%	0.0%	BS 9251: Installation course BS EN 12845: Maintenance and hazard identification
Fire Domestic Smoke Alarm Install	Fire Risk Other	Management	Reader	RRFSO 2005, BS 5839	One off	Livv Maintenance	N/A		Compliance	Responsive Repairs	10%	0.0%	Basic electrical awareness
Gas & Carbon Monoxide Safety Management													
Gas LGSR Domestic	Heating Gas	Regulatory	Reader	Gas Safety (Installation & Use) Regulations 1998 (GSIUR), HSWA 1974,	Annual	Livv Maintenance	Livv Maintenance	Ongoing	Compliance	Gas Management	5%	5.0%	Level 4 Certificate in Gas Safety Management NVQ Level 3 plumbing and

				L&TA 1985, RSH Homes Standard, CDM 2015 Regulation 8(1) re requirement to check contractor competency										heating qualification, The Nationally Accredited Certification Scheme (ACS) + CCN1 CKR1, CENWAT, WAT1, HTR1, MET1, DAH1
Gas LGSR Non-Domestic	Heating Gas	Regulatory	Reader	As above	Annual	FM team	Livv Maintenance	Ongoing	Compliance	Gas Management	100%	5.0%	Level 4 Certificate in Gas Safety Management ACS Commercial Gas Heating Training CODNCO1/COCN1, CORT1, CDGA1, CIGA1, ICPN1, TPCP1/TPCP1A	
Heating Solid Fuel 6 Monthly Service	Heating Other	Maintenance	Reader	Building Regulations 2010 (Parts F, J, L, G, and P), HETAS Guide 2019	6 Monthly	Livv Maintenance	Elect		Compliance	FM Team	5%	0.0%	CMDDA1 Carbon Monoxide Testing Training Course NACS qualified and certified Sweeping techniques (NVQ Qualified) HETAS approved chimney sweep HETAS Competent persons registration scheme	
Heating Liquid Petroleum Gas LGSR	Heating Other	Regulatory	Reader	Building Regulations 2010 parts F, J, L, G, and P	Annual	Livv Maintenance	Elect		Compliance	FM Team	5%	0.0%	CCLP1 - Core LPG Safety, CCLP1 PD	
Heating Pressure Vessels	Heating Other	Regulatory	Reader	Simple Pressure Vessels (Safety) Regulations 2016 The Pressure Systems Safety Regulations 2000	Annual	Compliance	Zurich	Ongoing	Compliance		5%	0.0%	Mechanical & Pressure Systems - Authorised Person (AP) Competent Person (CP),	
Heating Chimney Sweep	Heating Other	Regulatory	Reader	Building regs 2010 parts F, J, L, G, and P	Annual (pre winter)	Livv Maintenance	Elect		Compliance	FM Team	5%	0.0%	NACS qualified and certified Sweeping techniques (NVQ Qualified) HETAS approved chimney sweep HETAS Competent persons registration scheme	
Lifts & Lifting Equipment Safety Management														
LOLER Passenger Lift Thorough Examination	Passenger Lift	Regulatory	Reader	Lifting Operation and Lifting Equipment Regulations 1998 (LOLER), Provision and Use of Work Equipment Regulations 1998 (PUWER), Lift Regulations 1997 and BS EN 81 Part 20 (new	6 Monthly	Compliance	Zurich	Ongoing	Compliance	N/A	10%	0.0%	Level 4 Certificate in Electrical Safety Management Demonstrable CPD in managing passenger lifts (as per Lift and Escalator Industry Association Guidelines 1)	

				installations), ISO/IEC17020 (Inspectors for Thorough Examinations), HSWA 1974, L&TA 1985, RSH Homes Standard, CDM 2015 Regulation 8 (1) re competency checking of contractors, Disability Discrimination Act 2005, Equality Act 2010									
Passenger Lift Monthly Maintenance	Passenger Lift	Maintenance	Reader	As above	Monthly	FM team	KLS	Up for tender	Compliance	FM Team	10%	0.0%	Level 4 Certificate in Electrical Safety Management Demonstrable CPD in managing passenger lifts (as per Lift and Escalator Industry Association Guidelines 1)
Passenger Lift Remedial Works	Passenger Lift	Maintenance	Reader	As above	Adhoc	FM team	KLS	Up for tender	Compliance	FM Team	10%	0.0%	Level 4 Certificate in Electrical Safety Management Demonstrable CPD in managing passenger lifts (as per Lift and Escalator Industry Association Guidelines 1)
LOLER Step Lift Thorough Exam	Step Lift	Regulatory	Reader	As above	6 Monthly	Compliance	Zurich	Ongoing	Compliance	N/A	10%	0.0%	Level 4 Certificate in Electrical Safety Management Demonstrable CPD in managing passenger lifts (as per Lift and Escalator Industry Association Guidelines 1)
Step Lift 6 Monthly Maintenance	Step Lift	Maintenance	Reader	As above	Monthly	Livv Maintenance	KLS	Up for tender	Compliance	FM Team	10%	0.0%	Level 4 Certificate in Electrical Safety Management Demonstrable CPD in managing passenger lifts
LOLER Bath Thorough Examination	Bath Lift	Maintenance	Reader	As above	6 Monthly	Compliance	Zurich	Ongoing	Compliance	N/A	10%	0.0%	Level 4 Certificate in Electrical Safety Management Demonstrable CPD in managing passenger lifts (as per Lift and Escalator Industry Association Guidelines 1)

Bath Lift 6 Monthly Maintenance	Bath Lift	Maintenance	Reader	As above	Monthly	Livv Maintenance	VLC	Up for tender	Compliance	Livv Maintenance	10%	0.0%	Level 4 Certificate in Electrical Safety Management Demonstrable CPD in managing passenger lifts (as per Lift and Escalator Industry Association Guidelines 1)
Domestic Stair Lift 6 Monthly Maintenance	Stair Lift	Maintenance	Reader	As above	6 Monthly	Livv Maintenance	VLC	Up for tender	Compliance	Livv Maintenance	10%	0.0%	Level 4 Certificate in Electrical Safety Management Demonstrable CPD in managing passenger lifts (as per Lift and Escalator Industry Association Guidelines 1)
Domestic Vertical Lift 6 Monthly Maintenance	Through Floor Lift	Maintenance	Reader	As above	6 Monthly	Livv Maintenance	VLC	Up for tender	Compliance	Livv Maintenance	10%	0.0%	Level 4 Certificate in Electrical Safety Management Demonstrable CPD in managing passenger lifts (as per Lift and Escalator Industry Association Guidelines 1)
Domestic Ceiling Hoist Maintenance 6 Monthly	Lifting Equipment	Maintenance	Reader	As Above	6 Monthly	Livv Maintenance	VLC	Up for tender	Compliance	Livv Maintenance	10%	0.0%	Level 4 Certificate in Electrical Safety Management Demonstrable CPD in managing passenger lifts (as per Lift and Escalator Industry Association Guidelines 1)
Edge Protection Annual Test	Working At Height	Regulatory	Reader	Work at Height Regs 2005	Annual	FM Team	HCL	No Contract in place	Compliance	FM Team	5%	0.0%	Anchor Fixing and Testing Anchor Bolt Installation & Testing Course
Eye Bolts/Man Safe System Annual Test	Working At Height	Regulatory	Reader	Work at Height Regs 2005	Annual	FM Team	HCL	No Contract in place	Compliance	FM Team	5%	0.0%	Anchor Fixing and Testing Anchor Bolt Installation & Testing Course
Man Safe Annual Test - Fall Arrest	Working At Height	Regulatory	Reader	Work at Height Regs 2005	Annual	FM Team	HCL	No Contract in place	Compliance	FM Team	5%	0.0%	Anchor Fixing and Testing Anchor Bolt Installation & Testing Course
Window Restrictors (Communal)	Fall Protection	Maintenance	Do Task - visual common areas only	Part N Building Regs Health and Social Care Act 2008 reg 15	Monthly	FM Team	N/A	N/A	Compliance	FM Team	5%	0.0%	H&S Awareness Internal training HHSRS Assessing properties
Window Restrictors (Supported)	Fall Protection	Maintenance	Do Task - visual common	Part N Building Regs Health and Social Care Act 2008 reg 15	Monthly	FM Team	N/A	N/A	Compliance	FM Team	5%	0.0%	H&S Awareness Internal training HHSRS Assessing properties

			areas only										
Water Safety Management													
Little Used Outlets Weekly Flushing	Water Risk Assessment	Regulatory	Do Task	Legionella Bacteria in Water Systems Technical Guidance (HSG 274) and Approved Code of Practice (ACOP) L8, Control of Substances Hazardous to Health (COSHH) 2002, HSWA 1974, L&TA 1985, CDM 2015 Regulation 8 (1) re competency assessment of external contractors	Weekly	FM Team	N/A	N/A	Compliance	FM Team	10%	0.0%	H&S Awareness Internal training Internal training
TMV Annual Check	Water Risk Assessment	Regulatory	Reader	Legionella Bacteria in Water Systems Technical Guidance (HSG 274) and Approved Code of Practice (ACOP) L8, Control of Substances Hazardous to Health (COSHH) 2002, HSWA 1974, L&TA 1985, CDM 2015 Regulation 8 (1) re competency assessment of external contractors	Annual	FM Team			Compliance	FM Team	10%	0.0%	Responsible Persons Level 3 in Legionella Management External Contractors for LRAs or implementing Written Schemes members of Legionella Control Association (LCA)
Shower Head Clean Quarterly	Water Risk Assessment	Regulatory	Do Task	Legionella Bacteria in Water Systems Technical Guidance (HSG 274) and Approved Code of Practice (ACOP) L8, Control of Substances Hazardous to Health (COSHH) 2002, HSWA 1974, L&TA 1985, CDM 2015 Regulation 8 (1) re competency assessment of external contractors	Quarterly	FM Team	N/A	N/A	Compliance	FM Team	10%	0.0%	Responsible Persons Level 3 in Legionella Management External Contractors for LRAs or implementing Written Schemes members of Legionella Control Association (LCA)
Cold Water Storage Tank Inspection	Water Risk Assessment	Regulatory	Do Task	Legionella Bacteria in Water Systems Technical Guidance (HSG 274) and Approved Code of	Annual	FM Team	N/A	N/A	Compliance	FM Team	10%	0.0%	Responsible Persons Level 3 in Legionella Management External Contractors for LRAs or implementing Written Schemes members of

				Practice (ACOP) L8, Control of Substances Hazardous to Health (COSHH) 2002, HSWA 1974, L&TA 1985, CDM 2015 Regulation 8 (1) re competency assessment of external contractors									Legionella Control Association (LCA)
Expansion Vessel 6 Monthly Flush and Drain	Water Risk Assessment	Regulatory	Reader	Legionella Bacteria in Water Systems Technical Guidance (HSG 274) and Approved Code of Practice (ACOP) L8, Control of Substances Hazardous to Health (COSHH) 2002, HSWA 1974, L&TA 1985, CDM 2015 Regulation 8 (1) re competency assessment of external contractors	6 Monthly	FM Team	No contract in place		Compliance		10%	0.0%	Responsible Persons Level 3 in Legionella Management External Contractors for LRAs or implementing Written Schemes members of Legionella Control Association (LCA)
Water Risk Assessment	Water Risk Assessment	Regulatory	Reader	Legionella Bacteria in Water Systems Technical Guidance (HSG 274) and Approved Code of Practice (ACOP) L8, Control of Substances Hazardous to Health (COSHH) 2002, HSWA 1974, L&TA 1985, CDM 2015 Regulation 8 (1) re competency assessment of external contractors	As per risk profile	Compliance	Clearwater	1 Year	Compliance	FM Team	10%	10.0%	Water Safety Management in Housing Responsible Persons Level 3 in Legionella Management External Contractors for LRAs or implementing Written Schemes members of Legionella Control Association (LCA)
Water Risk Assessment Desktop Review	Water Risk Assessment	Regulatory	Reader	As above	As per risk profile	Compliance	Clearwater	1 Year	Compliance	FM Team	10%	0.0%	Responsible Persons Level 3 in Legionella Management External Contractors for LRAs or implementing Written Schemes members of Legionella Control Association (LCA)
Water Flush Down and Drain Void	Water Actions	Maintenance	Do Task	As above	Within Written Scheme	FM Team	ESO	Ongoing	Compliance	FM Team	10%	0.0%	Responsible Persons Level 3 in Legionella Management External Contractors for LRAs or implementing Written Schemes members of

													Legionella Control Association (LCA)
Water HW Flow Temp	Water Actions	Maintenance	Do Task	As above	Within Written Scheme	FM Team	ESO	Ongoing	Compliance	FM Team	10%	0.0%	Responsible Persons Level 3 in Legionella Management External Contractors for LRAs or implementing Written Schemes members of Legionella Control Association (LCA)
Water Monthly Temperature Checks	Water Actions	Maintenance	Do Task	As above	Within Written Scheme	FM Team	ESO	Ongoing	Compliance	FM Team	10%	0.0%	Responsible Persons Level 3 in Legionella Management External Contractors for LRAs or implementing Written Schemes members of Legionella Control Association (LCA)
Water Sentinel Tap Checks	Water Actions	Maintenance	Do Task	As above	Within Written Scheme	FM Team	N/A	Up for tender	Compliance	FM Team	10%	0.0%	Responsible Persons Level 3 in Legionella Management External Contractors for LRAs or implementing Written Schemes members of Legionella Control Association (LCA)
Security													
Security Intruder Alarm Annual Service	Security	Maintenance	Reader	BS 4737-4.3:1988	Annual	FM team	ABM	1 Year	Compliance	FM Team	5%	0.0%	City & Guilds Building Regulations 2393-10 course City & Guilds 2392-10 Fundamentals in Inspection and Testing course
Security Panic Alarm 6 Monthly Test	Security	Maintenance	Reader	BS 4737-4.3:1988	Annual	FM Team	ABM	1 Year	Compliance	FM Team	5%	0.0%	City & Guilds Building Regulations 2393-10 course City & Guilds 2392-10 Fundamentals in Inspection and Testing course
Security CCTV Annual Service	Security	Maintenance	Reader	BS 7958:2009	Annual	FM Team	No contract in place		Compliance	FM Team	5%	0.0%	City & Guilds Building Regulations 2393-10 course City & Guilds 2392-10 Fundamentals in Inspection and Testing course
Security Door Entry Annual Service	Security	Maintenance	Do task	BS EN 50133-7:1999	Annual	FM Team	SSS Group		Compliance	FM Team	5%	0.0%	City & Guilds Building Regulations 2393-10 course City & Guilds 2392-10 Fundamentals in Inspection and Testing course

Non-Core													
Non-core areas various													
Playgrounds	External	Regulatory	Reader	HASAW Act 1974: S3&4, MHSWA Regs 1999, Occupier's Liability Act (1957, Revised 1984, Consumer Protection Act (1987), Children Act 1989, RIDDOR 1995, COSHH 2002, Control of Pesticides Regulations 1986, Environmental Protection Act 1990	Annual	New contract	No contract in place		Compliance	FM Team	N/A	N/A	ROSPA accredited training course Picked up in the proposed Neighbourhood management plan
Trees	External	Maintenance	Do task	Guidance	Annual Desktop	Livv Maintenance	No contract in place		Compliance	FM Team	N/A	N/A	Picked up in the proposed Neighbourhood management plan
Handrails	Stairs	Regulatory	Do task	Approved document K	Annual	Livv Maintenance	N/A	Ongoing	Compliance	FM Team	N/A	N/A	Picked up in the proposed Neighbourhood management plan
Nosing and Coverings	Stairs	Regulatory	Do task	Approved document K	Annual	Livv Maintenance	N/A	Ongoing	Compliance	FM Team	N/A	N/A	Picked up in the proposed Neighbourhood management plan