

Landlord Compliance Policy Statement

2022 – 2025

Document control

Policy approval	Group Board, May 2022
Updating	Landlord Compliance Policy Statement 2022 – 2025
New review date	1 May 2025
Responsible Executive Director	Executive Director – Property
Author	Director of Assets
Equality analysis completed	N/A
Circulation	Intranet & Livv Housing Group website
Version	4

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
4	April 2022	A review of the policy to include amendments as a result of legislative changes and the implementation of best practice recommendations.

1. **Introduction**

This is an overarching property compliance policy which outlines how we will meet our obligations to ensure our customers' homes remain safe and compliant. We will as a minimum, meet all statutory and regulatory requirements and where appropriate we will follow best practice guidance.

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 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

Our policies relating to each individual area of property compliance are appended to this document (Appendix A – G) and outline how we will meet our obligations for that 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 – Other property related activities

Appendix H - Compliance management matrix provides a summary of all activities undertaken to ensure the safety of our customers' homes and our communal and business properties.

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

- Business Continuity & Incident Management Statement.
- Fire Safety in Buildings Policy
- Home Standard
- Health & Safety Policy
- Health & Safety Strategy
- Asset Strategy

4. Policy Statement

We understand and are 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 - 2012 and any further regulatory and property 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.

We aim to:

- Ensure property compliance is at the forefront of all decision-making processes, to meet the requirements of the Home Standard and to be an exemplar landlord .
- Ensure transparency of performance in relation to all compliance areas throughout the organisation.
- Carry out regular self-assessments to ensure that we are meeting all 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 property 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.

Compliance Training

A skills, knowledge, experience and training (SKET) matrix will be maintained by our Learning & Development team. 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 management plans. 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 and to customers via the Livv Housing Group website.

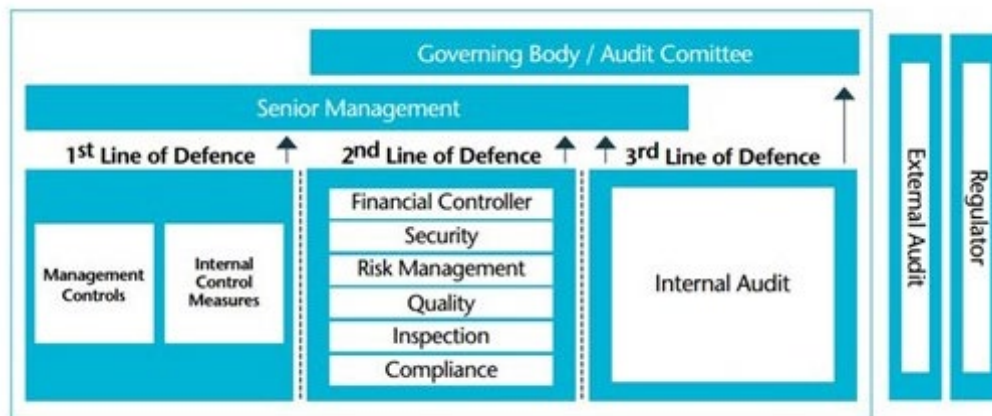
We will communicate with our customers through a variety of means as outlined in our Customer Engagement Strategy.

5. Policy Outcomes

This policy will ensure all employees are aware of their roles and responsibilities in relation to property compliance and underpin the drive to become an exemplar performer and maintain the safety of our customers' homes at all times.

6. Monitoring and Review

Three lines of defence



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

Corporate Assurance

The internal audit requirements for property compliance are as set by the Audit & Risk Committee and we will review each area of compliance on a minimum three-year cycle.

All employees who become aware of any compliance concerns will follow the reporting process defined in the Business Continuity & Incident Management Statement.

Corporate Reporting

A detailed compliance report is provided to the Executive Director's Team on a monthly basis and is reported to the Livv Housing Group Board at every meeting.

In addition, any major instance of Statutory non-compliance will be reported to the Chair of the Board as and when this occurs. The Chair may inform Board members and may instruct the Chief Executive to report to the Regulator and/or Audit & Risk Committee as appropriate, in line with the Business Continuity & Incident Management Statement.

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

Where we cannot maintain property compliance due to a failure to gain access to a customer's home, we will maintain an audit trail of our attempts to access the home to enable us to implement appropriate legal action to meet our obligations.

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"> • Set the overall direction of the Group's approach to Property Compliance and oversee and regularly review performance. • Ensure property compliance arrangements are adequately resourced and supported and that annual budgetary decisions do not adversely affect their delivery
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 • Overall and final accountability for Livv Housing Group's Property compliance sits with the Chief Executive, who is the named Accountable Person
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 of Assets	<ul style="list-style-type: none"> • Operational implementation of the policy • Responsibility for maintaining property compliance in line with the policy objectives. • To provide a detailed compliance report to the Executive Director's Team on a monthly basis
Head of Compliance	<ul style="list-style-type: none"> • Operational oversight for delivery of the policy • Will act as the delegated Duty Holder for the business and identify, plan and ensure operational delivery of property compliance is met.

	<ul style="list-style-type: none"> • Report any areas of concern or any areas of specific risk to the Director of Assets.
Compliance Officers	<ul style="list-style-type: none"> • Will act as the competent persons for the effective management and operational delivery of property compliance in line with the management plans. • 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 we meet our 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.