

# Landlord Compliance Policy Statement

## 1. What this policy is about

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.

This policy will ensure all colleagues 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.

This policy is implemented through individual management plans embedded in the delivery of each compliance area.

## 2. Our approach

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

Note – our approach to compliance with the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 is set out within our Property Hazard Management Policy.

**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** – Building Safety

**Appendix H** – Other property related activities

**Appendix I** – Property Access

**Appendix J** – Compliance management matrix provides a summary of all activities undertaken to ensure the safety of our customers' homes, our communal spaces and commercial properties.

A decorative footer graphic consisting of a collection of colorful geometric shapes (squares, circles, diamonds, triangles) in yellow, orange, blue, and teal, scattered across the bottom left of the page.

**This policy applies from February 2026**  
**This policy applies to: Livv Housing Group, Livv Homes, Livv Maintenance**

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

- Business Continuity & Incident Management Statement.
- Consumer Standards - Safety and Quality (as of 1 April 2024)
- Health & Safety Policy
- Health & Safety Strategy
- Asset Strategy
- Property Hazard Management Policy

## 2.1 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, Regulator of Social Housing Safety and Quality Standard 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 Safety and Quality 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 regulators, 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 colleagues 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 colleagues the hierarchy of responsibility for each compliance area; empowering each person with the skills and knowledge to adequately fulfil the obligations of their role.

## 2.2 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 colleagues undertaking a role with a compliance responsibility will form part of an ongoing individual learning and development programme.

Colleagues 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.

### 2.3 Colleague and Customer Communications

All compliance policies will be made available to colleagues 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.

## 3. Responsibilities

All colleagues are responsible for carrying out their work in line with this policy and associated procedures. The Director of Assets is responsible for overall implementation of this policy. Specific responsibilities are set out below:

Role	Responsibility
Common Board	<ul style="list-style-type: none"><li>• Set the overall direction of the Group's approach to Property Compliance and oversee and regularly review performance.</li><li>• Ensure property compliance arrangements are adequately resourced and supported and that annual budgetary decisions do not adversely affect their delivery.</li></ul>
Homes Committee	<ul style="list-style-type: none"><li>• First approval of the policy under the Policy Framework.</li></ul>
Chief Executive	<ul style="list-style-type: none"><li>• Retains overall responsibility for the implementation of this policy.</li><li>• Overall and final accountability for Livv Housing Group's Property compliance sits with the Chief Executive, who is the named Accountable Person.</li></ul>
Executive Director's Team (EDT)	<ul style="list-style-type: none"><li>• Responsible for initial approval of the policy under the Policy Framework.</li></ul>
Executive Director – Property	<ul style="list-style-type: none"><li>• For ensuring that adequate resources are made available to enable the objectives of the policy to be met.</li><li>• Has delegated compliance responsibility from the Chief Executive to provide competent advice and support on all matters pertaining to the Safety and Quality Standard and other relevant regulatory and statutory standards.</li><li>• To report compliance performance, highlighting all areas of non-compliance to the Chief Executive.</li><li>• Appointed as the Executive Director for compliance and is accountable to the Chief Executive for all operational matters relating to compliance.</li><li>• Act as nominated Health &amp; Safety Lead under the Social Housing (Regulation) Act 2023.</li></ul>



Role	Responsibility
Director of Assets	<ul style="list-style-type: none"> <li>Operational implementation of the policy.</li> <li>Responsibility for maintaining property compliance in line with the policy objectives.</li> <li>To provide a detailed compliance report to the Executive Director's Team on a monthly basis.</li> </ul>
Head of Compliance & Legal	<ul style="list-style-type: none"> <li>Operational oversight for delivery of the policy.</li> <li>Will act as the delegated Duty Holder for the business and identify, plan and ensure operational delivery of property compliance is met.</li> <li>Report any areas of concern or any areas of specific risk to the Director of Assets.</li> </ul>
Building Safety Manager	<ul style="list-style-type: none"> <li>Has responsibility for ensuring compliance with the Group's statutory duties as set out in the Building Safety Act and Fire Safety Act.</li> <li>Responsible for monitoring compliance activities within all high-risk properties and recommending mitigating measures where required.</li> </ul>
Compliance Officers	<ul style="list-style-type: none"> <li>Will act as the competent persons for the effective management and operational delivery of property compliance in line with the management plans.</li> <li>Responsible for undertaking and management of quality assurance audits including reporting.</li> </ul>
All colleagues	<ul style="list-style-type: none"> <li>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.</li> </ul>

#### 4. 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 Regulators 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.

We will review this policy every three years, or sooner if our monitoring of the policy identifies that changes are required, for example because of changes to law, regulation or related Livv strategies and policies.



# Control framework

## Compliance

This policy supports compliance with the latest editions of the following Acts, Regulations and Codes of Practice:

- Health & Safety at Work etc. Act 1974
- The Gas Safety (Installation and Use) Regulations 1998
- The IET Wiring Regulations:BS7671
- The Electricity at Work Regulations 1989.
- The Control of Asbestos Regulations 2012
- The Regulatory Reform (Fire Safety) Order 2005
- The Fire Safety Act 2021
- The Fire Safety (England) Regulations 2022
- Building Safety Act 2022
- Control of Substances Hazardous to Health Regulations 2002
- LOLER (Lifting Operation and Lifting Equipment Regulations) 1998
- The Housing Act 2004 Landlord & Tenant Act 1985
- Regulator of Social Housing Safety and Quality Standard
- The Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025

Document control	
Version	1.2
Policy applies from	20 February 2026
Policy applies to	Livv Housing Group; Livv Homes; Livv Maintenance
Approved by	Livv Common Board
Approved on	v1.0 23 May 2024 v1.1 18 November 2025 v1.2 19 February 2026
Replacing	Landlord Compliance Policy Statement 2024-2027 v.1.1
Next review due by	May 2027
Responsible Executive Director	Executive Director – Property
Policy authors	Director of Assets Head of Compliance & Legal
Equality Analysis	28 March 2024
Environmental Impact Assessment	Not required
Circulation	Intranet; Livv Housing Group website



## Version control

Version	Date of Review	Summary of changes made
1.0	May 2024	Revised policy following full three-year periodic review
1.1	November 2025	<ul style="list-style-type: none"><li>• Reference to Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 added.</li><li>• Appendix A updated to reflect revised approach to gas capping in new build properties.</li><li>• Appendix B and J updated to reference The Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025 and its requirements.</li><li>• Minor update to Appendix G to ensure wording alignment with the Building Safety Customer Engagement Plan and up to date Building Safety requirements.</li><li>• Minor updates to Appendix C and J in response to findings in recent internal audits.</li></ul>
1.2	February 2026	<ul style="list-style-type: none"><li>• Section 3 (Responsibilities) updated to reflect change of first approval from ARC to Homes Committee</li><li>• Appendix D updated to reflect our approach to fire door inspections and fire safety management in communal areas.</li><li>• Appendix J updated to state that any deviations from the specific training requirements detailed in the matrix require approval by the Head of Compliance &amp; Legal.</li></ul>



## **Appendix A – Gas and Carbon Monoxide Safety Management**

### **Policy Statement**

We recognise our duties under the following Regulations, Acts and British Standards:

- The Gas Safety (Installation and Use) Regulations 1998
- BS 6891:2015 - Specification for the installation and maintenance of low-pressure gas installation pipework.
- IGEM/UP/1B - Tightness testing and direct purging.
- IGEM/G/11 - Gas industry unsafe situations procedure.

We will comply with all relevant legislative, regulatory standards and approved Codes of Practice.

### **Duty to Manage**

To deliver our compliance obligations and mitigate risk, we will ensure that:

- All landlord owned or managed, tenanted domestic property gas, solid fuel and oil burning systems, installations and appliances are regularly safety checked and serviced in accordance with our statutory requirements.
- All customer's 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.
- During the gas safety check, the gas safe operative will check all fire alarms and carbon monoxide detectors for correct operation and ensure they are within the manufacturer's expiration date.
- The gas supply to all empty properties will be isolated at the point keys are returned or, For new build properties, the gas supply will be isolated at the point of handover, unless, in the case of houses with individual gas boilers, there is a confirmed let date that is within 2 weeks of handover.
- We will supply each customer with a copy of the gas safety record within 28 days of the inspection being completed. New customers 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 isolated off grid or have been disconnected by the supplier, will have an appropriate annual check of their fire alarms.
- We will ensure boilers with over 70 kW heat input receive a yearly safety inspection with an engineer with commercial gas heating competency.
- Solid fuel appliances shall be checked twice within a twelve-month period. We will endeavour to complete our checks at the start and end of the burning season.
- Any existing solid fuel appliances will be removed from all domestic premises prior to any new tenancy and we will discourage the installation of any new appliances of this type.

### **Our Commitment**

We are committed to adopting best practice where appropriate and will implement quality assurance checks as detailed in Appendix J.



## **Appendix B - Electrical Safety Management**

### **Policy Statement**

We recognise our duties under the following Regulations, Acts and British Standards:

- The Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025
- The Electricity at Work Regulations 1989.
- The IET 18th Edition of the Wiring Regulations 2018:BS7671
- EAS 21-748 - Electrotechnical Assessment Specification (EAS) for use by Certification and Registration Bodies
- Electrical Safety First – Best Practice Guidance

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 our control.

We will comply with all relevant legislative, regulatory standards and approved Codes of Practice. Our service, maintenance and audit regimes for all areas of electrical safety are outlined in Appendix H.

### **Duty to Manage**

To deliver our compliance obligations and mitigate risk, we will ensure that:

#### **Electrical Installations, Testing and Inspection**

- Any persons carrying out electrical works on Livv Housing Group properties will hold a minimum Level 3 Award in the Requirements for Electrical Installations: BS 7671 (as amended) and a suitable Level 3 Electrical Installation Technical Qualification e.g. City and Guilds 2330–07.
- Any person carrying out inspection and testing will hold a JIB recognised Level 3 Qualification in Inspection and Testing e.g. City and Guilds 2391.
- All communal areas and non-domestic electrical installations have a valid EICR carried out on a 5-year cycle.
- All domestic installations have an EICR carried out on minimum of a 5-year cycle or as recommended by a competent person.
- We will supply each customer with a copy of the EICR within 28 days of the inspection being completed. New customers will be provided with a copy of the EICR upon occupation. EICRs issued to customers will include a summary cover letter.
- Any remedial works required following an EICR are completed within 28 days.

#### **Portable Appliance Testing**

For domestic properties, whilst we do not normally issue portable electrical appliances to customers, if we do so (i.e. emergency heating) it will contain a relevant quality kitemark and will, unless gifted, receive regular portable appliance tests (PAT) in line with HSG107 “Maintaining Portable Electrical Equipment”.

We will ensure all corporate portable appliances are tested in line with HSG107.



## **Our Commitment**

We are committed to adopting best practice where appropriate and will implement quality assurance checks as detailed in Appendix J.



## **Appendix C – Asbestos Safety Management**

### **Policy Statement**

We recognise our duties under the following Regulations, Acts and British Standards:

- The Control of Asbestos Regulations 2012L143 - Managing and Working with Asbestos Approved Code of Practice and guidance

We will comply with all relevant legislative, regulatory standards and approved Codes of Practice.

We maintain our commitment to target the completion of 100% domestic asbestos management surveys of all our homes.

### **Duty to Manage**

We have a 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 we do not have a statutory obligation to manage garages or domestic properties, we will adopt best practice to safeguard residents, visitors, operatives and other occupiers within our homes and will undertake surveys on such properties as required.

To deliver our compliance obligations and mitigate risk, we 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.
- Assess the risk from the material and record and maintain such records in a detailed risk assessment.
- Information on the location and condition of the material is held on our Asbestos Register and is easily accessible to anyone liable to work on or disturb it.
- Where ACMs have been identified in non-domestic buildings and common areas of domestic buildings, that they are re-inspected on an annual basis to confirm no changes in the condition of the material.
- General information will be available on our website and at the sign up of a new tenancy. Property-specific surveys will be available upon request.
- Appoint a “competent person(s)” to carry out all or part of the work to meet the requirements of the duty, including where ACM remedial/removal works are needed.
- Regular accredited Asbestos awareness training is provided to all colleagues undertaking other activities where they may encounter ACMs, e.g. operatives carrying out repairs.
- Any incident relating to asbestos will be investigated to establish root cause and embed lessons learnt.

### **Our Commitment**

We are committed to adopting best practice where appropriate and will implement quality assurance checks as detailed in Appendix J.



## **Appendix D – Fire Safety Management**

### **Policy Statement**

We recognise our duties under the following Regulations, Acts and British Standards:

- The Regulatory Reform (Fire Safety) Order 2005
- The Fire Safety Act 2021
- The Housing Act 2004
- The Building Safety Act 2022
- The Fire Safety (England) Regulations 2022
- The Building Regulations Approved Document B, and other relevant legislation/British Standards to demonstrate and implement robust control measures to facilitate in the continuous conformity with legislation in the management of Fire risk.

We will comply with all relevant legislative, regulatory standards and approved Codes of Practice.

### **Duty to Manage**

To deliver our compliance obligations and mitigate risk, we will ensure that:

- All assets are risk assessed taking into consideration all known risk factors including archetypal, occupancy, passive and active fire controls, management activities and external known factors.
- Fire Risk Assessments (FRA) are undertaken by an appropriately trained and experienced competent person at prescribed intervals based on risk.
- Fire door inspections are undertaken in accordance with the requirements set out in Regulation 10 of the Fire Safety (England) Regulations 2022.
- Management actions and remedial works arising from the FRA and fire door inspections are actioned and tracked, including evidence of completion, photographs and relevant third-party certification for installations. Timescales for FRA action closures are set by the Fire Risk Assessor based on risk.
- Fire Risk Reviews are carried out on or before the anniversary of the Fire Risk Assessment.
- 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.
- Any remedial works which cannot be or are not delivered within FRA advised timescales will be assessed by us and/or a competent person and appropriate risk mitigation measures will be taken to ensure ongoing customer safety.
- We adopt a sterile policy to communal areas unless considered an Extra Care Scheme where a managed use approach will apply, as set out within the Fire Safety Management Plan

### **Our Commitment**

We are committed to adopting best practice where appropriate and will implement quality assurance checks as detailed in Appendix J.



## **Appendix E – Water Safety Management**

### **Policy Statement**

We recognise our duties under the following Regulations, Acts and British Standards:

- Sections 3(2) & 53 Health & 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

We will comply with all relevant legislative, regulatory standards and approved Codes of Practice.

### **Duty to Manage**

To deliver our compliance obligations and mitigate risk, we will ensure that we:

- Notify under RIDDOR in the event of a Legionella outbreak.
- Carry out monthly monitoring of non-domestic installations and undertake service, maintenance and audit regimes for all areas as outlined in Appendix H.
- Test water samples from tank storage annually.
- Conduct biennial 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**

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

To deliver our compliance obligations and mitigate risk, we will ensure that we:

- Appoint a competent person(s) with sufficient authority and knowledge of the installations to take the measures needed to be compliant.
- Identify and assess sources of risk through biennial Legionella Risk Assessments and yearly desk top reviews.
- Manage any risks through written schemes of control.
- Prevent or control any risks through remedial actions.
- Record and maintain accurate records.

### **Our Commitment**

We are committed to adopting best practice where appropriate and will implement quality assurance checks as detailed in Appendix J.



## **Appendix F – Lifts and Lifting & Fall Arrest Equipment Management**

### **Policy Statement**

We recognise our 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 Management of Health and Safety at work Regulations 1999
- Working at Height Regulations 2005

This statement is relevant to Livv owned property and we will comply with all relevant legislative, regulatory standards and approved Codes of Practice.

### **Duty to Manage**

To deliver our compliance obligations and mitigate risk, we will ensure that:

- Lifting equipment requiring LOLER certification (including lifting accessories) undergo one thorough examination and one service within a 12 month cycle.
- Domestic stairlifts, hoists and vertical lifts are thoroughly examined and serviced annually.
- Lifting equipment is 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.
- If working at height is unavoidable, work will be properly planned and carried out by a competent person using the right type of equipment.
- Roof access systems are maintained and remain compliant with regulations and all fall arrest equipment will be tested annually.

### **Our Commitment**

We are committed to adopting best practice where appropriate and will implement quality assurance checks as detailed in Appendix J.



## Appendix G – Building Safety

### Policy Statement

We recognise our duties under the following Regulations, Acts and British Standards:

- The Building Safety Act 2022

We will comply with all relevant legislative, regulatory standards and approved Codes of Practice.

### Duty to Manage

To deliver our compliance obligations with the Building Safety Regulator and mitigate risk, we will ensure that we:

- Ensure our customers have a voice to challenge building safety matters by engaging in discussion of how to keep their building safe, including their own responsibilities.
- Regularly share building safety information when required with our customers through suitable means of communication and in line with our building safety engagement plan.
- Have a suitable and sufficient building safety customer engagement plan in place.
- Have clear and robust processes in place for customers and colleagues to report building safety defects.
- Continuously review, monitor and document the safety of our high-rise buildings within a suitable and sufficient safety case regime ensuring risks are appropriately controlled.
- Share our building safety case reports with the Building Safety Regulator when required and work collaboratively and openly to support inspections and requests for information.
- Co-operate with any enforcement actions initiated by the Building Safety Regulator, including timely responses to compliance notices, provision of requested documentation, and implementation of remedial measures as directed
- Carry out regular, ongoing building safety assessments of our high-rise properties, ensuring any defects are remedied as soon as practicably possible.
- Keep a golden thread of key building safety information and use this to support understanding of the building and the steps needed to keep our customers safe.
- Monitor the compliance of our high-rise buildings through our building safety dashboard, ensuring that further mitigation measures are implemented where required.
- Assure the safety of our customers in high-rise buildings with a valid building assessment certificate clearly displayed in the communal areas when available to do so.
- Provide our customers in high-rise buildings a Building Safety Manager for all building safety matters.
- Take all reasonable steps to comply with our requirements for the submission and approval under the gateway regime.



- Maintain a competency matrix across the business to ensure colleagues and subcontractors hold the relevant skills, knowledge, experience and qualifications to evidence competence within our Building Safety case.
- Register all our existing and future development high-rise buildings with the Building Safety Regulator.
- Have robust processes in place to swiftly investigate, address and respond to complaints relating to Building Safety.
- Undertake a threshold review and keep a log of all potential Mandatory Occurrence Reports, with any incidents meeting the threshold, reported to the Building Safety Regulator.

### **Our Commitment**

We are committed to adopting best practice where appropriate and will implement quality assurance checks as detailed in Appendix J.



## **Appendix H – Other Property Related Activities**

### **Policy Statement**

We recognise that there are other property related compliance activities that are not obligated under specific Regulations, Acts or British Standards but will be encompassed under the Health & Safety at Work Act 1974.

We are committed to undertake these activities in a method that will ensure the safety of our customers and employees.

Appendix H details the list of other property related activities that fall under this section. As this area includes a wide variety of disciplines, we will always follow the relevant Code of Practice and will use our best endeavours to implement best practice recommendations so health and safety is not compromised.

### **Our Commitment**

We are committed to adopting best practice where appropriate and will implement quality assurance checks as detailed in Appendix J.



## **Appendix I – Property Access**

### **Policy Statement**

The safety and well-being of our customers is at the heart of everything we do. To support our activities in recognition of our duties outlined within appendix A to J, we will work in collaboration with the relevant local authority to exercise our powers of entry under:

- The Housing Act 2004
  - Section 239 - Powers of entry
  - Section 240 – Warrant to authorise entry

### **Duty to Manage**

To deliver our compliance obligations set out within appendix A to J, we will ensure:

- We provide our customers with reasonable notice of our intention to visit their home and carry out our compliance inspection.
- We will make a minimum of three attempts to carry out our compliance activity before it is referred to our Property Access team.
- Our Property Access team will investigate each property and use their best endeavours to access our customer's home.
- Our colleagues will work collaboratively together and with external agencies to support access to our customer's homes.
- We will continually monitor our compliance with the relevant access procedure and management plans.
- When we identify complex access issues, we will have robust procedures in place to swiftly support our customer and allow for the compliance activity to take place.
- When our best endeavours have failed, we will work in partnership with the relevant local authority to exercise our powers of entry under the Housing Act 2004.

### **Our Commitment**

We are committed to adopting best practice where appropriate and will implement quality assurance checks as detailed in Appendix J.



**Appendix J - Compliance Management Matrix 2024-2027**

Reference	Compliance module area	Governing Regs, BS or ACOP	Frequency	Internal QA	External QA	Competence Training*
<b>Appendix A Gas &amp; Carbon Monoxide Safety</b>						
1	Gas LGSR Non-Domestic (appliances over 70kw, pipework sized over 35mm copper or 1¼" steel, installation volume over 0.035m3 – in a non-domestic setting)	Gas Safety (Installation & Use) Regulations 1998 IGEM/G/11 IGEM/UP/2 Gas appliance manufacturers requirements	Annual	0%	5%	ACS Assessment for non-domestic gas fitting operative - CODNCO1/COCN1, CORT1, CDGA1, CIGA1, ICPN1, TPCP1/TPCP1A
2	Gas LGSR Domestic (appliances under 70kw, pipework sized under 35mm copper or 1¼" steel, installation volume under 0.035m3 – in a domestic setting)	Gas Safety (Installation & Use) Regulations 1998 BS 6891:2015 IGEM/UP/1B IGEM/G/11 Gas appliance manufacturers requirements	Annual	5%	5%	ACS Assessment for domestic gas fitting operative - CCN1 CKR1, CENWAT, HTR1,
3	Gas LGSR Commercial Catering (appliances over 70kw, pipework sized over 35mm copper or 1¼" steel, and an installation volume over 0.035m3 – in a commercial catering setting)	Gas safety regulations 1998 IGEM/G/11 IGEM/UP/2 Gas appliance manufacturers requirements	Annual	0%	5%	ACS Assessment for Commercial Catering Gas Fitting Operatives – CCCN1, COMCAT1, COMCAT2, COMCAT3, COMCAT4,
4	Gas LGSR Liquid Petroleum Gas (LPG)	Gas Safety (Installation & Use) Regulations 1998 IGEM/G/11 IGEM/UP/2 Gas appliance manufacturers requirements	Annual	0%	0%	ACS Assessment for LPG Gas Fitting Operatives – CoNGLP1PD, CoNGLP1LAV, CoNGLP1RPH, CoNGLP1B,
5	Heating Solid Fuel 6 Monthly Service and sweep	Building Regulations 2010 (Parts F, J, L, G, and P), HETAS Guide 2019	6 Monthly	0%	0%	NACS Chimney sweep – Inspection & Testing Survey qualification and accreditation HETAS H011   Sweeping Course and accreditation
<b>Appendix B Electrical Safety</b>						
6	Electric Air Conditioning	Legionella Bacteria in Water Systems Technical Guidance (HSG 274) and Approved Code of Practice (ACOP) L8, Control of Substances Hazardous to Health (COSHH) 2002	6 Monthly	0%	0%	F-GAS (category 1)   City & Guilds 2079-11 or equivalent Level 2 Diploma in Access to Building Services Engineering Level 2 Diploma in Refrigeration, Air Conditioning and Heat Pump Systems
7	Electric Automatic Doors	HSWA 1974 Sections 3 and 4, and Supply of Machinery (Safety) Regulations 2008, BS EN 12453:2001	Annual	0%	0%	City & Guilds Building Regulations 2393-10 course City & Guilds 2392-10 Fundamentals in Inspection and Testing course Powered pedestrian door installer and service engineer (level 2)
8	Electric Automatic Gates and Barriers	HSWA (1974) Sections 3 and 4, and Supply of Machinery (Safety) Regulations 2008, BS EN 12453:2001	6 Monthly	0%	0%	City & Guilds Building Regulations 2393-10 course City & Guilds 2392-10 Fundamentals in Inspection and Testing course Powered pedestrian door installer and service engineer (level 2)
9	Electric Domestic EICR 5 Year	The Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025 The Electricity at Work Regulations 1989 BS7671:2018 AMD2 - Requirements for Electrical Installations IET Wiring Regulations EAS 21-748 - Electrotechnical Assessment Specification (EAS) for use by Certification and Registration Bodies Electrical Safety First – Best Practice Guidance	5 years	2.5%	2.5%	Level 3 Award in the Requirements for Electrical Installations: BS 7671 Level 3 Electrical Installation Technical Qualification e.g. City and Guilds 2330-07
10	Electric Emergency Lighting Annual Service	RRO 2015 BS 5266 18th Edition of the Wiring Regulations 2018:BS7671 EAWR 1989	Annual	0.0%	2.5%	Level 3 Award in the Requirements for Electrical Installations: BS 7671
11	Electric Emergency Lighting Monthly Test	RRO 2015 BS 5266 18th Edition of the Wiring Regulations 2018:BS7671 EAWR 1989	Monthly	0%	0%	Internal training to undertake and record monthly testing
12	Electric Generator Point Service	HASAWA (1974) sections 3 and 4, and Supply of Machinery (Safety) Regulations 2008, BS EN 12453:2001	Annual	0%	0%	City & Guilds Building Regulations 2393-10 course City & Guilds 2392-10 Fundamentals in Inspection and Testing course

13	Electric Non-Domestic EICR 5 Year	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 NICEIC or equivalent governing body	5 years	2.5%	2.5%	Level 3 Award in the Requirements for Electrical Installations: BS 7671 Level 3 Electrical Installation Technical Qualification e.g. City and Guilds 2330-07
14	Electric PAT Testing (Non domestic)	The Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025 HSAWA 1974 Section 2.2	Annual	2.5%	0%	City & Guilds 2377-22 & 32 PAT Testing
15	Electric Tele Care	Telecare Services Association Guidance	Annual	0%	0%	City & Guilds Building Regulations 2393-10 course City & Guilds 2392-10 Fundamentals in Inspection and Testing course
16	Electric UPS Uninterruptable Power Supply	HASAWA (1974) sections 3 and 4, and Supply of Machinery (Safety) Regulations 2008, BS EN 12453:2001	6 Monthly	0%	0%	City & Guilds Building Regulations 2393-10 course City & Guilds 2392-10 Fundamentals in Inspection and Testing course
17	Street Lighting / External Lighting Testing	18th Edition of the Wiring Regulations 2018:BS7671, EAWR 1989	5 Years	0%	0%	City & Guilds Building Regulations 2393-10 course City & Guilds 2392-10 Fundamentals in Inspection and Testing course
<b>Appendix C Asbestos Safety</b>						
18	Asbestos Survey Non-Domestic	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 Health and Safety Executive HSG264 (Second Edition) 'Asbestos: The Survey Guide', ISO: 17020 (Surveys) and ISO: 17025 (Sampling)	One off management survey, followed by annual re-inspection of remaining ACMs	5-10% - for annual reinspections	0%	UKAS Accreditation Surveyors to hold P402 Surveying and Sampling and 2 years surveying experience with a UKAS accredited consultancy.
19	Asbestos Survey Domestic	As above - plus Health and Safety Executive HSG264 (Second Edition) 'Asbestos: The Survey Guide', ISO: 17020 (Surveys) and ISO: 17025 (Sampling)	As works require	5%	5%	UKAS Accreditation Surveyors to hold P402 Surveying and Sampling and 2 years surveying experience with a UKAS accredited consultancy.
20	Asbestos Survey Garages	As above - plus Health and Safety Executive HSG264 (Second Edition) 'Asbestos: The Survey Guide', ISO: 17020 (Surveys) and ISO: 17025 (Sampling)	One off/ As required.	0%	0%	UKAS Accreditation Surveyors to hold P402 Surveying and Sampling and 2 years surveying experience with a UKAS accredited consultancy.
Regular accredited Asbestos awareness training (e.g. UKATA, ROSPA) will be provided to all colleagues undertaking other activities where they may encounter ACMs. Competency and accreditation checks will be undertaken of all those carrying out Asbestos removal or remedial works.						
<b>Appendix D Fire Safety</b>						
21	Fire Alarm 6 Monthly Service	BS 5839 RRF50 2005	6 Monthly	0%	0%	Level 3 Award in the Requirements for Electrical Installations: BS 7671 Level 3 Electrical Installation Technical Qualification E.g. City and Guilds 2330-07 External Contractors to BAFE SP203 Standard
22	Fire AOV 6 Monthly Service	Building regs Part B RRF50 2005. BS7346 and EN12101.	6 Monthly	0%	0%	Smoke Control Maintenance Engineer qualification
23	Fire Bin Chute 6 Monthly Service	RRF50 2005 BS 476	6 Monthly	0%	0%	Maintenance contractors usually provide a fire safety certificate.
24	Fire Dry Risers Minor Service	BSI 9990 : 2015	Annual	0%	0%	Service technicians riser course – 1 day Training programme for five-yearly maintenance
25	Fire Dry Risers Annual Pressure Test	BSI 9990 : 2015	Annual	0%	0%	Service technicians riser course – 1 day Training programme for five-yearly maintenance
26	Fire Fighting Equipment Annual Service	RRF50 2005, BS5306 Part 3 2009	Annual	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
27	Fire Gas Detection	RRF50 2005	6 Monthly	0%	0%	Fire and Gas System Engineering - Performance Based Methods for Process Facilities (EC56P)
28	Fire Gas Suppression	RRF50 2005	6 Monthly	0%	0%	Fire and Gas System Engineering - Performance Based Methods for Process Facilities (EC56P)
29	Fire Risk Assessment	Regulatory Reform (Fire Safety) Order (RRF50) 2005, Fire Safety Act 2021, Housing Act 2004, HSWA 1974, L&TA 1985	As per risk profile - See Appendix D	0%	100% secondary validation by FRA provider	FPA 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)
30	Fire Risk Review	As above	On the anniversary of FRA (For any year an FRA is not renewed)	0%	2.5%	FPA 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)
31	Fire Smoke Curtain/Shutter 6 Monthly Service	BS 8524-2	6 Monthly	0%	0%	Relevant Third-Party Accreditation and Certification

32a	Fire Sprinkler System Monthly Test	RRFSO 2005, BS 9251:2021, BS 12845, and BS9999, BS 8458:2015,	Monthly	0%	0%	Internal training to undertake and record monthly testing
32b	Fire Misting System Monthly Test	RRFSO 2005, BS 9251:2021, BS 12845, and BS9999, BS 8458:2015,	Monthly	0%	0%	Internal training to undertake and record monthly testing
33a	Fire Sprinkler System 6 Monthly Service	RRFSO 2005, BS 9251:2021, BS 12845, and BS9999, BS 8458:2015,	6 monthly	0%	0%	BS 9251: Installation course BS EN 12845: Maintenance and hazard identification
33b	Fire Misting System 6 Monthly Service	RRFSO 2005, BS 9251:2021, BS 12845, and BS9999, BS 8458:2015,	6 monthly	0%	0%	BS 9251: Installation course BS EN 12845: Maintenance and hazard identification
34	Fire Alarm Weekly Test	BS 5839 Article 17 RRFSO 2005	Weekly	0%	0%	Internal training to undertake and record weekly testing
35	Fire AOV Monthly Test	Building regs Part B RRFSO 2005	Monthly	0%	0%	Internal training to undertake and record weekly testing
36	Fire Bin Chute Annual Deep Clean	RRFSO 2005 BS 476 BS 5588	Annual	0%	0%	Relevant Third-Party Accreditation and Certification
37	Fire Fighting Equipment Monthly Inspection	RRFSO 2005, BS5306 Part 3 2009	Monthly	0%	0%	Internal training to undertake and record monthly testing
38	Fire Smoke Curtain/Shutter Monthly Test	RRFSO 2005	Monthly	0%	0%	Relevant Third-Party Accreditation and Certification
39	Lightning Protection	BS EN 62305:3:2011 'Protection against Lightning - Physical Damage to Structures & Life Hazard' (Section 7 and E7)	Annual	0%	0%	NVQ Level 3 - Lightning Protective Systems Inspection & Testing CSCS Gold Card, Association of Technical Lightning and Access Specialists (ATLAS - External Contractors)
40a	Fire Door Inspections - Domestic Annual Inspection	Fire Safety Act 2021 and RRFSO 2005	Annual	0%	0%	Fire Door Inspection Training (BRE Academy)
40b	Fire Door Inspections - Non-Domestic Quarterly Inspection	Fire Safety Act 2021 and RRFSO 2005	Quarterly	0%	0%	Fire Door Inspection Training (BRE Academy)
40c	Fire Door Inspections - Cross Corridors - Monthly Inspections	Fire Safety Act 2021 and RRFSO 2005	Monthly	0%	0%	Fire Door Inspection Training (BRE Academy)
40d	Fire Door Remedials	Fire Safety Act 2021 and RRFSO 2005	High-risk buildings – within one month Low-risk buildings within three months	0%	5%	Relevant Third-Party Accreditation and Certification
41	Fire Domestic Smoke Alarm Install	RRFSO 2005, BS 5839	10 Year	0%	0%	Level 3 Award in the Requirements for Electrical Installations: BS 7671 EAL Level 3 Award in the Requirements of Fire Detection and Fire Alarm Systems for Buildings BS 5839
<b>Appendix E Water Safety</b>						
42	Cold Water Storage Tank Inspection	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	0%	0%	WRAS Water Regulations Certificate External Contractors for LRAs or implementing Written Schemes members of Legionella Control Association (LCA)
43	Pressure Vessel 6 Monthly Flush and Drain	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, Pressure Equipment Regulations 2016	6 Monthly	0%	0%	Responsible Persons Level 3 in Legionella Management External Contractors for LRAs or implementing Written Schemes members of Legionella Control Association (LCA)
44	TMV Annual Service	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	0%	0%	Responsible Persons Level 3 in Legionella Management External Contractors for LRAs or implementing Written Schemes members of Legionella Control Association (LCA)
45	Water Chiller	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	0%	0%	Responsible Persons Level 3 in Legionella Management External Contractors for LRAs or implementing Written Schemes members of Legionella Control Association (LCA)
46	Legionella Risk Assessment	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	Bi-annual	10%	10%	City & Guilds Risk Assessment for Legionella and Water Hygiene Control in Water Systems (WH004) External Contractors for LRAs or implementing Written Schemes members of Legionella Control Association (LCA)
47	Legionella Risk Review	As above	Bi-annual	0%	10%	Risk Assessment for Legionella and Water Hygiene Control in Water Systems (WH004) External Contractors for LRAs or implementing Written Schemes members of Legionella Control Association (LCA)
48	Cold water Booster Sets	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	3 Months	0%	0%	Risk Assessment for Legionella and Water Hygiene Control in Water Systems (WH004) External Contractors for LRAs or implementing Written Schemes members of Legionella Control Association (LCA)

49	Little Used Outlets Weekly Flushing	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	0%	0%	Internal training to undertake and record weekly testing
50	Shower Head Clean Quarterly	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	0%	0%	Internal training to undertake and record quarterly cleaning
51	Water Flush Down and Drain Void	As above	One off	0%	0%	NVQ Level 3 in Plumbing and Domestic Heating
52	Water HW Calorifier Drain and Flush	As above	Annual	0%	0%	NVQ Level 3 in Plumbing and Domestic Heating
53	Water Monthly Temperature Checks	As above	Monthly	0%	0%	Internal training to undertake and record monthly checks
<b>Appendix F Lifts and Lifting &amp; Fall Arrest Equipment Safety</b>						
54	Bath Lift 6 Monthly Maintenance	Supply of machinery (Safety) Regulations 2008/Health and Safety at Work etc Act 1974	6 Monthly	0%	0%	EAL Level 3 Diploma in Engineering Maintenance (Lift Servicing) (501/05449/ENG) or equivalent
55	Domestic Ceiling Hoist Maintenance 6 Monthly	As Above	6 Monthly	0%	0%	EAL Level 3 Diploma in Engineering Maintenance (Lift Servicing) (501/05449/ENG) or equivalent
56	Domestic Stair Lift 12 Monthly Maintenance	As above	Annual	0%	0%	EAL Level 3 Diploma in Engineering Maintenance (Lift Servicing) (501/05449/ENG) or equivalent
57	Domestic Vertical Lift	As above	6 Monthly	0%	0%	EAL Level 3 Diploma in Engineering Maintenance (Lift Servicing) (501/05449/ENG) or equivalent
58a	Fall Arrest - Edge Protection Annual Test	Work at Height Regs 2005	Annual	0%	0%	Anchor Fixing and Testing Anchor Bolt Installation & Testing Course
58b	Fall Arrest - Eye Bolts/Man Safe System Annual Test	Work at Height Regs 2005	Annual	0%	0%	Anchor Fixing and Testing Anchor Bolt Installation & Testing Course
58c	Fall Arrest - Man Safe Annual Test	Work at Height Regs 2005	Annual	0%	0%	Anchor Fixing and Testing Anchor Bolt Installation & Testing Course
59	LOLER Bath Thorough Examination	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 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	6 Monthly	0%	0%	EAL Level 3 Diploma in Engineering Maintenance (Lift Servicing) (501/05449/ENG) or equivalent
60	LOLER Passenger Lift Thorough Examination	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 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	6 Monthly	0%	0%	EAL Level 3 Diploma in Engineering Maintenance (Lift Servicing) (501/05449/ENG) or equivalent
61	LOLER Step Lift Thorough Exam	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 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	6 Monthly	0%	0%	EAL Level 3 Diploma in Engineering Maintenance (Lift Servicing) (501/05449/ENG) or equivalent

62	Step Lift 6 Monthly Maintenance	Provision and Use of Work Equipment Regulations 1998 (PUWER), Lift Regulations 1997 and BS EN 81 Part 20 (new 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	6 Monthly	0%	0%	EAL Level 3 Diploma in Engineering Maintenance (Lift Servicing) (501/05449/ENG) or equivalent
63	Passenger Lift Monthly Maintenance	Provision and Use of Work Equipment Regulations 1998 (PUWER), Lift Regulations 1997 and BS EN 81 Part 20 (new 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	Monthly	0%	0%	EAL Level 3 Diploma in Engineering Maintenance (Lift Servicing) (501/05449/ENG) or equivalent
64	Window Restrictors (Communal)	Part N Building Regs Health and Social Care Act 2008 reg 15	Monthly	0%	0%	Internal training to undertake and record monthly checks
<b>Appendix G Building Safety</b>						
65	Building Safety Risk Assessment	The Building Safety Act 2022	Annual	0%	0%	CIOB Level 6 Diploma in Building Safety Management (or working towards)
66	Building Safety Case Report Review	The Building Safety Act 2022	Monthly	0%	10%	CIOB Level 6 Diploma in Building Safety Management (or working towards)
67	Customer Engagement Strategy Review	The Building Safety Act 2022	Bi-Annual	0%	0%	CIOB Level 6 Diploma in Building Safety Management (or working towards)
<b>Appendix H Other Property Related Activities</b>						
<b>Energy</b>						
68	Energy Performance Certificate (EPC)	The Energy Performance of Buildings (England and Wales) (Amendment) Regulations 2020	Every 10 Years New build	0%	0%	Outsourced include the regulation change to 2020 with timelines and deliverables
69	Energy Performance Improvement Works	The Energy Performance of Buildings (England and Wales) (Amendment) Regulations 2020	As identified during EPC	0%	0%	Outsourced include the regulation change to 2020 with timelines and deliverables
<b>Security</b>						
70	Security Intruder Alarm Annual Service	BS 4737-4.3:1988	Annual	0%	0%	Level 3 Diploma in Providing Electronic Fire and Security Systems
71	Security Panic Alarm 6 Monthly Test	BS 4737-4.3:1988	6 Monthly	0%	0%	Level 3 Diploma in Providing Electronic Fire and Security Systems
72	Security CCTV Annual Service	BS 7958:2009	Annual	0%	0%	Level 3 Diploma in Providing Electronic Fire and Security Systems
73	Security Door Entry Annual Service	BS EN 50133-7:1999	Annual	0%	0%	Level 3 Diploma in Providing Electronic Fire and Security Systems
<b>External</b>						
74	Communal Block Inspections, Handrails, Stair Nosing & Coverings	Approved document K	Monthly	5%	0%	Basic repairs & maintenance awareness and internal training
75	Communal Inspections (excluding blocks), Handrails, Stair Nosing & Coverings -	Approved document K	6 Monthly	0%	0%	Basic repairs & maintenance awareness and internal training

*\*Where competence training listed within this matrix is not held by staff or contractors, an alternative may be acceptable subject to approval via the Head of Compliance and Legal*