



Arawak Walton Housing Association

Asset Compliance Policy

Approved by	Board
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Strategic Bridges	Value our people and our roots Aim high and move with the times We are open and accountable
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1 Introduction

1.1 Arawak Walton Housing Association works in areas where BME communities predominantly live or aspire to live. Arawak Walton is a local community based organisation which owns and manages approximately 1200 homes across Manchester, Trafford and Stockport.

1.2 The health and safety of tenants, staff, contractors and other visitors to any home or building owned or managed by us is of paramount importance and will drive our approach to managing compliance.

2 Policy Statements

2.1 Arawak Walton Housing Association is committed to ensuring compliance with all statutory legislation, regulation and codes of practice and the obligations this places on the association, for all domestic and non-domestic stock where applicable.

2.2 We will ensure that where appropriate, the approach to statutory compliance will reflect industry best practice.

2.3 We will use best endeavours to ensure tenants and leaseholders provide access as required for compliance related work and that legal remedies will be used to facilitate access if necessary.

2.4 We will ensure that all policies, procedures, process maps and other supporting documents are accessible, translated for all tenants whose first language is not English or those who are unable to read or understand. Assistance and the consideration of reasonable adjustment will also be given to all tenants who have a disability.

2.5 We will consider the requirements of the Equality Act 2010 and its Public Sector Duty. We will support those tenants who need equipment maintained such as appropriate stair lifts and other accessible lifting devices to make sure the equipment is fully maintained. We will also ensure, as appropriate, alarms are accessible and include flashing lights for those with a hearing disability and that all communication is in an accessible format.

2.5 We will ensure that all employees of the association, its contractors and other partners are clear about their roles and responsibilities so the association can ensure compliance with regulatory standards, legislation and codes of practice.

2.6 We will ensure there is a risk-based approach, including initial risk assessments followed by servicing, inspection and testing regimes as required, that will help to identify any risks and that follow-up actions are subsequently taken to eliminate, mitigate and/or manage these risks on an on-going basis.

2.7 We will maintain a compliance database (T100) and records of all appliances within stock owned or managed by the association, which includes the date they were last assessed, inspected and/or serviced and the due date of the next assessment, inspection and/or service.

2.8 We will ensure roles and responsibilities are clear at governance, strategic and operational levels and that staff are trained to the right level of competence to effectively manage compliance.

2.9 We will appoint competent contractors and consultants to support the delivery of compliance activity.

2.10 We will implement robust performance reporting at management and governance level.

2.11 We will ensure that any areas of non-compliance are reported to the Board.

3 Statutory Compliance Contracts

3.1 Arawak Walton Housing Association manages a range of specialist contracts to ensure compliance with statutory legislation, regulation and codes of practice. These can be summarised in two ways – statutory compliance contracts and servicing and maintenance contracts.

3.2 Statutory Compliance Contracts – this includes the following areas:

- Gas safety (including smoke alarms and CO2 detection)
- Fire safety (including fire risk assessments, fire safety systems, fire alarm and emergency lighting monitoring and smoke alarm service and maintenance)
- Asbestos
- Electrical safety (includes periodic electrical inspection, testing and maintenance and portable appliance testing)
- Water hygiene (legionella)
- LOLER (lifting equipment)

3.3 Maintenance and Servicing Contracts – this includes the following areas:

- Warden call systems
- Door entry systems
- Passenger Lifts (at sheltered schemes and Louise DaCocodia)
- Main Entrance Doors
- Automatic Gates
- Adaptations where there is a servicing obligation (e.g. stair lifts, hoists, closomat toilets for disabled)

4 Obligations

4.1 Arawak Walton Housing Association is committed to meeting its obligations for each compliance service area. The service standards that the association is committed to meeting in connection with statutory compliance and maintenance and servicing are set out below.

4.2 Gas Servicing - the Association has an obligation to comply with the Gas Safety (Installation and Use) Regulations 1998 (as amended). The Association must service all gas appliances in domestic and non-domestic (communal) properties. The servicing of gas appliances within domestic properties is covered within the Association's Gas Safety Policy and associated procedures. All gas appliances will be inspected and serviced every 12

months. Communal appliances will also be serviced every 12 months. To achieve this we work on a 10 month servicing cycle.

4.3 Fire Safety Risk Assessments - the Association has an obligation to comply with the Regulatory Reform (Fire Safety) Order 2005. Our sheltered housing schemes will be re-assessed annually. The Association will also implement any remedial actions arising from these assessments in the timescales advised by the fire risk assessor.

4.4 Fire/Smoke Alarms - the Association has an obligation to service and maintain all fire/smoke alarm systems within our communal buildings. Service and maintenance of communal fire/smoke alarms within blocks of flats, supported housing accommodation and offices (where applicable) will be carried out at regular intervals.

4.5 Domestic Smoke Alarms and Carbon Monoxide (CO) detection - the Association has an obligation to maintain smoke alarms and CO detection fitted within domestic properties. Maintenance and renewal (where required) of smoke alarms and CO detection within individual properties will be carried out annually as part of the annual gas safety inspection programme, or as and when reported as faulty by the tenant.

4.6 Asbestos - the Association has an obligation to comply with the Control of Asbestos Regulations (CAR) 2012. The Association must ensure control measures and procedures are in place to identify, manage and mitigate risks from asbestos exposure. As part of this obligation, the Association will undertake an initial asbestos management survey on all non-domestic (communal) buildings. Thereafter the Association will undertake annual re-inspections where high and medium risk materials are present. All others will be re-inspected every two years. The Association will implement management, monitoring and any remedial actions arising from these surveys in the timescales advised.

4.7 Electrical Safety - the Association has an obligation to comply with the Landlord and Tenant Act 1985, the Electricity at Work Regulations 1989 and the Electrical Equipment (Safety) Regulations 1994. The Association must ensure that fixed electrical installations are tested in accordance with the timescales as set in the Fixed Electrical Installations: Periodic Inspection and Testing Procedure.

All domestic electrical installations will be tested every 5 years or at change of tenancy. Any deviation from this timescale will be determined and evidenced by the competent person.

4.8 Portable Appliance Testing - the Association recognises that the use of portable electrical appliances is potentially hazardous and therefore it has an obligation to identify the risks to people and manage these risks in accordance with current safety legislation and guidance. Maintenance of portable electrical appliances (where supplied by the Association) will include combined inspection and testing, this will be carried out annually.

4.9 Water Hygiene – the Association has an obligation to comply with the L8 code of practice: Legionnaires' disease: The control of Legionella bacteria in water systems. The Association will carry out a full programme of risk assessments, monitoring and treatment for the testing of legionella bacteria in stored water systems in all domestic and non-domestic (communal) buildings to determine the requirements for on-going inspection.

4.10 LOLER (lifting equipment) - the Association must regularly inspect and maintain all lifts to ensure that they are safe and in good working order. Any defects or issues must be reported immediately.

5 Compliance Risk Assessment / Inspection Testing Programmes

5.1 The Association will undertake a programme of risk assessments, inspection and testing to all landlord installed specialist installations such as lifts, fire alarm systems, gas installations, electrical installations, and any others as deemed necessary and within the timescales prescribed by regulation, legislation or codes of practice.

5.2 All risk assessments or inspection programmes will be carried out by appropriately qualified and competent persons and contractor/suppliers.

5.3 All servicing and maintenance will be carried out by competent persons in accordance with British and European standards.

6 Compliance Follow up Work

6.1 The Association will ensure that all high-risk follow-up recommendations from risk assessments and inspections are carried out within the timescales prescribed by the competent person.

6.2 The Association will ensure that all medium risk follow-up recommendations from risk assessments and inspections are carried out within the timescales prescribed by the competent person.

6.3 The Association will ensure that all low risk follow-up recommendations from risk assessments and inspections are completed within the timescales prescribed by the competent person, or considered for inclusion in future programmes of planned maintenance and investment works where no timeframe has been prescribed.

7 Domestic and Non-Domestic Stock

7.1 The Association will ensure that all relevant non-domestic (communal) and domestic stock is included within programmes of risk assessments and inspections as required.

8 Roles and Responsibilities

8.1 The Board will have overall governance responsibility for ensuring this framework is fully implemented to ensure full compliance with the regulatory standards, legislation and codes of practice. As such the Board will formally approve this framework and review it every two years (or sooner if there is a change in regulation, legislation or codes of practice).

8.2 The Board will receive regular updates on the implementation of this framework and compliance performance along with notification of any non-compliance issue that is identified. This is so they have assurance that the policy is operating effectively in practice.

8.3 The Senior Management Team will receive reports in respect of compliance performance and ensure compliance is being achieved.

8.4 The Director of Operations has strategic responsibility for the management of compliance and ensuring compliance is achieved and maintained. They will oversee the implementation of this framework.

8.5 All operational staff will provide key support in gaining access into properties where access is proving difficult and use standard methods to do so. They will also facilitate the legal process to gain access as necessary.

9 Competent Persons

9.1 Arawak Walton Housing Association will ensure that only suitably competent persons are procured and appointed to undertake assessments and inspections. The operational team with responsibility for delivery will check the relevant accreditations for the work that they are carrying out. These checks will be undertaken on an annual basis.

9.3 We will ensure that only suitably competent contractors and engineers are procured and appointed to undertake works to equipment, systems and installations. The operational team with responsibility for delivery will check the relevant accreditations for the work that they are carrying out. These checks will be undertaken on an annual basis.

10 Training

10.1 This framework and the policies that support it will be subject to a range of training across the association and will involve all relevant colleagues and stakeholders. The training will be bespoke to the individuals and refresher training will be provided as appropriate.

10.2 Training will include team briefings for those colleagues who need to have a basic understanding and awareness of compliance but who may not be actively involved in the delivery of the compliance policy. This will be basic safety awareness training for the various areas of compliance.

10.3 On the job training, will be provided to those employees who will be responsible for managing the programme of risk assessments and programmes of servicing and maintenance to equipment, systems and installations as part of their daily job.

11 Performance Reporting

11.1 Key performance indicator (KPI) measures will be established to report on compliance performance.

11.2 KPI measures will be produced to Senior Management Team monthly and board level quarterly.

11.3 We will ensure that the big 6 (gas, electric, water hygiene, asbestos, fire and LOLER) are subject to appropriate external assurance to evidence compliance with the legal requirements annually.

12 Non-Compliance

12.1 Any non-compliance issue identified at an operational level will be formally reported to the Director of Operations in the first instance.

12.2 The Director of Operations will agree an appropriate course of corrective action with the operational team in order to address the non-compliance issue and report details of the non-compliance to the Senior Management Team.

12.3 The Senior Management Team will ensure the Audit & Risk Committee and Board are made aware of any non-compliance issue so they can consider the implications and take action as appropriate, which may include reporting to the Regulator of Social Housing.

Related Policies

Asset Management strategy

Health & Safety policy

Damp & mould policy

Repairs & Maintenance policy

Gas servicing policy

Equality, Diversity & Inclusion Policy