



<b>Name</b>	Housing Compliance Strategy 2023 – 2025
<b>Owner</b>	Head of Housing
<b>Last Review</b>	May 2023
<b>Next Review</b>	March 2025
<b>Resident Consultation</b>	N/A
<b>Equality Impact Assessment</b>	N/A
<b>Committee Approval</b>	September 2023

**Strategic Lead** \_\_\_\_\_

**Sign** \_\_\_\_\_

**Date** \_\_\_\_\_

**Health and Wellbeing Chair** \_\_\_\_\_

**Sign** \_\_\_\_\_

**Date** \_\_\_\_\_

## Contents

1. Introduction.....	1
2. Background.....	1
3. Governance and strategic approach.....	1
4. Policies.....	2
5. Processes and procedures.....	2
6. Operational structure, training, and competence.....	3
7. Contract management.....	3
8. Data, systems, and reporting.....	3
9. Quality assurance.....	4
10. Resident engagement.....	4
11. Supporting documents.....	5
12. Action Plan.....	6

## **1. Introduction**

- 1.1. As a Landlord, Arun District Council (Arun DC) is responsible for repairs and maintenance to our homes, communal blocks, and other properties we own and manage.
- 1.2. This strategy outlines our approach to property compliance, providing the framework to ensure our Elected Members, Senior Leadership Team, employees, partners, and residents are clear on our legal and regulatory obligations; and can operate in line with these obligations.
- 1.3. It forms part of our wider organisational commitment to driving a health and safety culture among our employees and contractors (as detailed within our Health and Safety Policy) and supports Arun DC's strategic aim to 'Deliver the right homes in the right places' as set out in 'Our vision: A better future 2022-2026'.

## **2. Background**

- 2.1. In 2018 Arun was found to be in breach of the 'Home Standard' for fire safety and water safety. Our Housing and Homelessness Strategy 2018 – 2023 committed to a full review of all policies and procedures in relation to landlord health and safety requirements and we have since strengthened our arrangements and had substantial external scrutiny and oversight of property compliance.
- 2.2. We adopted a three-phase approach to our compliance improvement journey.
  1. Understand root causes, organising programmes and managing contractors – 2019 - 2021.
  2. Process development and adherence – 2021-23.
  3. Embedding change – 2023-24.
- 2.3. This strategy outlines how we will achieve the final phase of our compliance improvement journey and embed a sustainable framework for property compliance into the future.

## **3. Governance and strategic approach**

- 3.1. Our governance and strategic approach set the direction for achieving our property compliance vision. 'Keeping People Safe' is a key priority in our revised Housing Strategy.
- 3.2. Our governance structure supports scrutiny and oversight of property compliance, through Senior Leadership Team to Housing and Wellbeing Committee through regular performance reporting that sets out our level of compliance with key legal obligations.
- 3.3. Our Health and Wellbeing Committee has overall governance responsibility to ensure full compliance with legislation and regulatory standards. The Director of Environment and Communities has overall strategic responsibility for property compliance.

- 3.4. The Senior Leadership Team approve strategic compliance policy principles to provide assurance that risk and cost implications to the organisation have been appropriately considered.
- 3.5. We provide regular awareness training on property health and safety compliance knowledge to our elected members and leadership team to inform strategic decision making, including how to provide effective challenge, scrutiny, and oversight.
- 3.6. Any properties that are owned by Arun but managed by other organisations are included in our compliance programmes and treated in the same manner. We adopt a zero-tolerance approach to risk in these arrangements.

## **4. Policies**

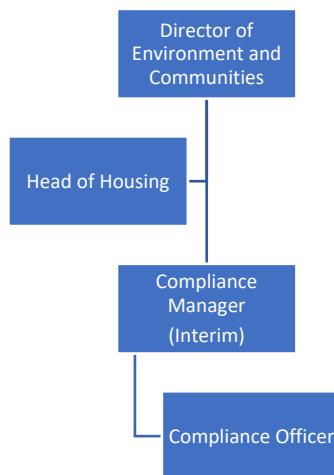
- 4.1. We have detailed policy documents for each of the 'big six' risk areas of compliance – gas safety, electrical safety, fire safety, asbestos safety, water safety, and lift safety. These documents set out 'what' Arun will do to meet our compliance obligations and the key strategic decisions/ policy principles approved by the senior leadership team.
- 4.2. Our policies will be reviewed at least every two years or if legislative requirements change.
- 4.3. Our policy templates include the following information:
  - 4.3.1. Introduction and objectives
  - 4.3.2. Scope
  - 4.3.3. Roles and responsibilities
  - 4.3.4. Legislation, guidance, and regulatory standards
  - 4.3.5. Obligations
  - 4.3.6. Statement of intent
  - 4.3.7. Programmes
  - 4.3.8. Follow-up work
  - 4.3.9. Data and records
  - 4.3.10. Resident engagement
  - 4.3.11. Competent persons
  - 4.3.12. Training
  - 4.3.13. Performance reporting
  - 4.3.14. Quality assurance
  - 4.3.15. Significant non-compliance and escalation

## **5. Processes and procedures**

- 5.1. Our policies are supported by operational process maps and procedure documents. These outline 'how' Arun DC delivers our end-to-end compliance processes including milestones, timescales, interdependencies, roles, and responsibilities. Procedures also include contract delivery and confirm how operational performance and compliance will be monitored. These are important documents that support joined up and more efficient ways of working.

## 6. Operational structure, training, and competence

6.1. We have provided additional investment and resources to support property compliance management. Our operational structure is outlined below:



6.2. Arun DC staff hold relevant compliance management qualifications or are supported to do so within an appropriate timeframe. We will regularly review training requirements across all areas of compliance.

6.3. We are also supported by a panel of competent, qualified, technical experts and contractors who provide external assurance and technical advice, deliver compliance inspections, and remedial works.

## 7. Contract management

7.1. We proactively manage all contractors through a framework of structured formal contractor meetings and arrangements across all compliance programmes.

7.2. Annual contractor checks take place to review insurance, qualifications, and accreditations.

7.3. All contracts are formally procured, with support from third-party technical experts where required, to ensure service specifications are robust.

## 8. Data, systems, and reporting

8.1. We undertake an annual data reconciliation/ validation exercise across all assets and all compliance programmes to ensure that records are accurate and up to date, as well as confirming evidence for assets not on compliance programmes.

8.2. The QL housing management system holds all asset and property compliance programme data. Geometra is used to hold inspection, survey, and assessment records, and to manage actions raised from inspections.

8.3. As a minimum we report the following key performance indicators for each area of property compliance - monthly to Senior Leadership Team and quarterly to Health and Wellbeing Committee:

- Properties – communal blocks and other properties (numbers).
- Properties not on programmes (numbers).
- Properties with valid and in date inspection records (numbers and percentage).
- Properties without valid and in date inspection records (numbers and percentage).
- Properties due for an inspection within the next 90 days.
- Complete, in-time and overdue follow-up works/ actions arising from programmes (split by priority).
- Narrative explanation of current positions, corrective actions required, anticipated impact of corrective actions and progress with completion of follow-up works.

## **9. Quality assurance**

9.1. We carry out programmes of external quality assurance technical audits (field and desktop) across all compliance areas on a sample basis (outlined in policies).

9.2. We carry out an independent external audit of property compliance at least every two years, to test compliance with legal and regulatory requirements and to identify any non-compliance issues for correction.

## **10. Resident engagement**

10.1. Our resident engagement strategy makes a commitment to involve our residents by co-designing a plan to engage them with building safety and compliance. We proactively promote the work we do to keep our residents safe. One of our five aims is to improve communication, and this will enable us to raise general awareness more effectively, as our residents are often best placed to mitigate risks themselves. Our current methods of communication include our repairs handbook, regular newsletters to residents and coffee breaks within our sheltered schemes. We also undertake and analyse data from the annual tenant satisfaction survey, which is a core set of performance measures that aim to provide residents with greater transparency about their landlord's performance and inform the regulator of social housing about how we are complying with consumer standards.

## **11.Supporting documents**

- 11.1. Gas Safety policy, process maps, and procedures
- 11.2. Electrical Safety policy, process maps, and procedures
- 11.3. Asbestos Management policy, process maps, and procedures
- 11.4. Fire Safety policy, process maps, and procedures
- 11.5. Water Safety policy, process maps, and procedures
- 11.6. Lift Safety policy, process maps, and procedures
- 11.7. Health and Safety policy
- 11.8. Resident Engagement Strategy
- 11.9. Repairs Handbook