

Doc Number: 3-02a	Lead: Manager, Property Services	Last Full Review: April 2025
Tick one of the below for review/changes made: Full review and changes made ☐ (add changes summary to table below) Full review, no changes made ☐ Changes made but no full review ☒ (add changes summary to table below)	Reviewer / Editor: Manager, Property Services Changes Approved By: Director of Housing & Assets Reviewed and edited in-line with the Beacon? ☒ Yes ☐ No	

Property Safety Management Policy

Document Change Details

Date	Summary of Changes Made
10/11/2023	All P&Ps revert to version 01 as approval process & version control moved to Sharepoint. Version number no longer shown on the document
04/25	Changes to grammar and bringing the policy into line with Beacon language.

1.0 PURPOSE

To clarify how we deal with property safety and maintains compliance with our legal obligations in properties managed or maintained by us.

To detail how we seek to comply with statutory requirements, ensuring that, as far as reasonably practicable, steps are taken by us to prevent or minimise the probability of causes of accidents, injury and damage.

To ensure that our staff monitor tenants' adherence to the repair and health and safety responsibilities contained within their tenancy agreement.

To ensure that we regularly monitor the condition, repair and safety of the property that it manages and leases to tenants.

2.0 POLICY

We will put in place and review procedures and monitoring systems to ensure compliance with relevant property health and safety legislation.

Where we are directly responsible for property health and safety, when the compliance checks, servicing and testing are complete, a certificate of completion must be issued by the contractor. This paperwork will be held in the Globally Shared Files of the Property Compliance Teams folders. A copy will also be posted to the tenant. The commentary of actions undertaken and future actions to be taken to remediate overdue compliance actions will be documented on the monthly compliance report.

Where we are directly responsible, all service contract compliance will be monitored and controlled by the Property Services team, including servicing contracts, tenders and contractor service level agreements.

For staffed schemes (e.g. Learning Disability services) the Housing Division will seek to enter into a Service Level Agreement with the on-site care and support provider, which describes the compliance responsibility and expectations of each party. Where a SLA is not yet in place the Health & Safety Manager will establish responsibility for the different aspects of property safety and compliance and retain a record of the agreement made.

If we are not directly responsible for carrying out some aspects of property health and safety, copies of compliance certificates must be obtained by the responsible person, contractor or landlord and kept in the Property Compliance folders of Globally Shared Files in Teams.

For some compliance functions, e.g. thermostatic temperature valves (TMVs), where the head landlord is responsible for compliance but where we are having little success in obtaining confirmation of these checks, we may decide to take responsibility for arranging contractors to service them ourselves, due to the high risk nature for our care and support services.

Evidence of our continued compliance is reported each month to the C-Suite and OPG via a Property Safety Compliance report. These reports are collated and reviewed on a quarterly basis by the Audit & Risk sub-committee of the main Board.

Systems are in place to deal with incidents, injury and damage, and will be regularly scrutinised to ensure they are adequate: testing, visual inspections, regular risk assessments, servicing and maintenance inspections, surveys, etc.

All employees must ensure they do not place themselves or others at risk of harm. They must co-operate fully in complying with procedures introduced to protect the safety and well-being of staff, tenants, clients and visitors.

Where we are responsible, emergency remedial works identified from a compliance check, service or test, that are required to ensure the safety and welfare of tenants, staff, contractors, visitors and the public, will be undertaken as soon as possible. All other remedial work is categorised as High, Medium or Low Risk. Unless otherwise recommended by the inspecting contractor, the target dates for completion shall be:

- High Risk actions = completion within 30 days of inspection
- Medium Risk actions = within 60 days of inspection
- Low Risk actions = within 90 days of inspection

A spreadsheet (Compliance Open and Closed actions) is kept in the Property Services Teams files, detailing progress on every remedial action.

Where the head landlord is responsible for the remedial work, this is also tracked on the spreadsheet. Regular chasing is diarised and the target dates for completion of remedial work are the same as our properties.

For Electrical Installation Condition Reports that we are responsible for, items listed as a C3 (recommendation) will not generally be acted upon unless incorporated into other improvement work being undertaken. Our contractors are instructed to undertake all C1 remedial work at the time of inspection. For any C2's if the cost is less than £250, the contractor carries out the remedial work at the time of the visit. For any work above £250, the contractor must submit a detailed costing sheet for approval.

For water hygiene, monitoring logbooks are in place at each site, which are updated by staff whenever a check is completed. In addition, our contractor carries out six monthly and annual planned maintenance visits, which are also recorded in the logbooks.

Tenants are responsible for reporting repairs or health and safety risks to us. Under the terms of their tenancy agreements, tenants must keep their properties in good order and allow the necessary access to contractors so as to prevent unnecessary health and safety risks.

We hold a legal duty to prevent serious detriment or risk to its tenants. Where tenants do not allow access for us to carry out compliance checks or undertake remedial work required to maintain the health and safety of the unit and the building as a whole, we may pursue legal remedies to ensure it meets its statutory responsibilities.

We appreciate that the nature of our client groups may require us to provide additional monitoring and guidance to tenants to enable them to comply with health and safety issues. On a regular basis, staff who visit tenants must continually observe the overall condition, cleanliness and state of repair of properties and link these activities into each tenant's support plan as appropriate.

We will only let properties that are of an appropriate standard and condition and that comply with good practice and legislation in terms of Health and Safety, Fire Safety and the Decent Homes Standard.

We will only accept leases on properties from other landlords if the property is in an acceptable condition and we have copies of a compliant Landlord's Gas Safety Record (LGSR), if the property has gas, a satisfactory Electrical Condition Report, a valid Energy Performance certificate (EPC) and an asbestos report. If we do not have copies of these certificates on the date of tenant sign up, the property will not be let.

We will undertake communal area inspections at each block annually and will raise jobs for any necessary repair or clearance work.

We will provide staff with guidance and training on Health & Safety inspections.

We will undertake regular fire panel tests on properties with a communal fire alarm system. A record of these tests must be maintained. Ordinarily these tests will be undertaken weekly although there may be occasions where the testing may need to be done fortnightly.

Where our owned properties do not have a communal fire alarm system, we will provide smoke detectors. It is the responsibility of the tenant to provide batteries for the detectors and monitor that the detectors work. Our Housing Officers must check the detectors during the annual tenant visits.

If we do not own the properties, we are not responsible for providing smoke detectors. If these are not provided by the property owners, this responsibility remains the option of the tenant.

We will instruct our gas maintenance contractors to provide and check carbon monoxide detectors as part of the annual gas safety check.

We will provide fire blankets for kitchens in staffed properties. For non-staffed properties, the responsibility remains the option of the tenant.

Contractors, employees or sub-contractors regularly engaged in work to properties or managed by us must have a valid DBS check (Disclosure and Barring Service). Contractors failing to comply with this request will be excluded from carrying out works for us.

A reconciliation of our gas appliance database and that of our gas contractor is carried out by the Manager, Property Services, every two months.

Related policies and Procedures:

[2-01 Health and Safety Policy.pdf](#)

[2-06a Workplace Health, Safety and Welfare Policy.pdf](#)