



## Property Management

# Property Management Operational Policy

<b>Regulation and Legislation</b>	<p>This policy links to</p> <ul style="list-style-type: none"> <li>• The Leasehold Reform, Housing and Urban Development Act 1993</li> <li>• The Landlord and Tenant Act 1985 - Section 9A</li> <li>• The Defective Premises Act 1972</li> <li>• The Commonhold and Leasehold Reform Act 2002</li> <li>• The Regulatory Reform (Fire Safety) Order 2005</li> <li>• Fire Safety Act 2021</li> <li>• The Housing Act 2004 - Part 1 Housing Conditions</li> <li>• The Health and Safety at Work Act 1974</li> <li>• The Management of Health and Safety at Work Regulations 1999</li> <li>• The Environmental Protection Act 1990</li> <li>• The Fitness for Human Habitation Act 2018</li> <li>• Pre-Action Protocol for Housing Conditions Claims (England) 2020</li> <li>• RICS Code of Practice</li> <li>• ARHM Code of Practice</li> <li>• The Regulator of Social Housing Consumer Standards</li> </ul>
<b>Supporting documents</b>	<p>Rechargeable Repairs and services policy and procedure  Property Safety policy and management plans  Mutual Exchange policy and procedure  Repairs policy  Service Charge policy and procedure  Property Management procedures: Car Parking Management procedure, Customers Own Improvements procedure, Disposal of Goods in Communal Areas (Keep it Clear) procedure, Housing Conditions (disrepair) policy and procedure, Pests and Vermin Control procedure, Estate Inspections procedure, Disposal of Abandoned Vehicles procedure, Key &amp; Fob management procedure, Damp, mould and condensation policy  Tree policy and procedure  Access policy and procedure</p>
<b>Scope</b>	<p>Outlines the key principles of property management and should be followed in conjunction with the supporting documents above.</p>
<p>Reference to “Orbit” means Orbit Group which consists of Orbit Group Limited, Orbit Housing Association Limited, Orbit Homes (2020) Limited, Orbit Treasury Limited and Orbit Capital Plc.</p>	

## 1. INTRODUCTION

- 1.1 This policy outlines the Property Management operational model for Orbit owned properties. This ensures staff and customers are aware of how the team operate and the principles underpinning it.
- 1.2 There are procedures that support the policy. This policy and the supporting procedures ensure consistency and fairness for customers as well as a 'one team' approach.
- 1.3 The visits which are described in this policy are made to ensure that our customer's homes are maintained safely and to a high quality.
- 1.4 This policy is in place to ensure our communal areas are well maintained and safe. This policy has been reviewed by our customers.
- 1.5 Orbit is responsible for implementing reasonably practicable measures to comply with the requirements of the legislation and guidance in relation to customer safety.
- 1.6 The Home Standard of the Regulatory framework for social housing in England (from April 2012) requires Registered Providers to provide cost effective works to homes and communal areas that responds to the needs of, and offers choices to, customers, and has the objective of reducing repairs.
- 1.7 The Neighbourhood and Community Standards require 'Registered providers shall keep the neighbourhood and communal areas associated with the homes that they own clean and safe'
- 1.8 Orbit's responsibility under section 11 of the Landlord and Tenant Act 1985 for maintaining the structure and exterior of our properties (including drains, gutters and external pipes) and installations in the property for the supply of water, gas and electricity; and for sanitation (including basins, sinks, baths and sanitary conveniences).
- 1.9 The term Property Manager used within this Policy includes those within the Property Management Team and Independent Living. Within Independent Living, it is recognised that there is a shared responsibility for some operational functions of Property Managers with Independent Living Managers.

## **2. POLICY**

2.1 This policy outlines the broad principles of how Property Managers will operate and their responsibilities. The detailed information is contained in the associated procedures.

### **2.2 Estate Inspections**

Property Managers will focus on the visual and physical quality of our estates, schemes, open spaces and communal areas. Undertaking routine inspections of common areas to ensure they meet the standards expected. Inspections will record the physical condition of the building fabric and its components and the quality of contracted services.

### **2.3 Service Charge**

Property Managers will monitor costs associated with works which are rechargeable via a service charge, to maximise income and recovery. Property Managers will ensure that legal obligations are adhered to when notifying and charging for works or services.

### **2.4 Revenue funded repairs**

During routine estate inspections Property Managers will identify and request reactive repairs to our estates, schemes, open spaces and communal areas. By request Property Managers may also request reactive repairs to customer's homes subject to tenure obligations. Property Managers will ensure a detailed record of the property condition is made when a customer requests a mutual exchange. The document will identify repairs which are required to be completed by Orbit, which will be procured and contract managed by Responsive Repairs Team and any remedial work required to be completed by the customer before the exchange is approved.

### **2.5 Capital funded works**

Property Managers will identify capital investment works to our estates, schemes, open spaces and communal areas. Working with Strategic Asset Management the works will be scoped and customer consultation carried out including Section 20 consultation where necessary. The works will be procured and contract managed by the Capital Delivery Team.

### **2.6 Customer Involvement**

Property Managers will act as facilitators when consulting with customers on property related matters. In accordance with current legislation and with a customer focussed approach we will consult with and listen to our customers views about service provision or improvement and the charges for any works proposed.

### **2.7 New Homes into Ownership**

Property Managers will liaise with the Development, Property Services, Sales, Lettings and Tenancy Services teams in planning the transition from development to occupancy. They will review estate service charge budgets and

provide feedback to Development on long term management issues of proposed developments.

## 2.8 Property Compliance

Property Managers will highlight concerns relating to statutory compliance identified during routine inspections to the relevant Property Safety Team. Property Managers will not undertake statutory inspections but will take reasonable measures to ensure customer safety management plans are adhered to. Property Management’s responsibilities under this section are detailed further in the: Fire, Electric, Temperature Control, Asbestos, Lifting Equipment, Strength Systems, Play Systems and Water safety management plans.

## 2.9 Training and Development

The Property Management Senior Managers will maintain a training and development plan to ensure team members are suitably skilled and knowledgeable to undertake their duties. The training plans will include new starter inductions, refresher training frequencies, legal and technical training specific to effective property management. The training and development will be delivered in a variety of formats including e-learning, face to face training courses and self study.

### 3. MONITORING AND ACCOUNTABILITY

- 3.1 Compliance with this policy will be monitored by a suite of Key Performance Indicators and management reports reviewed at the monthly Property Management Senior Management Team meetings.
- 3.2 Orbit will carry out a fundamental review of this policy every three years subject to legal, regulatory changes or in accordance with the agreed Policy Review programme

### 4. Essential information

- 4.1 All Orbit policies and procedures are developed in line with our approach to the following, data protection statement, equality diversity and inclusion (EDI) approach, complaints policy and our regulatory and legal obligations to ensure we deliver services in a lawful manner and treat people equally and fairly. Orbit’s privacy policy can be accessed on our website [www.orbitcustomerhub.org.uk/publications/policies/](http://www.orbitcustomerhub.org.uk/publications/policies/)

<b>EA</b>	Equality Analysis completed on 15/11/2018 and requires a reassessment. A full Equality Analysis was conducted due to the high risk of implementing a new customer facing team. The actions required are to monitor the progress of the Property Management Team, collect data to evidence the impact of the team and review this policy as necessary.
<b>DPIA</b>	A DPIA was completed on 15/11/2018 and identified no additional data sets were being processed. A reassessment is required.
<b>Consultation</b>	<p><b>Internal:</b> Responsive Repairs, Strategic Asset Management, Independent Living, Tenancy Services, Customer Hub, Property Safety, Letting Services, Estate Services, Policy and Standards.</p> <p><b>External:</b> Customers have been involved via the Policy &amp; Procedure Customer Conversations process. Customers reviewed and discussed the draft policy and its aims. There were no adverse comments and the outcome was to approve the draft.</p>

<b>Applies to</b>	Property Management, Property Services, Customer Services, Tenancy Services, Independent Living, Letting Services.
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## Document control

<b>Status</b>	<b>Date Issued</b>	<b>Version</b>
Approved	June 2023	V2.0

Uncontrolled if Printed

<b>Title</b>	Property Management Operational policy		<b>ID</b> 415
<b>Doc Type</b>	Policy	<b>Review Cycle</b>	3 Yearly
<b>Circulation</b>	All Departments	<b>Classification</b>	Public

Doc Level 3

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<b>Approved by</b>	Director of Property Operations	<b>Date</b> June 2023
<b>Next review</b>		Three years from above

Extension date	Extension reason	Approved by

## Revision History

Version Number	Date	Comments / Reason for revision
V2.0	June 2023	Published – it is expected this policy will be made obsolete ahead of the three year review cycle. It was republished with no change in June 2023.

