

Document Title	Property Management Operational Policy
Version	Final
Release Date	June 2019
Review Date	June 2022
Extension Reason(s)	
Extension date approved	
Approver details	
Document Type	Policy
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**ORBIT**

## **PROPERTY MANAGEMENT OPERATIONAL POLICY**

<b>Executive Summary</b>	This document outlines how Property Management will undertake their duties and links to the following policy and procedures: Service Charge Policy, Estate Inspection procedure, Response Maintenance Policy, Decanting Residents, Home Loss & Disturbance Payments Policy, Asbestos Management Policy, Fire Management, Disposal of Goods procedure, No Access Policy, Rechargeable Repairs Policy, Mutual Exchange Procedure and Customer Safety Management Plans.
<b>Approved by</b>	Customer Services SMT Customer & Communities Board 23 May 2019
<b>EA completed</b>	Equality Analysis completed on 15/11/2018 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 completed</b>	A DPIA was completed on 15/11/2018 and identified no additional data sets were being processed.
<b>Explain how customers have been involved.</b>	Customers have been involved via the Policy & 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.
<b>Consultation</b>	Responsive Repairs, Strategic Asset Management, Independent Living, Tenancy Services, Customer Services Centre, Customer Safety, Letting Services, Estate Services, Policy and Standards.
<b>Applies to</b>	Property Management, Property Services, Customer Services, Tenancy Services, Independent Living, Letting Services.

**SCOPE:**

This Policy outlines the key principles of property management and should be followed in conjunction with the relevant procedures and linked policies as detailed in the Executive Summary.

This policy also links to delivery of our customer promise, particularly:

- We are easy to contact, resolve your queries and keep our promises.
- We demand the utmost professionalism from our people.
- We will keep your neighbourhoods clean, green and safe.
- We make sure our homes are affordable and sustainable.
- We build and maintain quality homes you can be proud of.
- We involve you in the decisions that affect your community.
- We listen and take account of your views.

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.

This policy is in place to ensure our communal areas are well maintained and safe. This policy has been reviewed by our customers.

Reference to "Orbit" means Orbit Group which consists of Orbit Group Limited, Heart of England Housing Association Limited, Orbit South Housing Association Limited, Orbit Homes (2020) Limited, Orbit Treasury Limited and Orbit Capital Limited.

## 1. INTRODUCTION

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. 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.

Orbit is responsible for implementing reasonably practicable measures to comply with the requirements of the legislation and guidance in relation to customer safety.

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.

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'

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).

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 Customer 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. **EQUALITY AND DIVERSITY**

- 3.1 Orbit policies are developed in line with our **Equality, Diversity and Inclusion policy** approach. An Equality Analysis has been conducted and the details can be accessed via myPolicy. If you do not have access to myPolicy please contact the Policy and Standards team who will be able to provide you with a copy.

## 4. **COMPLAINTS**

- 4.1 Anyone is able to make a complaint about the service they have received and this is managed under our **Complaints Policy**.

## 5. **PRIVACY STATEMENT**

- 5.1 Orbit are collecting information ('personal data') so that we can manage and support our relationship with our customers, comply with legal obligations, improve our services and achieve our legitimate business aims. We are committed to complying with data protection legislation when handling customers' data. Customers have rights around their data, including the right to access their data, and to object to the way it is processed. For more information on how and why we process customers' data, and how customers can exercise their rights, please see our full Privacy Policy on our website at [www.orbit.org.uk/privacy-policy/](http://www.orbit.org.uk/privacy-policy/).

## 6. **MONITORING AND ACCOUNTABILITY**

- 6.1 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.

## **7. REVIEW**

- 7.1 We will carry out a fundamental review of this policy every three years or sooner subject to legal, regulatory changes or if internal changes require. A gap analysis will be undertaken at each phase of the Property Management Teams development to ensure consistency of operating principles across the Organisation.