



Achieving sustainable long-term compliance adherence in housing.



Creating safer homes by mitigating risks and optimising compliance processes.

The property sector has seen heightened awareness of the significant effects of hazards, and without adequate attention, they can become very costly for owners, agents and property managers. With the right measures, tools and processes, the risks can be mitigated.

Defective gas pipes can cause house fires, leaking roofs can cause aggressive damp and mould, pests can cause serious health concerns – news like this is frequently headlining the media. Real estate companies, managers, and bodies responsible for the maintenance of buildings are alarmed by such reports, but what are they doing to protect their residents? What is the state of the housing stock for which they are responsible? Are they really safe or are these risks looming?

These concerns are quite justified, as property managers have a duty of care to their residents to maintain and protect their homes. If someone is injured or in danger because these duties are neglected, there is a high risk for residents to claim damages and compensation. Under excruciating circumstances, criminal or fine proceedings may even be initiated against those responsible. With a spotlight on tragedies such as Grenfell in 2017, these penalties are becoming increasingly common. The average fine for fire safety negligence, for example, reaches heights of £27,519 - that's 35% higher than the 2014-2019 average.¹



1. Source: Fire Safety Order, 2019.

Ways to minimise liability risk.

- Conduct regular inspections of buildings and facilities to ensure that they are in good condition, and document these inspections in a log with supplementary photos and videos.
- Inform residents by a series of appropriate notices, if damage or risk has been identified within a building or property. If necessary, the hazardous area must be evacuated and protected with warning signs, acting as an immediate and temporary solution. Promptly follow up with repairs or other remedial measures.
- Immediately follow up on requests or concerns from tenants or other persons and record all actions taken.
- Make decisions promptly to expedite remedial and repair works.
- Schedule regular maintenance and inspections by specialist contractors.
- Ensure the chosen contractors are vetted and qualified.
- Communicate clearly with third parties such as contractors about their legal obligations when undertaking maintenance and inspections.
- Keep up to date with regulatory changes made by the United Kingdom's **Department of Levelling Up, Housing and Community** and how this affects the industry by listening to commentary by specialist publishers or professional associations such as the **National Housing Federation**.

There is an array of important compliance and regulatory obligations that housing providers must comply with and maintain records of. Here is a snapshot of some key obligations*.



Lifts

An inspection by a specialist company is required every 6 months.²



Trees

Regular visual inspections should occur and when necessary, remove protruding roots from the ground, and maintain overhanging branches.³



Roofs

Regular roof checks should occur to prevent damage and leakage, particularly after storms. Loose or damaged roof tiles should be repaired immediately.



Electrical installations

There is an explicit obligation to inspect electrical systems every 5 years, as well as at change of occupancy.⁴



Light

Stairwells, paths, driveways and any other communal areas must be illuminated. If the lighting automatically switches off to save electricity, ensure that it stays on long enough in an apartment with several floors.



Smart building technology

Protect and maintain security systems by applying regular updates, assigning rights and access, encrypting data and backing it up on separate systems.



Bulky waste

If bulky waste is deposited by residents, it can be collected by the local council. If this service is not available in your area, a public refuse site should be utilised.



Playground

Playgrounds must be inspected for hazards at least once a week, especially if they are heavily frequented. Playground equipment must undergo an operational inspection at least every 1 to 3 months according to the manufacturer's instructions and a main inspection check once a year. Surrounding grass must be kept short and poisonous plants removed. (BS EN 1176)



Staircase

Staircases require sufficient lighting, intact stair treads, stable railings, and windows with safety glass.



Drinking water

Buildings with central drinking water supply must maintain records of examination to ensure the water supply remains safe and without diseases such as legionella.

**Disclaimer: This list is provided for informational purposes only and is not intended to be exhaustive. This disclaimer emphasises that the responsibility lies with the housing provider to ensure full understanding and compliance with applicable laws and regulations.*

2. Source: (Health & Safety Executive, 2013)
3. Source: (Health & Safety Executive, 2021)
4. Source: (United Kingdom Government, 2022)

Establish streamlined processes for compliance adherence.

Keeping buildings and outdoor facilities safe and free of hazards is complex. Effective process management is the key to ensuring prompt and efficient service delivery, especially in emergency situations.



Organising and maintaining documentation of inspections and maintenance is essential for adhering to the mandated regulations and ensuring high-quality services to residents. Here are a few steps to ensure these requirements are being met.

1

Stay up to date with regulatory requirements.

2

Organise and execute the inspections and maintenance required to adhere to the regulatory requirements.

3

Maintain a golden thread of information for all inspections and maintenance works that are undertaken.



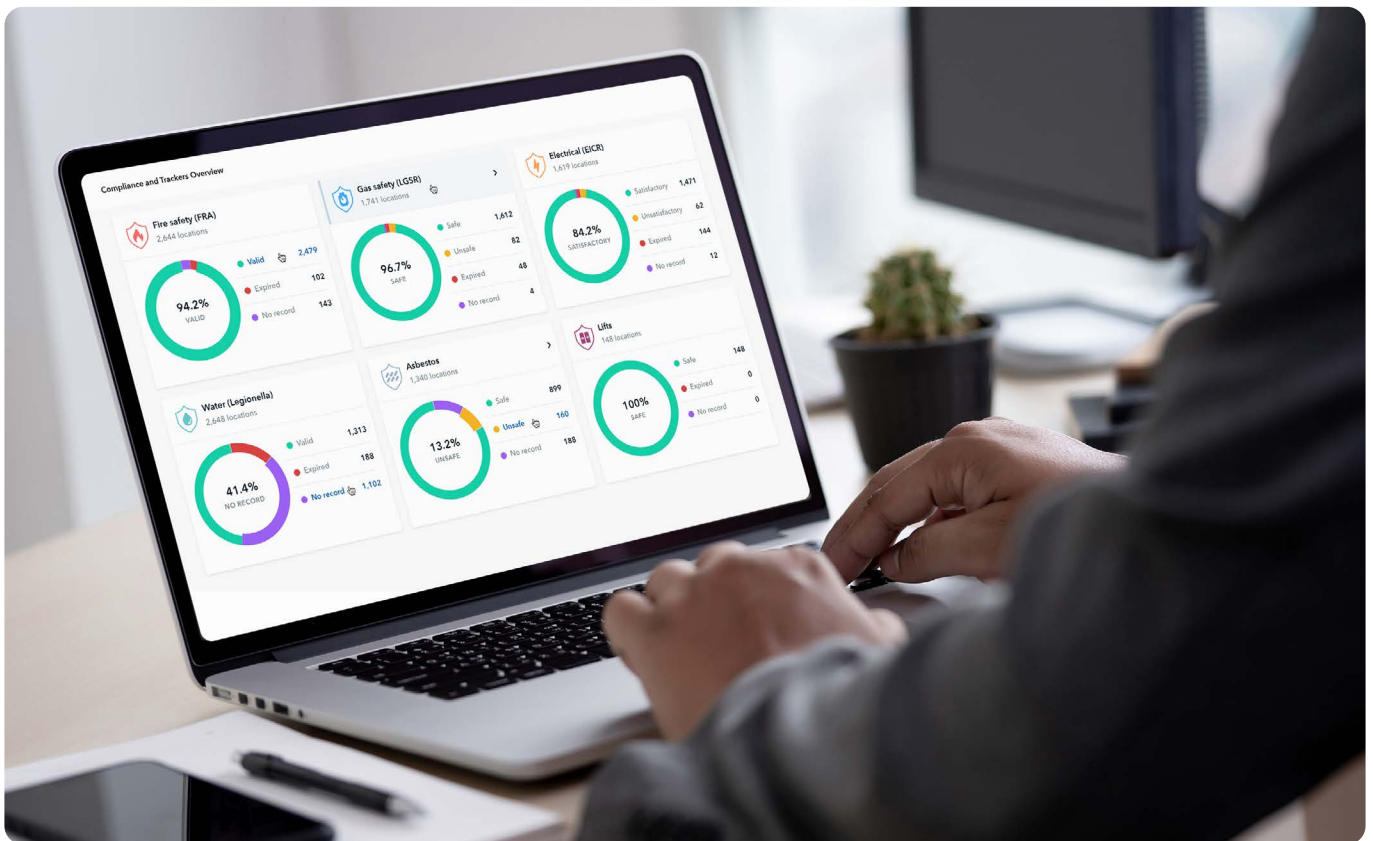
When an incident or damage occurs, all parties involved must be notified, such as the tenants, owners, insurance company and if necessary, the authorities. Repair work must be coordinated with each of the necessary parties, put out to tender, commissioned, scheduled, monitored and accepted. Invoices have to be checked and corrected where required. There is usually very little time to complete all these tasks, especially when damage poses an acute danger to residents. Here is how to expedite these processes:

- 1 Conduct a thorough inspection and damage assessment
- 2 Inform all parties involved of the incident/damage and the next steps
- 3 Distribute the tender and commission specialist contractors
- 4 Supervise and accept completed repair works
- 5 Invoice and make payment

Providing efficient service delivery is essential, especially in emergency situations, thus automating these processes has become highly important. This is made possible by intelligent digital solutions, specifically tailored for property management to minimise risks and improve security.

Plentific's Compliance Manager can cover all your compliance needs with full configuration.

- Set up compliance procedures and renewals tailored to the property portfolio. Define due dates, assign tasks, standardise work and establish notification triggers.
- Track record status and manage renewals, inspections and finding with a single view to minimise risks and never miss an expiration.
- Conduct thorough assessment and inspections on-the-go, via the app. Record findings and attach images and videos to identify hazards and risks quickly.
- Turn identified issues into remedial work seamlessly via a flexible supply chain. Take follow-on actions swiftly to reduce or remove hazards faster.
- Access comprehensive reports and analytics to gain oversight into compliance performance and areas that require attention. Review findings and share reports easily across teams.



[Find out more](#)

Elevate your compliance management strategy to a new level with Plentific.

ABOUT PLENTIFIC

Plentific is the UK's fastest growing proptech company, pioneering real-time property operations for real world impact. The end-to-end property operations solution seamlessly connects owners, operators, service providers, and tenants on a single platform, making operations simpler, faster and more efficient. Plentific recently was awarded the Property Tech of the Year, Best Application of Tech - Public Sector, and the Tech Company of the Year awards from the Global Business Tech Awards.

By working with clients to streamline operations, unlock revenue, increase tenant satisfaction and remain compliant, Plentific empowers clients with data-driven insights that drive action. Plentific is dedicated to building stronger communities where people can thrive, through its growing network of 1 million+ properties and 20,000 service providers worldwide.