

Health and Safety Policy.

Verda Living RP Limited

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1 Background

This policy sets out how Verda Living RP Limited (Verda Living) will maintain the safety of its residential properties, ensuring that residents and visitors to their homes are safe and statutory/regulatory obligations are met. It describes our aims and outlines the approach we will take to specific aspects of the service.

Separate policies set out our approaches to:

- Planned repairs (asset management policy)
- Routine repairs (Repairs policy)
- Health and safety of staff and contractors (workforce health and safety policy)
- Protecting vulnerable residents (safeguarding adults and safeguarding children and young people policies)

Verda Living will act in line with statutory health and safety requirements, meet the obligations of its regulator and any grant funders, and fulfil its legal duty of care.

2 Policy aims and objectives

The fundamental aim of this policy is to ensure our residents are safe in their homes to protect the health, safety and welfare of all our residents, visitors to their homes, people acting on our behalf and our staff. We also aim to ensure we comply with all statutory obligations regarding property health and safety at all times.

To ensure these aims are met, we will:

- Set clear expectations with staff and contractors about approaches to health and safety in residential property
- Ensure that statutory and regulatory obligations are understood, and that robust systems of management and control are in place to ensure they are met, including clear accountabilities
- Maintain accurate records on our properties, the compliance obligations that apply to them, and their compliance position
- Monitor and report on compliance performance regularly
- Make adequate resources available (financial and personnel) for managing health and safety and meeting legal obligations
- Respond quickly, and in a planned way, to any reports of non-compliance or areas for improvement
- Learn from any incidents where our obligations are not met
- Make arrangements to communicate relevant information to residents and other people who may visit their homes or common parts around maintaining health and safety and our performance in that regard.

3 Responsibilities

Verda Living has a responsibility to ensure that properties and common parts which are owned by us are well maintained, safe, and comply with regulations relating to these matters. This responsibility sits with the board, and may be delivered by our agent or directly employed staff.

We will appoint a Health and Safety Lead, who will always be a board member or direct employee of Verda Living Limited. The responsibilities of that person will align with those prescribed in legislation, and the board will take steps to ensure that the person has the requisite skills and resources to carry out their role. The name and contact details of the Health and Safety Lead will be published on our website.

Where we have any premises that contain two or more homes and common parts, Verda Living Limited is the Responsible Person for fire safety purposes and will provide for obligation of the Responsible Person to be met.

A list of where different responsibilities lie is at Appendix 1.

4 Data and management systems

Verda Living will hold good quality, accurate data on our properties and the residents who live in them, so that we can accurately programme health and safety checks, be proactive in assessing and managing risks, and respond promptly to identified issues. We will periodically conduct checks on the robustness of these systems, with results reported to the board.

We will ensure that comprehensive and effective building safety systems and programmes are in place to provide assurance that residents remain safe, particularly when services are provided by third parties such as managing agents or contractors.

5 Resources and skills

Management of property health and safety will be a routine process within Verda Living, with sufficient resource, and controls in place to ensure we can meet our obligations. We will ensure that:

- Adequate resources are made available for health and safety, based on understanding of our properties
- Health and safety is accepted as a core management activity, and is given equal priority with other service objectives
- Competent advisors are used to give guidance and assistance on health and safety matters where appropriate e.g. where legislation or common practice is changing or to provide independent assurance
- Specialist advice is available when needed e.g. on technical matters
- Clear information on property health and safety is effectively communicated to residents when they move in and is easily accessible throughout their tenancy
- All employees and people acting on our behalf are competent to carry out their health and safety related work; and receive the instruction, training and supervision they need to meet obligations

- A competent Health and Safety Lead is appointed and their contact details are easily available
- Effective systems of communication on health and safety matters are established and maintained
- A positive and proactive approach to property health and safety is promoted.

6 Compliance checks

Where routine compliance checks are required, e.g. for gas, fire safety, etc, we will ensure processes are in place for these to be conducted within the prescribed time and for required certificates to be issued. We will endeavour for these checks to be completed at the same time on an annual basis.

We will use all powers available to ensure we gain access to properties to conduct checks in a timely manner.

Residents will be notified at sign up of the need to give access for compliance checks and will be periodically reminded of this.

Where remedial actions are identified, we will have a clear programme to deliver these promptly. Timescales for works will be clearly communicated to residents.

7 Electrical safety

We will conduct electrical safety checks at all premises on a rolling 5 year cycle and make arrangements to undertake any remedial works promptly.

8 Fire safety

As well as conducting fire risk assessments where required, we will make arrangements to meet our obligations under the Fire Safety (England) Regulations 2022 relating to provision of clear information and instructions to residents. We will use our insight into individual residents to ensure this information is communicated in an appropriate manner.

Should we acquire any properties in high rise blocks, we will make provision for our obligations to be met.

9 Gas safety

In accordance with the Gas Safety (Installation and Use) Regulations 2018, we will conduct an annual gas safety check. This check will be carried out by a qualified Gas Safe Registered engineer to ensure the safety and proper functioning of all gas appliances.

To comply with the regulations, we will provide residents with a copy of the Landlord's Gas Safety Record (LGSR) within 28 days of the inspection. The LGSR serves as evidence that the gas appliances in the property have undergone a thorough assessment and have been deemed safe for use.

10 Lift safety

In all properties where Verda Living Limited is responsible for the installation and maintenance of a lift, we are committed to ensuring that LOLER (Life Operations and Lifting Equipment Regulations) inspections are conducted. These inspections will be carried out by qualified and competent individuals who adhere to the current Health and Safety Executive (HSE) regulations.

11 Legionella

Legionella risk assessments will be tailored to each specific scheme, ensuring a comprehensive evaluation of potential risks. In cases where it is applicable, these assessments will undergo an annual review to maintain their relevance and effectiveness.

To further safeguard against legionella, regular water temperature checks will be conducted at six-month intervals.

12 Asbestos

For any of our properties constructed prior to 2000, we are fully committed to ensuring compliance with the Control of Asbestos Regulations 2012. This commitment extends to both common areas and domestic properties within our stock.

To effectively manage asbestos, we will engage the services of a competent Asbestos Management survey who will conduct thorough inspections. These inspections will be instrumental in developing and implementing a comprehensive asbestos management plan.

13 Damp and mould

For any of our properties where damp and mould is reported, Verda Living Limited is committed to delivering a responsive and resident-focused repairs service that prioritises the health and safety of our residents. Under the proposed requirements of Awaab's Law, we will be required to investigate and address complaints about damp and mould within set timeframes, providing a resolution plan and regular updates to residents. Our staff will be trained to recognise and respond effectively to these issues, and we will allocate adequate resources to ensure timely repairs. We will also maintain a robust system for logging and monitoring repair requests to ensure compliance with legal standards.

14 Monitoring and compliance

We will monitor the delivery of our health and safety obligations and policy, and report to operational staff, senior leadership team, the board, and our residents. Key performance indicators will be used to monitor and report performance, as well as complaints and compliments received. This allows us to be accountable for our service delivery, identify any trends which require intervention, and focus on delivery of the objectives stated above.

We will report against the Resident Satisfaction Measures prescribed by the Regulator of Social Housing, as well as indicators developed for internal use by staff in conjunction with customers.

Performance indicators that will be reported to the board and customers are detailed at Appendix 2. This is not an exhaustive list.

15 Annual Review

This policy is reviewed annually by the board of the Company.

Version	Date Approved	Date for Review	Updates
1.0	April 2025	April 2026	Creation of first version of policy

16 Appendix 1 – Responsibilities

The Board

The Board of Verda Living has overall responsibility for the health, safety and wellbeing of:

- Our residents
- All employees
- Anyone else who could be affected by its work activities.

This responsibility includes:

- Providing strategic leadership and direction for health and safety
- Securing adequate resources for health and safety management
- Overseeing health and safety performance
- Appointing a suitable manager (e.g. managing director or managing agent) and ensuring they put in place effective arrangements and structures to manage health and safety.

Health and Safety Lead

Verda Living's Health and Safety lead is responsible for:

- providing an effective, proactive and objective advisory service to managers and employees on all aspects of health and safety law and best practice
- developing, promoting and reviewing health and safety policies and procedures
- developing, promoting and monitoring PIC RP Limited's health and safety management system
- monitoring health and safety performance against agreed standards and requirements, assessing risks of failing to comply with these and advising on any necessary improvements
- promoting a positive health and safety culture throughout PIC RP Limited, which encourages active employee participation in health and safety
- advising managers on risk assessment and risk control
- carrying out audits, inspections and investigations, such as into work-related incidents and ill health; advising on any necessary remedial action
- advising on health and safety training and competence requirements; providing and evaluating training if appropriate
- notifying the board of actual, and risks of, material failures to comply with health and safety requirements
- providing advice to the board as to how to address such risks and failures, to ensure compliance.

Contractors

Where we contract with third parties to deliver our health and safety obligations, they will be expected to:

- Perform against the agreed specification which will include service delivery and reporting
- Have in place their own health and safety policies; and comply with appropriate rules and regulations governing their work activities
- Execute their legal responsibility for their own workforce and for ensuring that their work is carried out in a safe manner so as not to place at risk any other person
- Demonstrate to our satisfaction that they are fulfilling their responsibilities.

Residents

Residents have a responsibility to assist PIC RP Limited to meet its obligations. They are expected to:

- Allow reasonable access for compliance checks and any remedial works
- Allow reasonable access for planned maintenance work
- Report any concerns about property health and safety
- Avoid creation of hazards in communal areas
- Familiarise themselves with fire safety information regarding evacuation and fire doors where relevant.

17 Appendix 2 – Performance Monitoring

We will monitor and report on the following:

Management information

Gas safety

- Number of homes that have had all the necessary gas safety checks, total number due, % completed

Fire safety

- Number of homes that have had all the necessary fire risk assessments, total number due, % completed

Asbestos safety

- Number of homes that have had all the necessary asbestos management surveys, total number due, % completed
- Number of homes that have had all the necessary asbestos management re-inspections, total number due, % completed

Water safety

- Number of homes that have had all the necessary legionella risk assessments, total number due, % completed

Lift safety

- Number of homes in buildings where the communal passenger lifts have had all the necessary safety checks, total number due, % completed

Electrical safety

- Number of homes that have had the necessary electrical safety check, total number due, % completed
- Number of landlord-provided appliances that have had the necessary electrical safety check, total number due, % completed

Damp and mould checks

- Number of damp and mould cases reported, number of inspections carried out, % inspections due carried out
- Number of category 1 damp & mould hazards identified, number remedied, % remedied

All performance will be reported against target, with a year to date figure in each reporting cycle and a year end figure provided annually.

Customer satisfaction

% of residents who say they are satisfied that PIC RP Limited provides a home that is safe