



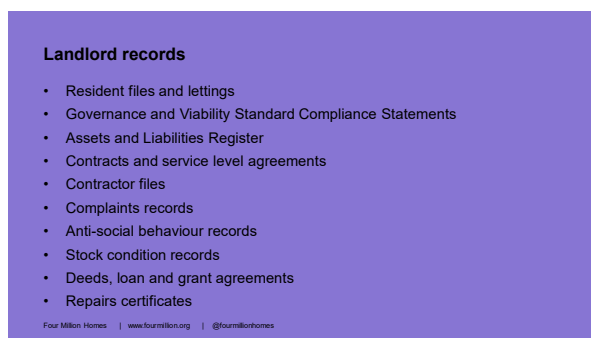
1



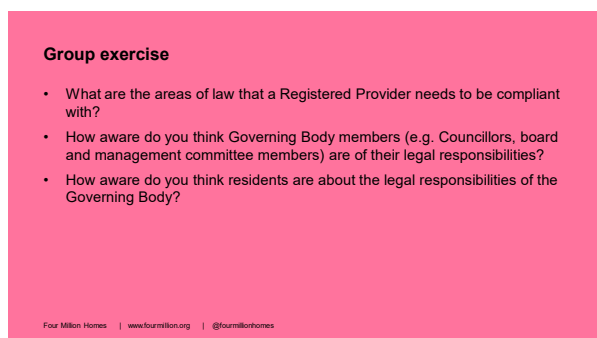
2



3



4



5



6

Comfort break for 10 minutes

Four Million Homes | www.fourmillion.org | [@fourmillionhomes](https://twitter.com/fourmillionhomes)

7

Legal compliance – society or company law

- Rules or Articles of Association
- Employment law
- Contract law
- Data Protection Act and GDPR
- Freedom of Information Act
- Equalities Act
- Health and Safety at Work Act
- Human Rights Act
- Financial reporting standards and other financial legislation

Four Million Homes | www.fourmillion.org | [@fourmillionhomes](https://twitter.com/fourmillionhomes)

8

Legal compliance – housing law

- Housing Acts (1985 and 1988)
- Landlord and Tenant Act
- Statutory duties to house; legislation governing lettings and sub-letting
- Regulatory compliance
- Crime and disorder
- Safeguarding and abuse
- Repair, servicing and building safety legislation
- Planning, listing and by-laws

Four Million Homes | www.fourmillion.org | [@fourmillionhomes](https://twitter.com/fourmillionhomes)

9

Complaints handling

- Registered Providers must have a complaints policy and procedure – link to regulatory requirements
- Role of the Housing Ombudsman Service and its Complaints Handling Code
- Definition a complaint and exclusions
- Accessibility and awareness
- Procedure and timescales
- Fairness
- Putting things right
- Learning and continuous improvement
- Self-assessment checklist and annual reporting

Four Million Homes | www.fourmillion.org | [@fourmillionhomes](https://twitter.com/fourmillionhomes)

10

Confidentiality

- Confidential information – (who has access?)
- General Data Protection Regulations and Data Protection Act 2018 is mandatory, and harsh fines can be imposed for non-compliance
- Why is information collected, stored, processed and destroyed?
- Requests from other agencies or parties
- Telephone enquiries
- Interviews
- Rent accounting and arrears management
- Dealing with violent residents

Four Million Homes | www.fourmillion.org | [@fourmillionhomes](https://twitter.com/fourmillionhomes)

11

Four Million Homes

Thank you

For more info on anything you have heard here today, please check your handout, or visit our website and social media channels.

www.fourmillion.org
[@fourmillionhomes](https://twitter.com/fourmillionhomes)

CCH The Confederation of Housing Providers

PPCR Public Bodies

HO Housing Ombudsman Service

12

Four Million Homes



Evaluation Survey

<https://www.surveymonkey.com/r/FMHtraining2025>

Four Million Homes

|

www.fourmillion.org

|

[@fourmillionhomes](https://twitter.com/fourmillionhomes)