

Four Million Homes

Your landlord and the law
Social housing residents training session 3

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Landlord records

Resident files and lettings
Governance and Viability Standard Compliance Statements

Assets and Liabilities Register
Contracts and service level agreements
Contractor files
Complaints records
Anti-social behaviour records
Stock condition records
Deeds, loan and grant agreements
Repairs certificates

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Group exercise What are the areas of law that a Registered Provider needs to be compliant with? How aware do you think Governing Body members (e.g. Councillors, board and management committee members) are of their legal responsibilities? How aware do you think residents are about the legal responsibilities of the Governing Body? For Miller Homes | www.barmillon.org | @formillerhomes



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Comfort break for 10 minutes

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

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- · Health and Safety at Work Act
- · Human Rights Act
- Financial reporting standards and other financial legislation

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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

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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

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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

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Thank you

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

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