

# Property Services Quality Policy

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**Policy ref:**

**Policy author /holder** Director of Property Services

**Date approved:** 19 January 2024

**Approved by:** Customer Operations Group

**Effective date:** January 2024

**Review date:** January 2026

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## 1 Purpose and anticipated outcomes

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- 1.1 This Policy exists as a statement of Property Services' commitment to quality in its management of activities and to provide a framework for setting quality objectives.

## 2 Scope and definitions

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- 2.1 All services provided by Property Services are in scope.

## 3 Policy statement

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- 3.1 Property Services' commitment to quality is aligned with the vision, values and behaviours of LiveWest.
- 3.2 Property Services is committed to being trusted by our customers, repairing and maintaining homes that people love to live in, having colleagues who are proud to work here, and growing our service provision so it is fit for the future by:
- Satisfying customer, statutory and regulatory requirements
  - Working within the framework for the setting of our quality objectives provided by LiveWest's vision, values, strategy, context and policies
  - Making provision for all colleagues (in line with LiveWest behaviours) to:
    - understand their contribution to our quality management system and
    - have a quality mindset to satisfy customer expectation and continually improve
  - Reviewing our quality management system in pursuit of continual improvement.

## 4 Service standards, monitoring and review

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- 4.1 Property Services' quality management system aligns with ISO9001:2015 requirements.
- 4.2 This Policy is formally reviewed annually at a management review (Wider Property Leadership Team) meeting, and at any other time determined as necessary by the Property Leadership Team, to maintain the integrity of Property Services' quality management system (eg. in response to risks and opportunities in changes to service provision, customer or sector requirements and to implement improvement).

## 5 Legal considerations

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- 5.1 This Policy incorporates a commitment to satisfy all statutory and regulatory requirements applicable to the provision of services provided by Property Services.

## 6 Linked / associated policies and other references

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- 6.1 Below are linked or associated LiveWest policies and procedures and to which our employees, contractors and other individuals are required to comply, as appropriate:
- Property Services' quality management system operates within LiveWest's Financial Regulations and Standing Orders and framework of policies and procedures that are published on the Resources Hub.
  - Property Services' Quality Manual Appendix 4 includes a reference to policies and procedures located in the Resource Hub, linked to the provision of Property Services' workstreams.

### Version Control

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| Version ref | Date          | By whom                       | Reason                      |
|-------------|---------------|-------------------------------|-----------------------------|
| 1           | December 2024 | Director of Property Services | Annual Review - no changes. |