

Property Services Quality Policy

Policy ref:

Policy author /holder Director of Property Services

Date approved: 26 November 2025

Approved by: Customer Operations Group

Effective date: January 2026

Review date: January 2027

1 Purpose and anticipated outcomes

- 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

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

3 Policy statement

- 3.1 Property Services' commitment to quality is aligned with the vision, values and behaviours of LiveWest.
- 3.2 Property Services is committed to our homes, customers and colleagues: being here for our customers, working as one team, maintaining quality homes and enabling a strong 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

- 4.1 Property Services' quality management system aligns with ISO9001:2015 requirements.
- 4.2 This Policy is formally reviewed annually by the 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 (e.g. in response to risks and opportunities in changes to service provision, customer or sector requirements and to implement improvement).

5 Legal considerations

- 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

- 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 in the Resource 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.
- 6.2 ISO9001:2015 Quality Management System

Version Control

Version ref	Date	By whom	Reason
1	December 2024	Director of Property Services	Annual Review - no changes.
2	December 2025	Director of Property Services	Annual review. Updated to include: <ul style="list-style-type: none">• New strategy and values• Annual review by PLT• Reference to ISO9001:2015