

COMMUNITY AND SOCIAL IMPACT POLICY

Organisation: Riverview Property Services LTD

Membership No: PENDING

COMMUNITY AND SOCIAL IMPACT POLICY

Riverview Property Services LTD

Effective Date: 01/10/2026

Review Date: 01/10/2027

Document Prepared By: UKRBA

1. Introduction

Riverview Property Services LTD is committed to operating as a responsible member of the communities in which we work. This Community and Social Impact Policy sets out our commitment to delivering positive social outcomes, supporting local economic development, and maintaining ethical standards across our operations.

As a property services company providing residential and commercial property management, lettings, maintenance and repairs, and grounds care, we recognise that our business activities have direct impact on tenants, landlords, local tradespeople, and the neighbourhoods we serve. We interact with vulnerable residents, employ staff from our local communities, and work with networks of contractors and suppliers. These relationships create both responsibility and opportunity to contribute positively to social wellbeing.

This policy defines our approach to community engagement, social responsibility, fair employment practices, ethical procurement, and measurement of our social impact. It applies to all employees, contractors, and agents acting on our behalf. The policy is reviewed annually to ensure continued relevance and effectiveness.

2. Current Activity

2.1 Our Operations and Community Reach

Riverview Property Services LTD manages residential and commercial properties across multiple locations. Our portfolio includes properties where vulnerable tenants reside, including older people, families with children, and individuals experiencing financial difficulty. Through our lettings service, we connect landlords with tenants and play a gatekeeping role in housing access. Our maintenance and repairs team works directly in homes and buildings, whilst our grounds care service maintains shared spaces that serve local communities.

2.2 Our Workforce and Supply Chain

We employ a team of skilled property professionals, maintenance operatives, and administrative staff. We work with a network of local tradespeople, contractors, and suppliers who are critical to delivering our services. These relationships are fundamental to our business model and represent both economic opportunity and responsibility for fair treatment and payment.

2.3 Current Social Impact Activities

Fair Lettings and Tenant Support

We operate lettings services with a commitment to fair and non discriminatory practices. We recognise our gatekeeping role in housing access and are committed to preventing discrimination against protected characteristics. Our team provides clear communication with tenants, manages complaints and disputes fairly, and signposts residents to support services when needed.

We maintain clear communication channels with tenants and respond promptly to maintenance requests. Where tenants experience financial hardship or vulnerability, we work with local authorities and support organisations to identify appropriate pathways to assistance, including discretionary housing payments, welfare benefits advice, and debt counselling services.

Fair Employment Practices

We provide competitive rates of pay aligned with relevant sector benchmarks and living wage guidance. We offer clear employment contracts, fair disciplinary procedures, and opportunities for training and development. We are committed to creating a workplace free from discrimination, harassment, and bullying.

Supplier and Contractor Relationships

We work with local tradespeople and support their sustainable livelihoods. We ensure prompt payment, clear communication of expectations, and fair pricing for work undertaken. We prioritise local supply chain partners where quality and value are equivalent, recognising that this supports local economic development and reduces environmental impact from transport.

Health, Safety and Building Standards

We maintain robust compliance with building safety regulations, gas safety standards, electrical safety, and fire safety requirements. We ensure our properties meet energy efficiency standards and support tenants to understand energy management. We take complaints about disrepair or safety concerns seriously and remedy these promptly.

Community Presence

Our staff are visible in the communities we serve. We engage with local landlord forums, tenant groups, and community meetings. We contribute to local knowledge about housing issues and participate in industry led conversations about standards and good practice.

2.4 Current Challenges and Commitments

We acknowledge that the housing market and private rental sector face significant challenges. Tenants may experience insecurity, high costs, or poor housing conditions. We commit to playing a responsible role within these broader systemic challenges, focusing on what we can directly influence within our operations.

We recognise that our supply chain includes many small businesses and self employed tradespeople who may be vulnerable to payment delays or unfair terms. We commit to transparent dealings and prompt settlement.

3. Future Intent

3.1 Enhanced Tenant Engagement and Support

Over the next twelve months, we will:

Develop a formalised tenant communication protocol that includes quarterly newsletters, availability of online portals for reporting maintenance, and clear signposting to external support services.

Create a tenant support directory tailored to our operational areas, identifying local services including Citizens Advice, debt advice, benefits support, and emergency assistance for vulnerable residents.

Establish a clear escalation process for complaints and disputes, including documented timescales and external referral options where disputes cannot be resolved internally.

3.2 Supplier Code of Conduct

We will develop a formal Supplier Code of Conduct that sets out our expectations regarding:

Payment terms of no longer than thirty days from invoice date.

Health and safety standards aligned with legal requirements.

Fair pricing that reflects the genuine cost of delivering quality work.

Respectful communication and dispute resolution procedures.

We will communicate this code to all current and prospective contractors and suppliers, and monitor compliance through feedback and audits.

3.3 Local Employment and Development

We will:

Review opportunities to support apprenticeships or traineeship opportunities in property maintenance, administration, or lettings services.

Identify training needs within our current team and develop a modest training budget to support professional development.

Maintain a commitment to recruiting locally where suitable candidates are available.

3.4 Energy Efficiency and Environmental Stewardship

Recognising that building energy efficiency connects to both tenant wellbeing and environmental responsibility, we will:

Maintain current compliance with energy performance certificate requirements.

Identify cost effective opportunities to improve energy efficiency in properties we manage, particularly in support of tenant bills and comfort.

Communicate energy efficiency advice to tenants and landlords in accessible formats.

Investigate opportunities to reduce waste in our own operations, including procurement practices and property management procedures.

3.5 Community and Industry Engagement

We will:

Participate in local landlord associations and forums to share good practice and learn from peers.

Maintain transparency about our policies and practices and welcome reasonable inquiries from tenants, landlords, and other stakeholders.

Contribute constructively to industry conversations about standards and regulation in property services.

3.6 Monitoring and Measurement

We will establish simple metrics to monitor the effectiveness of this policy, including:

Tenant satisfaction measured through occasional anonymous feedback.

Contractor and supplier feedback on payment promptness and fair treatment.

Staff retention rates and feedback from employees on workplace culture.

Complaint volumes and resolution timescales.

Energy efficiency improvements in our portfolio.

These metrics will be reviewed annually and reported internally to inform continuous improvement.

4. Responsibility and Review

4.1 Accountability

Overall responsibility for this policy lies with the senior management team of Riverview Property Services LTD. Day to day implementation is the responsibility of operational staff in lettings, maintenance, and procurement.

All employees and contractors are responsible for upholding the principles and commitments outlined in this policy.

4.2 Stakeholder Communication

This policy is made available to all employees, contractors, and agents. It is also available to tenants and landlords upon request. We welcome feedback on our implementation and are open to suggestions for improvement.

4.3 Annual Review

This policy will be reviewed annually, with the next formal review scheduled for 01/10/2027. The review will consider:

Feedback from employees, contractors, tenants, and landlords.

Changes in legislation or industry standards.

Progress against commitments outlined in Section 3.

Emerging social or community issues relevant to our operations.

Opportunities for enhanced impact or efficiency.

Any material changes will be communicated to relevant stakeholders and documented in the updated policy.

4.4 Escalation and Concerns

Employees or contractors who identify concerns related to the implementation of this policy, or who wish to raise concerns about social or ethical issues within our operations, should contact senior management directly. We are committed to taking such concerns seriously and investigating appropriately.

End of Document

© 2026 Riverview Property Services LTD. All Rights Reserved.