

GOVERNANCE AND RESPONSIBILITY POLICY

Organisation: Riverview Property Services LTD

Membership No: PENDING

GOVERNANCE AND RESPONSIBILITY 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 with integrity, transparency, and accountability across all aspects of its business activities. This Governance and Responsibility Policy establishes the framework through which the organisation manages its operations, makes decisions, allocates resources, and maintains standards of conduct.

As a UK property services company operating across residential and commercial sectors, Riverview Property Services LTD recognises that effective governance is fundamental to sustainable business performance. The company manages relationships with multiple stakeholders, including property owners, tenants, local tradespeople, and employees. The company also maintains responsibility for health and safety compliance, environmental stewardship, fair employment practices, and the integrity of financial management.

This policy applies to all employees, contractors, agency workers, board members, and any other persons acting on behalf of Riverview Property Services LTD. The policy sets out the principles by which the organisation conducts business and the mechanisms by which accountability is maintained.

The objectives of this Governance and Responsibility Policy are to:

- Establish clear lines of responsibility and accountability within the organisation
 - Define decision making authority and delegation
 - Ensure compliance with all relevant UK legislation and regulation
 - Promote ethical behaviour and professional standards
 - Protect the interests of stakeholders, including tenants, landlords, employees, and the wider community
 - Support sustainable and responsible business practices
 - Enable transparent reporting of organisational performance
 - Create mechanisms for monitoring, measuring, and improving performance across governance functions
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2. Governance Structure

2.1 Overall Governance Framework

Riverview Property Services LTD operates a governance structure appropriate to the scale and complexity of a UK SME operating in the property services sector. The structure comprises the following layers:

- Board level oversight and strategic direction
- Senior management responsibility for operational delivery
- Team level responsibility for day to day activities and compliance
- Clear delegation of authority and decision making powers

2.2 Board Responsibilities

The Board of Riverview Property Services LTD holds overall responsibility for the governance, strategic direction, and performance of the organisation. Board level responsibilities include:

- Setting the strategic vision and values of the organisation
- Approving organisational policies and procedures
- Monitoring financial performance and controls
- Ensuring compliance with legal and regulatory obligations
- Overseeing risk management and mitigation strategies

- Approving major capital or operational decisions above delegated limits
- Reviewing the performance of senior management
- Ensuring appropriate resources are allocated to support safe and compliant operations
- Approving the annual review of this policy and associated governance documentation

The Board meets at least quarterly to review organisational performance, financial position, governance matters, and risk management. Board meeting minutes are recorded and retained in accordance with the company's document retention policy.

2.3 Senior Management Responsibilities

Senior management operates within the authority delegated by the Board and holds responsibility for translating strategic direction into operational reality. Senior management responsibilities include:

- Implementing Board approved policies and procedures
- Managing operational budgets and resource allocation within approved parameters
- Ensuring day to day compliance with legal and regulatory requirements
- Managing relationships with key stakeholders including property owners, tenants, and contractors
- Overseeing health and safety management across all property management activities
- Managing employment practices and staff development
- Monitoring service delivery quality and responding to complaints or concerns
- Implementing systems for data protection, financial controls, and record keeping
- Reporting performance against key metrics to the Board on a quarterly basis
- Identifying emerging risks and escalating significant concerns to Board level

Senior management undertakes monthly operational reviews to monitor financial performance, service delivery standards, compliance status, and stakeholder satisfaction.

2.4 Delegation of Authority

Authority is delegated from the Board to senior management and from senior management to operational teams according to a documented Scheme of Delegation. The Scheme of Delegation specifies financial limits, decision making authority, and approval requirements for different categories of expenditure and activity.

All staff members understand their level of authority and the processes that must be followed before decisions are implemented. Decisions requiring approval above an individual's

delegated authority must be escalated to the appropriate level of management before proceeding. No person is authorised to approve their own expenditure or circumvent required approval processes.

3. Accountability

3.1 Corporate Accountability

Riverview Property Services LTD operates as a limited company incorporated under the Companies House register. The organisation is accountable to its shareholders, creditors, employees, customers, and regulators. Corporate accountability is maintained through:

- Annual filing of statutory accounts with Companies House
- Completion of corporation tax returns with HM Revenue and Customs
- Compliance with requirements of the Companies Act 2006 and associated regulations
- Regular provision of financial and operational information to the Board
- Transparent communication with stakeholders regarding organisational performance and key developments

3.2 Individual Accountability

All employees and contractors are accountable for their actions within their sphere of responsibility. Accountability is established through:

- Clear role descriptions setting out responsibilities and performance expectations
- Performance management and appraisal processes
- Appropriate supervision and management oversight
- Regular communication regarding expectations and standards
- Disciplinary procedures where conduct or performance falls below acceptable standards
- Recognition and reward systems to encourage positive performance and behaviour

3.3 Financial Accountability

Riverview Property Services LTD maintains robust financial controls to ensure proper management and use of organisational resources. Financial accountability is achieved through:

- A documented financial management policy setting out approval processes and segregation of duties
- Monthly bank reconciliation and variance analysis
- Regular financial reporting to senior management and the Board
- Annual external audit or review of financial records
- Proper record keeping and retention of financial documentation
- Clear policies regarding reimbursement of expenses and use of company resources
- Regular review of budgeted versus actual expenditure

3.4 Health and Safety Accountability

As a property services company, Riverview Property Services LTD operates in an environment where health and safety risks are present. Health and safety accountability includes:

- Appointment of a nominated Health and Safety Lead with responsibility for developing and implementing health and safety policies and procedures
- Regular assessment of workplace hazards across all managed properties
- Implementation of control measures to eliminate or minimise identified risks
- Maintenance of appropriate insurance cover including employers' liability and public liability insurance
- Investigation of accidents, near misses, and complaints
- Provision of appropriate training to all employees and contractors
- Regular reporting to the Board of health and safety performance and any significant incidents

The Health and Safety Lead reports quarterly to senior management and the Board on health and safety matters, including accident statistics, near misses, identified risks, and actions taken.

3.5 Regulatory and Compliance Accountability

Riverview Property Services LTD operates across a range of regulatory frameworks. Accountability for compliance includes:

- Designation of a nominated person responsible for tracking regulatory obligations relevant to property management services
- Maintenance of an up to date compliance register recording applicable legal requirements

and evidence of compliance

- Regular training of staff regarding applicable regulations, particularly in relation to tenancy law, lettings regulations, data protection, and health and safety
- Procedures for obtaining appropriate qualifications and registrations where required by law
- Regular review of the adequacy of compliance systems in light of changes to legislation
- Transparent reporting to the Board of any breaches of regulatory obligations or concerns regarding compliance
- Implementation of corrective action in response to identified compliance gaps

3.6 Stakeholder Accountability

Riverview Property Services LTD recognises its accountability to multiple stakeholders. Mechanisms for stakeholder accountability include:

- Regular communication with property owners and landlords regarding management performance and financial position
 - Transparent communication with tenants regarding their rights, responsibilities, and how complaints will be handled
 - Fair and transparent dealings with contractors and tradespeople
 - Transparent and timely communication with employees regarding organisational changes and performance
 - Compliance with data protection obligations and appropriate use of information provided by stakeholders
 - Clear and accessible complaints procedures enabling stakeholders to raise concerns
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4. Monitoring and Review

4.1 Performance Monitoring

Riverview Property Services LTD monitors its governance and operational performance through a range of mechanisms:

- Monthly operational meetings reviewing financial performance, service delivery metrics, and identified issues
- Quarterly Board meetings receiving comprehensive reporting on organisational performance

- Key performance indicators tracking service quality, customer satisfaction, financial position, and compliance metrics
- Regular health and safety audits and inspections of managed properties
- Staff engagement surveys and feedback mechanisms
- Tenant and landlord satisfaction surveys undertaken annually

4.2 Internal Controls Review

The effectiveness of the organisation's internal control systems is reviewed on an ongoing basis. This includes:

- Regular review of financial controls and payment authorisation procedures
- Testing of segregation of duties and verification of transactions
- Review of data protection and information security arrangements
- Assessment of compliance monitoring procedures and controls
- Evaluation of health and safety control measures and their effectiveness

4.3 Board Review of Governance

The Board undertakes a formal annual review of the organisation's governance arrangements. This review includes:

- Assessment of the effectiveness of the governance structure and decision making processes
- Review of compliance with this Governance and Responsibility Policy
- Evaluation of the adequacy of financial controls and reporting systems
- Assessment of health and safety management and performance
- Review of stakeholder feedback and satisfaction levels
- Identification of areas for improvement and development

4.4 Policy Review and Update

This Governance and Responsibility Policy is reviewed formally on an annual basis by the Board. The review considers:

- Changes to relevant legislation or regulatory guidance
- Feedback from staff, contractors, and stakeholders regarding policy operation
- Emerging risks or areas of concern
- Changes to organisational structure, size, or activities

- Best practice guidance relevant to property services businesses

The next formal review date for this policy is 01/10/2027. The policy may be updated at any time if significant changes in legislation, regulation, or organisational circumstances make immediate revision necessary.

4.5 Continuous Improvement

Riverview Property Services LTD is committed to continuous improvement in governance and operational performance. Mechanisms supporting continuous improvement include:

- Regular feedback collection from employees, contractors, and stakeholders
- Benchmarking against other property services providers where relevant information is available
- Monitoring of industry guidance and best practice relevant to property management
- Regular training and development for staff responsible for governance functions
- Implementation of lessons learned following any identified governance weaknesses or failures

This policy is approved by the Board of Riverview Property Services LTD and takes effect from 01/10/2026.

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