

Self-assessment guide

[Spotlight on landlords' engagement with private freeholder and managing agents – where regulated and unregulated sectors meet](#)

This self-assessment guide is an additional resource to support landlords and their governing bodies to consider their position with respect to their engagement with managing agents and/or freeholders.

This should be completed by executive teams and discussed at the landlord's governing body.

Evidence and case studies may be included where possible to highlight areas that are working well, as well as areas where improvements could be made.

1. How exposed are we in relation to risks around meeting our statutory or contractual obligations?
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Landlords may wish to include information about:

- *How many buildings are occupied by its residents and how many residents are in them.*
- *The number of complaints where this is a contributory factor.*
- *Current challenges faced by the landlord that are not being addressed in a timely or efficient manner.*
- *Any issues relating to statutory obligations that may increase risk of regulatory failings.*

2. What compromises are we prepared to make, if any, in providing homes without complete autonomy to act?
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Landlords may wish to include information about:

What compromises is the organisation prepared to make with respect to?

- *Autonomy to act/management control*
- *Restrictions/covenants that may be imposed on the way its residents live*

How are resident views taken into account when making these decisions?

3. How robust is our due diligence in this area?

Landlords may wish to include information about:

- *Current processes, their effectiveness and any proposed changes.*
- *Feedback from operational teams, such as housing management and complaints teams, on challenges they face in this area to inform future development decisions.*

4. How clear are we on our roles and responsibilities? Do we have a common understanding between ourselves, managing agents, freeholders and residents?

Landlords may wish to include information about:

- *The variety of agreements in place.*
- *Current information provision to staff and residents.*
- *Staff feedback on the clarity and effectiveness of information provided.*
- *Resident feedback on the clarity and effectiveness of information provided.*

5. What steps can we take to improve performance?

Landlords may wish to include information about:

- *What is needed/required from freeholders and managing agents? For example, in terms of communication, responsiveness, quality and satisfaction.*
- *What areas and managing agents are performing well/poorly?*
- *Successful initiatives that have improved performance.*
- *Are there policies in place on escalation triggers for formal action? Is this being done in practice?*
- *What additional support or collaboration may be required to make improvements?*