

Dated
.....[DATE].....

Operation Plans & Service Level Agreement

For

“Council Services” to Six Town Housing Ltd

For period 1/2/24 to 30/1/25

Between

THE METROPOLITAN BOROUGH OF BURY

and

SIX TOWN HOUSING LIMITED

This Operation Plans and Service Level Agreement is dated [DATE]

PARTIES

- (1) **THE METROPLITAN BOROUGH OF BURY** of Town Hall, Knowsley Street, Bury BL9 0SW (**the “Council”**); and
- (2) **SIX TOWN HOUSING LIMITED** (company number 04948846) a registered provider of social housing (number 4612) whose registered office is at 6 Knowsley Place, Angouleme Way, Bury BL9 0EL (**“Six Town”**).

Each a “Party” and together “the Parties”

BACKGROUND

- (A) The Council is a local authority and registered provider of social housing (number 00BM) providing social housing in its district.
- (B) Six Town is a wholly owned subsidiary company of the Council originally established in 2003 to manage the Council’s social housing stock as an arm’s length management organisation (ALMO) and has since been registered as a registered provider of social housing and as such owns and leases 149 social housing homes which it lets and sublets to its tenants.
- (C) In 2005 the Parties entered into a management agreement providing for the management of the Council’s social housing by Six Town and upon its expiry a new management agreement was entered into in 2020.
- (D) On 1st February 2024 the Parties entered into a Termination and Transition Agreement (“T&T Agreement”) which inter alia had the following immediate effects:
 - I. terminating the 2020 management agreement and Six Town’s management of the Council’s social housing, and
 - II. transferring all of Six Town’s operations to the Council including all Six Towns staff, and
 - III. providing for the delivery and receipt of various “Council Services” to Six Town to manage its 149 social housing homes and to maintain its regulatory compliance. These provisions anticipated the development and agreement of further operational plans detailing the nature and extent of the Council Services along with the necessary contract points, accountabilities, and performance levels for the delivery of the Council Services.
- (A) This Operation Plans & Service Level Agreement (“Op Plans & SLA”) provides the further Council Services operation plans anticipated by the T&T Agreement and is referred to in the subsequent Intra-Group Agreement (“IGA”) which has also been agreed by the Parties.
- (E) The Parties have agreed to express their common objectives, values, and vision by becoming members of a group on the terms set out in the T&T Agreement and IGA and in order that they may each benefit from the delivery of high-quality services. This Op Plans & SLA augments the T&T Agreement and IGA in order to provide the operational support Six Town requires.
- (F) The Council has agreed to provide certain Council Services to the Six Town in the T&T Agreement which shall also be subject to and on the terms and conditions of this Op Plans & SLA. And Six Town has agreed to receive the Council Services. The Parties agree that the provision of the Council

Services shall be sufficient to enable Six Town to manage its 149 properties and tenancies in compliance with all laws and regulations.

AGREED TERMS

1. Interpretation

The following definitions and rules of interpretation apply to this Op Plans & SLA:

1.1 Definitions:

ADR Notice: has the meaning given in clause 13

Applicable Laws: all applicable laws, statues, regulations and codes from time to time in force.

Business Day: a day other than a Saturday, Sunday or public holiday in England, when banks in London are open for business.

Change Order: has the meaning given in clause 6.

Charges: charges payable by Six Town to the Council for the Council Services

Code of Governance: the National Federation of Housing Code of Governance 2020 (and any superseding code) adopted by Six Town.

Commencement Date: 1st February 2024

Competent Authority: means any of or all of the Regulator, the Financial Conduct Authority, Her Majesty's Revenue and Customs, the National Audit Office and Companies House;

Council Services: those Council Services provided under the T&T Agreement and further and better particularised in Schedule 1 hereto.

Deliverables: any output of the Council Services to be provided by the Council to the Six Town as specified in Schedule 1 [and any other documents, products and materials provided by the Council to the Six Town in relation to the Council Services].

IGA – the Intra-Group Agreement agreed by the Parties that commenced on 1st February 2024 and is dated the same date as this Op Plans & SLA is dated.

Mandatory Policies: the policies, procedures and codes agreed by the Parties to apply to Six Town as detailed in Schedule 3.

Milestones: a date by which a part of the Council Services is to be completed, as set out in Schedule 1.

Op Plans & SLA: this Operation Plans and Service Level Agreement.

Regulator: the Regulator of Social Housing established pursuant to the Housing and Regeneration Act 2008 or any future body or authority (including any statutory successor) carrying on similar regulatory or supervisory functions;

Regulatory Framework: means the Regulator's Regulatory Framework for Social Housing in England from April 2015 and any successor or supplemental document or guidance;

RP: means a provider of social housing registered with the Regulator under the Housing and Regeneration Act 2008;

Service Manager(s): the Council's senior executives and managers appointed by the Council with responsibility and accountability for delivery of the Council Services.

Six Town Board: the board of directors of Six Town as registered “active” at Companies House.

Six Town Chair: the chair of the Six Town Board or her/his delegate.

Six Town Materials: all documents, information, items and materials in any form, whether owned by the Six Town or a third Party, which are provided by the Six Town to the Council in connection with the Council Services as set out in Schedule 1.

Six Town Tenants: the tenants of STH occupying its Social Housing homes

Social Housing: means low-cost rental accommodation and low-cost home ownership accommodation as defined in Section 68 and Section 77 of the Housing and Regeneration Act 2008;

Tenant Charges: charges lawfully levied on Six Town tenants for benefits received derived from the Council Services as agreed between the Parties (which may be charged via the rent, service charges or other miscellaneous charges).

T&T Agreement: the Termination and Transition Agreement dated 1st February 2024 agreed between the Parties that committed the Council to provide and for Six Town to receive the Council Services

- 1.2 Any phrase introduced by the terms **including, include, in particular, for example** or any other similar expression shall be construed as illustrative and shall not limit the sense of the words, description, definition, phrase or term preceding those terms.
- 1.3 A reference to **writing** or **written** includes email.

2. Commencement and Duration

This Op Plans & SLA shall commence on the Commencement Date and shall continue, unless terminated earlier in accordance with clause 12 (Termination), until 30th January 2025.

3. The Parties Due Regard & Consideration Declaration

- 3.1 The Parties acknowledge and wish to record that since 1st February 2024 (and pursuant to their intentions provided for and executed by the T&T Agreement) Six Town no longer employs a chief executive or any other paid staff to service its business. Six Town is managed solely by the Six Town Board and represented by the Six Town Chair. The intention of the Parties was and remains that the Council Services provided for in the T&T Agreement (and further and better particularised in this Op Plans & SLA) shall discharge all the functions previously undertaken and provided by Six Towns chief executive and paid staff prior to 1st February 2024. The factors to which the Parties had, and continue to have, regard in determining these outcomes include those set out in this clause 3.
- 3.2 The Parties acknowledge and wish to further record that under the prevailing Regulatory Framework Six Town is a “small RP” (defined by the Regulator as one owing and/or managing under 1000 units) and that its actual regulated portfolio of 149 Social Housing units consists of the following:
 - a. a total of 103 units owned in freehold (consisting of 40 recently built units and 63 purchased units 40 of which was by way of mortgage rescue) all of which were exclusively funded by way of loans from the Council.
 - b. 34 units leased from local RPOsscare St. Vincent Housing Group Limited (RP number 4857) on a 5-year lease due to expire in July 2024. Six Town sublets these homes to general needs tenants on assured shorthold tenancies.

- c. Lease from a private landlord of the building “Sherbourne House” that contains 12 apartments providing special supported housing to tenants with learning difficulties and autism.
- 3.3 Pursuant to the T&T Agreement the Council has committed to review the role of Six Housing in part of the Council’s wider strategic housing considerations during the period of this Op Plans & SLA. Six Town acknowledges and wishes to record that in the meantime it has no plan or intention to increase its activities or portfolio of Social Housing by any means or to acquire any other type of residential or commercial property.
- 3.4 The Parties have given due regard and consideration to the factors set out in clauses 3.1 and 3.2 and inter alia the following:
- a. the management needs of Six Town’s Social Housing stock and its corporate objects,
 - b. the needs and expectations of Six Town’s tenants,
 - c. the Regulatory Framework,
 - d. the Code of Governance and its associated guidance particularly those parts that addresses compliance by “small RPs”,
 - e. Six Town’s ownership by and long-standing relationship with the Council,
 - f. that all Six Town staff transferred to the Council on 1st February 2024 continue to perform the same functions pertaining to the Council’s and Six Town’s Social Housing as they were engaged upon prior to that date, and
 - g. that the operational servicing of the Six Town RP Social Housing business activities was and remains performed using the same operating systems and processes used for servicing of the Council Social Housing,

AND FURTHERMORE THE PARTIES AGREE that the management of Six Town’s 149 Social Housing homes and the maintenance of its regulatory compliance can be properly undertaken and discharged by the exclusive provision and receipt of the Council Services.

4. The Parties Responsibilities & Obligations

- 4.1 The Parties acknowledge and repeat their covenants and commitments to each other set out in the T&T Agreement particularly those pertaining to their respective delivery and receipt of Council Services.
- 4.2 The Council hereby further agrees that the Council Services it shall supply to Six Town shall include the further and better particularised Council Services set out in Schedule 1 hereto.
- 4.3 Six Town hereby further agrees that the Council Services it shall receive and accept from the Council shall include the further and better particularised Council Services set out in Schedule 1 hereto.
- 4.4 Six Town agrees that the Council shall have no liability for any failure to provide or delay in providing the Council Services in accordance with the terms of this Op Plans & SLA to the extent such failure or delay results from the failure of the Six Town to comply with clause 4.1. and 4.3.
- 4.5 The Parties agree that additional further and better particularised Council Services may be added and appended to Schedule 1 from time to time using the Change Control process set out in clause 6 of this Ops Plan and SLA.

5. Council Services Delivery Management, Reporting & Communications

- 5.1 The Council shall appoint appropriate Service Managers of its various Council directorates supplying the Council Services on a day-to-day basis. The Service Managers shall represent the Council and have authority to act on its behalf and contractually bind it in respect of all matters relating to the Council Services. The position and identity of each Service Manager is set out in Schedule 1. The Services Managers will co-ordinate and manage the provision of the Council Services and will be responsible to address any problems that arise in connection with the Council Services (including by signing Change Orders).
- 5.2 The Parties acknowledge and agree that the individual day-to-day service delivery of the Council Services by the Council shall be discharged by the Council's officers, contractors and agents pursuant to the Council's own organisational deployment of its staff and resources. The Council agrees that it shall provide details of such delegations and arrangements on request. Any material change to the Council Services shall comply with the Change Control provisions of this Ops Plan and SLA.
- 5.3 Six Town will be represented by the Six Town Chair or her/his delegate.
- 5.4 The Council shall use all reasonable endeavours to ensure that the same person acts as its Services Manager throughout the term of this Op Plans & SLA but reserves the right to change the Service Manager where reasonably necessary in the interests of its business and upon reasonable notice to Six Town.
- 5.5 The Service Managers shall report to the Six Town Board on the provision of Council Services for which she/he is responsible in the form and at a frequency prescribed by the Six Town Board.
- 5.6 The Service Managers shall attend Six Town Board meetings as required by the Six Town Board and such meetings shall take place at the times and places agreed by the Parties.
- 5.7 Nothing in this clause 5 shall bar or impede the Six Town Board and/or the Six Town Chair communicating directly with the Council's chief executive officer on any matter.

6. Change Control

- 6.1 Either Party may propose material changes to the scope, nature, volume or execution of the Council Services but no proposed material changes shall come into effect until a relevant Change Order has been signed by both Parties. A **Change Order** shall be a document setting out the proposed material changes and the effect those changes will have on:
- a. the Council Services
 - b. the Charges,
 - c. the Tenant Charges, and
 - d. any terms of this Op Plans & SLA.
- 6.2 If Six Town wishes to make a material change to items set out in clause 6.1:
- a. it shall notify the Council, providing as much detail as is reasonably necessary to enable the Council to prepare the draft Change Order; and
 - b. the Council shall, within 14 Business Days of receiving the Six Town's request notice, provide a draft Change Order to Six Town.

- 6.3 If the Council wishes to make a change to items set out in clause 6.1 it shall provide a draft Change Order to the Six Town.
- 6.4 The draft Change Order shall be considered by the relevant Council Services Manager and Six Town Board. The Parties shall consider the request in good faith. The Council shall be under no obligation to accept any requested change to the Council Services, save that the Council may not refuse its consent to any change necessary to enable Six Town to comply with Applicable Laws or the Mandatory Policies.
- 6.5 If the Parties:
- a. agree to a Change Order, they shall sign it and that Change Order shall amend this Op Plans & SLA upon a date agreed by the Parties; or
 - b. are unable to agree a Change Order, either Party may require the dispute to be dealt with in accordance with clause 13 (Dispute Resolution Procedure).

7. Consideration, Charges, Tenant Charges and Disbursements

- 7.1 The consideration for the Council Services as at the Commencement Date was provided under the T&T Agreement.
- 7.2 Any future changes to the Charges and/or associated Tenant Charges shall be subject to the Change Control process set out in clause 6. (The Parties acknowledge the general indemnities provided by the Council to Six Town set out in the T&T Agreement in relation to Six Town operational liabilities).
- 7.3 Six Town shall upon the Council's demand and within a reasonable period refund to the Council any disbursements the Council pays out on behalf of Six Town.

8. Warranties

Each Party warrants that it has the corporate power to enter into this Op Plans & SLA and capacity to perform the covenants set out herein.

9. Compliance with laws and policies

- 9.1 Each Party shall at its own expense comply with all Applicable Laws relating to its activities under this Op Plans & SLA, as they may change from time to time, and with any conditions binding on it in any applicable licences, registrations, permits and approvals.
- 9.2 The Parties shall comply with any Mandatory Policies agreed between the Parties.
- 9.3 Changes to the Council Services required as a result of changes to the Applicable Laws and/or the Mandatory Policies shall be agreed via the Change Control procedure set out in clause 6 (Change Control).

10. Data protection

- 10.1 The Parties acknowledge and wish to record that they have entered into a separate Data Sharing Agreement to provide for the lawful processing of any personal data in relation to the provision of Council Services.

11. Insurance

During the term of this Op Plans & SLA the Council shall maintain in force, with a reputable insurance company, professional indemnity insurance and public liability insurance at an amount sufficient to cover all the liabilities that may arise under or in connection with this Op Plans & SLA and shall produce to the Six Town on request both the insurance certificate giving details of cover and the receipt for the current year's premium in respect of each insurance.

12. Termination

12.1 Without affecting any other right or remedy available to it, either Party to this Op Plans & SLA may terminate it by giving 3 months' notice to the other Party or immediately in the event of the other Party's irrevocable material breach of the terms of this Op Plans & SLA.

13. Dispute Resolution Procedure

13.1 If a dispute arises out of or in connection with this Op Plans & SLA or the performance, validity or enforceability of it (**Dispute**) the Parties shall follow the procedure set out in this clause:

- a. either Party shall give to the other written notice of the Dispute, setting out its nature and full particulars (**Dispute Notice**), together with relevant supporting documents. On service of the Dispute Notice, the Council Services Manager and the Six Town Board member appointed by the Six Town Chair shall attempt in good faith to resolve the Dispute;
- b. if for any reason the Parties are unable to resolve the Dispute under clause 13.1(a) within 30 days of service of the Dispute Notice, the Dispute shall be referred to the chief executive officer of the Council who shall attempt in good faith to resolve the Dispute with the Six Town Chair and
- c. if for any reason the Parties are unable to resolve the Dispute under clause 13.1 (b) within 30 days of it being referred to them, the Parties will attempt to settle it by mediation in accordance with the CEDR Model Mediation Procedure. Unless otherwise agreed between the Parties, the mediator shall be nominated by CEDR. To initiate the mediation, a Party must serve notice in writing (**ADR notice**) to the other Party to the Dispute, requesting a mediation. A copy of the ADR notice should be sent to CEDR. The mediation will start not later than 30 days after the date of the ADR notice.

13.2 If the Dispute is not resolved under the process set down in clause 13.1 then the Dispute shall be finally resolved by the courts of England and Wales.

14. General

14.1 **Force majeure.** Neither Party shall be in breach of this Op Plans & SLA nor liable for delay in performing, or failure to perform, any of its obligations under it if such delay or failure result from events, circumstances or causes beyond its reasonable control.

14.2 Assignment and other dealings

- a. The Council may at any time assign, subcontract, delegate, or deal in any other manner with any or all of its rights and obligations under this Op Plans & SLA provided that it gives prior written notice of such dealing to Six Town.

- b. Six Town shall not assign, transfer, subcontract, delegate, or deal in any other manner with any of its rights and obligations under this Op Plans & SLA without the prior written consent of the Council.

14.3 Variation. No variation of this Op Plans & SLA shall be effective unless it is in writing and signed by the Parties (or their authorised representatives).

14.4 Waiver. No failure or delay by a Party to exercise any right or remedy provided under this Op Plans & SLA or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.

14.5 Severance

- a. If any provision or part-provision of this Op Plans & SLA is or becomes invalid, illegal or unenforceable, it shall be deemed deleted, but that shall not affect the validity and enforceability of the rest of this Op Plans & SLA.
- b. If any provision or part-provision of this Op Plans & SLA is deemed deleted under clause 14.5 (a) the Parties shall negotiate in good faith to agree a replacement provision that, to the greatest extent possible, achieves the intended commercial result of the original provision.

14.6 Notices

- a. Any notice or other communication given to a Party under or in connection with this Op Plans & SLA shall be in writing and may be delivered by hand or sent by post to the receiving Party's address and/or by email to the recipient's address specified in the Council's email address book or as provided by the intended recipient.
- b. Any notice or communication shall be deemed to have been received:
 - (i) if delivered by hand, at the time the notice is left at the proper address;
 - (ii) if sent by pre-paid first-class post or other next working day delivery service, at 9.00 am on the second Business Day after posting; or
 - (iii) if sent by email, at the time of transmission, or, if this time falls outside business hours in the place of receipt, when business hours resume. In this clause business hours means 9.00am to 5.00pm Monday to Friday on a day that is not a public holiday in the place of receipt.
- c. This clause does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution.

14.7 Third Party rights

- a. Unless it expressly states otherwise, this Op Plans & SLA does not give rise to any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Op Plans & SLA .
- b. The rights of the Parties to rescind or vary this Op Plans & SLA are not subject to the consent of any other person.

14.8 Governing law. This Op Plans & SLA and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the law of England and Wales.

14.9 Jurisdiction. Each Party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with this Op Plans & SLA or its subject matter or formation.

This Op Plans & SLA has been entered into on the date stated at the beginning of it.

Signed by [NAME OF DIRECTOR]

for and on behalf of **the Council**

Director

Signed by [NAME OF DIRECTOR]

for and on behalf of **Six Town**

Director

Schedule 1

Council Services

Pursuant to clause 10.6, Schedule 4 and Appendix 1 of the T&T Agreement the Council agreed to supply, and Six Town agreed to receive Council Services as set out therein. This Schedule 1 to the Op Plans & SLA provides further and better particulars of those Council Services including details of responsible and accountable Council Service Managers.

The Service Manager with overall responsibility and accountability for the delivery of Council Services shall be the Council's Director of Housing Operations who is supported by other specialist Service Managers as set out in the table below.

Council Services as set out in Appendix 1 of the T&T Agreement		Further and better particulars of Council Services & the responsible and accountable Council Service Managers
Housing Management Related Services		Service Manager Position: Director of Housing Operations Name: TBC Contact details: TBC
Neighbourhood Services to Tenants (inc Housing Options)	Allocations	Head of Homelessness & Housing Options
	Lettings	Head of Neighbourhoods
	Decanting	Head of Neighbourhoods
	Tenancy Management	Head of Neighbourhoods
	Tenant and Leasehold engagement and consultation	Head of Neighbourhoods
	Enforcement of tenancy conditions	Head of Neighbourhoods
	Anti-Social Behaviour (ASB)	Head of Neighbourhoods
	Case management & interventions	Head of Neighbourhoods
	Complaints Handling	Head of Neighbourhoods
	Evictions and court action	Head of Neighbourhoods (in conjunction with Council Legal Services)
	Manage Housing Ombudsman Cases	Head of Neighbourhoods
	Facilities to manage diversity (language line, etc)	Head of Neighbourhoods
	Ensure Equalities and Diversity / Equalities Impact Assessments	Director of Housing Operations supported by and in conjunction with other Council service departments.
	Safeguarding	Director of Housing Operations supported by and in conjunction with other Council service departments.
	Rent Collection	Head of Neighbourhoods

Customer Support & Maintenance	Customer profile database	Business Assurance Manager
	Obtain customer feedback	Business Assurance Manager
R&M - Stock Maintenance	Day2Day, Out of Hours & Void Repairs	Head of Property
	Clearance of homes	Head of Property
	Environmental services (on housing land)	Head of Property & Head of Neighbourhoods
	Facilities Management	Director of Housing Operations supported by and in conjunction with other Council service departments.
	Provision of Grounds Maintenance & Arboriculture service	Head of Property
	Caretaker services	Head of Neighbourhoods
	Provision of stores service	Director of Housing Operations supported by and in conjunction with other Council service departments.
S&I - Capital Improvements	Maintain Asset Register	Head of Property
	Improvement Programme & Works	Head of Property
	Adaptations	Head of Property
	Demolition Orders	Head of Property
	Complete Stock condition surveys	Head of Property
	Maintain Asset Management Database	Head of Property
	Development of new affordable housing	Head of Property supported by and in conjunction with other Council service departments (BGI).
	Secure DFA and Other Grant funding	Head of Property Head of Allocations and Homelessness
	Disposal of homes	Head of Property
Health & Safety of Tenants & Residents	Annual Gas inspection & ongoing repairs	Head of Property
	Annual Electrical inspection & ongoing repairs	Head of Property
	Annual Lift inspection & ongoing repairs	Head of Property
	Annual Leigionella inspection & ongoing repairs	Head of Property

	Asbestos monitoring, inspection & maintenance	Head of Property
	Fire Risk Assessment & remedial works	Head of Property
	Damp, Mould & Condensation	Head of Property
	Community Safety	Head of Property
	Risk Assessments	Head of Property
Other Legal & regulatory requirements	Ensure compliance all relevant legislation	Service Manager has immediate access to the comprehensive legal services provided by the Council's inhouse Legal Services and any necessary external advice if required. Provision of Legal Services directed by Director of Law and Democratic Services
Corporate Governance Related Services		Service Manager – various as set out below.
ICT		Service Manager Position: Name: Contact:
	Provide HMS, Website & ICT Infrastructure	Insert here any service lead contacts, operational plan/deployment/policy/procedure underpinning the delivery of the service type – description or links
	Data management & Records	.
	Insert any additional service areas	
Marketing		Service Manager Position: Name: Contact:
	Website content, newsletters, marketing literature	

	Insert any additional service areas	
Finance		Service Manager Position: Name: Contact:
	Financial Strategy (FBP/Budget/TMS, etc)	Insert here any service lead contacts, operational plan/deployment/policy/procedure underpinning the delivery of the service type – description or links.
	Treasury Services	
	Management Accounts & Analysis	
	Statutory Accounts	
	Rent Setting & Collection	
	Recovery of arrears and other charges	
	Write offs / Bad debts	
	Procurement (tendering & letting of contracts)	
	Payments	
	External Audit	
	Insert any additional service areas	
Taxation	VAT	
	Corporation Tax	
Governance		Service Manager Position: Director of Law and Democratic Services Name: Jacqui Dennis Contact: J.Dennis@bury.gov.uk
	Board/Management	Insert here any service lead contacts, operational plan/deployment/policy/procedure underpinning the delivery of the service type – description or links.
	Company Secretary	
	Maintain Framework & Controls	
	Maintain Strategy, Policy & Procedures	
	Monitor/Manage Risk	

	Disaster Recovery & Business Interruption	
	Internal Audit	
	FOIs, SARs & GDPR compliance	
	Insert any additional service areas	
Regulation		Service Manager Position: Director of Law and Democratic Services Name: Jacqui Dennis Contact: J.Dennis@bury.gov.uk
	Support compliance with RSH Regulatory Standards	Insert here any service lead contacts, operational plan/deployment/policy/procedure underpinning the delivery of the service type – description or links.
	Assets & Liabilities Register	
	Reporting (NROSH, etc.)	
	Annual Report	
	Performance Monitoring & TSMs	
	Monitor Key Performance Indicators (KPIs)	
	Monitor Value for Money & Metrics	
	Insert any additional service areas	
Insurance		Service Manager Position: Name: Contact:
	Public liability and other insurance arrangements	
	Liability claims management Insert any additional service areas	

- Deliverables: staff, resources including equipment, ICT services and any other supply reasonably necessary to ensure the proper management of Six Town's Social Housing and its regulatory compliance.
- Milestones: those amounts and deadlines applicable for the proper management of Six Town's Social Housing and its regulatory compliance.
- Six Town Materials: any new Six Town material not already transferred to the Council under the T&T Agreement.
- Six Town's manager: Six Town Chair or delegate.
- Council's Service Managers: Principally the Council's Director of Housing supported by those Service Managers listed in the table above.

Schedule 2

Mandatory Policies

The Mandatory Policies are the following Council policies:

- [Anti-bribery and anti-corruption policy.]
- [Modern slavery and human trafficking policy.]
- [Ethics policy.]
- [Corporate and social responsibility policy.]
- [Data protection and privacy policy.]
- [Security policy.]