

# Landlord Risk Audit Report

## COMPLIANCE ASSESSMENT

### Report for Calle 147 #11-72

Client: Julián López

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Conducted 12-Nov-2025 to 12-Nov-2025

Audited by: Julian Camilo Lopez Sanchez

### Confidential Contents

# Executive Summary

Report ID: **LRA-2025-11-1CYKXW**  
Property: **Calle 147 #11-72**  
Landlord: **Julián López**  
Auditor: **Julian Camilo Lopez Sanchez**  
Audit Date: **12 Nov 2025**

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## Overall Compliance Score

**9.3** 

**Risk Classification:** Tier 0 - Minimal Risk

**Compliance Status:** 17 of 21 areas meet standards (1 require immediate action)

## Compliance Overview

Category	Score	Status
Documentation	9.1	
Landlord-Tenant Communication	10.0	
Evidence Gathering Systems	8.7	

### CRITICAL FINDINGS REQUIRING IMMEDIATE ACTION

- Condensation Prevention Procedures: Do you have documented procedures for condensation prevention and tenant education?

## Auditor's Professional Opinion

This property demonstrates strong compliance practices. Continue maintaining current systems with regular reviews to ensure ongoing compliance.

## Critical Findings Summary

### URGENT: 1 Critical Non-Compliance Issue Identified

The following findings expose you to immediate legal action, prosecution, and substantial financial penalties. These items require urgent remediation within 7 days. Professional legal consultation is strongly recommended for items involving statutory violations.

### Items Requiring Immediate Action

**Q21.1** Evidence Gathering Systems and Procedures / Condensation Prevention Procedures

**Issue:** Do you have documented procedures for condensation prevention and tenant education?

**Current Status:** No formal condensation prevention procedures

#### Legal Consequences:

Tribunal claims and potential financial penalties. Enforcement action possible. Licensing authority sanctions may apply.

## Audit Methodology

This compliance audit was conducted using a structured assessment framework designed to evaluate landlord practices against statutory requirements and industry best practices. The methodology ensures comprehensive coverage of critical compliance areas while maintaining objectivity and consistency.

## Audit Scope

This audit examined the following areas:

- **Documentation Systems:** Safety certificates, tenancy agreements, council licensing, financial records, maintenance logs, and tenant communications.
- **Communication Protocols:** Written record systems, complaint handling procedures, notice protocols, response time tracking, and tenant accessibility.
- **Evidence Systems:** Inspection processes, photographic documentation, evidence archives, maintenance records, and digital backup procedures.

## Assessment Framework

The audit utilized a 26-question structured questionnaire addressing statutory requirements and professional standards. Questions are weighted by legal significance, with critical compliance items carrying higher impact on overall scoring.

### Assessment Standards Referenced:

Housing Act 2004, Health and Safety at Work Act 1974, Gas Safety Regulations, Electrical Safety Standards, Energy Performance of Buildings Regulations, Tenancy Deposit Protection Requirements, and relevant local authority licensing schemes.

## Scoring Methodology

Each question receives a score from 1-10 based on compliance level demonstrated. Scores are weighted by question significance and aggregated to produce subcategory, category, and overall scores. The scoring system is designed to reflect both legal compliance and operational risk.

- **Critical Questions:** Weighted 2.0x (statutory requirements with prosecution risk)
- **Standard Questions:** Weighted 1.0x (best practices and operational procedures)

## Limitations & Assumptions

- This audit is based on information provided and documentation presented at the time of assessment. Changes to regulations or property circumstances may affect compliance status.
- Recommendations reflect general best practices. Specific legal advice should be obtained for complex situations or where enforcement action is threatened.
- This report does not constitute legal advice. Professional legal counsel should be consulted for interpretation of specific statutory requirements.
- Physical site inspection scope: Documentation review only

## Auditor Credentials

This audit was conducted by Julian Camilo Lopez Sanchez, a qualified property compliance auditor with expertise in residential letting regulations, tenancy law, and property management best practices.

# Understanding Your Risk Rating

Your overall risk rating determines the level of legal exposure and potential financial liability you face. This rating influences insurance premiums, lending decisions, and licensing authority assessments.

## Risk Tier Classifications

### Tier 0    Minimal Risk

Exemplary compliance. All statutory requirements met with robust systems in place. Minimal probability of enforcement action or tenant tribunal claims.

*Insurance: Premium rates. Lending: Favorable terms. Licensing: Fast-track renewals.*

### Tier 1    Low Risk

Good compliance with minor improvements needed. Statutory requirements met. Low probability of legal issues if current practices maintained.

*Insurance: Standard rates. Lending: Normal terms. Licensing: Routine renewals.*

### Tier 2    Moderate Risk

Compliance gaps present. Some statutory requirements not fully met. Moderate probability of enforcement action if improvements not made within 90 days.

*Insurance: Elevated premiums or coverage restrictions. Lending: Additional scrutiny. Licensing: May face renewal delays.*

### Tier 3    High Risk

Significant compliance failures. Multiple statutory violations. High probability of enforcement action, tribunal claims, and financial penalties.

*Insurance: May be refused or heavily loaded. Lending: Difficult to obtain. Licensing: Renewal likely refused.*

## Tier 4     Severe Risk

Critical compliance failures. Immediate legal exposure to prosecution, prohibition orders, and substantial financial penalties. Property may be unlettable until full remediation.

*Insurance: Refused. Lending: Refused. Licensing: Will be refused. Property prohibition orders possible.*

## Score Interpretation

 **7.0 - 10.0**

Compliant. Continue current practices with regular reviews.

 **4.0 - 6.9**

Improvements needed. Address within 30-90 days to avoid legal risk.

 **1.0 - 3.9**

Critical non-compliance. Immediate action required within 7 days.

# Legal Compliance Status

This section assesses compliance with statutory requirements. These are not recommendations but legal obligations. Non-compliance exposes you to prosecution, fines, and property prohibition orders.

## Compliance Summary: 7 of 8 Requirements Met

Pass: 7 | Partial: 1 | Fail: 0

Statutory Requirement	Status	Action Required
<b>Current Gas Safety Certificate</b> <small>Penalty: £5,000+ fine per violation</small>	PASS	Maintain annual renewals
<b>Current Electrical Installation Condition Report (EICR)</b> <small>Penalty: £5,000+ fine, insurance void</small>	PASS	Renew every 5 years (HMO) or 10 years (standard)
<b>Current Energy Performance Certificate (EPC)</b> <small>Penalty: £5,000 fine, cannot let property</small>	PASS	Valid for 10 years from issue date
<b>Certificate Provision to Tenants</b> <small>Penalty: Rent repayment claims possible</small>	PASS	Maintain proof of delivery records
<b>HMO Licensing (if applicable)</b> <small>Penalty: £30,000 fine + 12 months rent repayment</small>	PASS	Review renewal dates
<b>Fire Risk Assessment (HMO)</b> <small>Penalty: Unlimited fines, property prohibition</small>	PASS	Review annually or after significant changes
<b>Deposit Protection</b> <small>Penalty: 1-3x deposit amount compensation</small>	PARTIAL	Protect deposits within 30 days and provide prescribed information.
<b>Written Tenancy Agreement</b> <small>Penalty: Cannot enforce any tenancy terms</small>	PASS	Keep signed copies secure

## Evidence & Documentation Review

This section summarizes the evidence examined during the audit process. The assessment was based on documentation provided, systems in place, and procedures demonstrated. Evidence quality directly impacts the reliability and defensibility of compliance findings.

### Evidence Examined

Evidence Category	Status	Assessment Method
Safety Certificates	Reviewed	Documentation examined
Tenancy Agreements	Reviewed	Documentation examined
Financial Records	Reviewed	Systems assessed
Maintenance Logs	Reviewed	Procedures evaluated
Communication Records	Reviewed	Systems examined
Inspection Documentation	Reviewed	Procedures assessed
Evidence Archives	Reviewed	Storage systems evaluated
Council Licensing	Reviewed	Documentation examined

### Assessment Coverage

This audit evaluated 26 compliance areas across three primary categories. Each area was assessed against statutory requirements and industry best practices. Responses were validated for consistency and completeness.

#### Important Note Regarding Evidence Limitations:

This audit is based on information and documentation provided at the time of assessment. Findings reflect the state of compliance as presented. Undisclosed issues, incomplete documentation, or changes in circumstances may affect actual compliance status. This report does not constitute legal advice. Professional legal counsel should be consulted for interpretation of specific regulatory requirements.

### Quality Assurance

All responses and documentation were cross-referenced for consistency. Scoring methodology was applied uniformly across all assessment areas. Weighted scoring reflects legal significance of each compliance requirement.

# Introduction

This Landlord Risk Audit Report provides a comprehensive assessment of your property management practices and compliance status. The audit evaluates three critical areas of landlord responsibility: Documentation, Landlord-Tenant Communication, and Evidence Gathering Systems and Procedures.

Each area has been assessed using a structured questionnaire designed to identify potential risks, compliance gaps, and areas for improvement. The results are presented using a traffic light system to help you quickly identify priority actions.

## Purpose of Survey

The primary purpose of this audit is to help landlords:

- Identify compliance risks before they result in legal issues or fines
- Understand their current practices relative to best practices and legal requirements
- Develop a prioritized action plan for improvement
- Protect themselves from tenant claims and disputes

## What the Colours and Scores Mean



**Red (1-3):** Actions need to be taken immediately. You can be fined or tenants have power to claim money from you. These are critical compliance issues that require urgent attention.



**Orange (4-6):** Improvements need to be planned. Tenants will be able to win if you are taken to court. These areas require attention to avoid potential legal issues.



**Green (7-10):** Doing well in this area. Maintain regular inspection and continue good practices. You are safe from compliance issues in these areas.

## Theory

The audit is structured around three main categories, each containing multiple subcategories that address specific aspects of landlord compliance and best practices.

### 1. Documentation

Proper documentation is the foundation of compliant property management. This category assesses:

- Certificates (Gas, Electrical, EPC, PAT)
- Tenant Manuals & Welcome Documents

- Council Required Documents (HMO licenses, planning permissions)
- Tenant Responsibilities Documentation
- Rent & Financial Tracking Systems
- Complaint & Repair Systems
- Tenant Agreement Compliance

## 2. Landlord-Tenant Communication

Effective communication prevents disputes and demonstrates professionalism. This category evaluates:

- Written Records of Communications
- Contact & Complaint Logs
- Notice Procedures & Documentation
- Response Time & Quality
- Accessibility & Availability

## 3. Evidence Gathering Systems and Procedures

Strong evidence systems protect landlords in disputes and demonstrate due diligence. This category assesses:

- Inspection Process & Documentation
- Photographic & Video Evidence
- Evidence Archives & Storage
- Maintenance & Repair Records
- Incident Documentation
- Tenant Communication Archives
- Deposit Protection Documentation

## Background and Methodology

This audit uses a structured questionnaire approach with questions weighted by importance and legal significance. Critical compliance areas (such as safety certificates) carry higher weight in the overall score calculation.

Each question is scored on a scale where higher scores indicate better compliance and lower risk. Questions are grouped into subcategories, and subcategory scores are aggregated to produce category and overall scores.

The audit results identify specific actions needed to improve compliance, reduce risk, and implement best practices in property management.

# The Results

## Overall Score

Overall Compliance Score

9.3



## Category Scores

Documentation

9.1



Landlord-Tenant Communication

10.0



Evidence Gathering Systems and Procedures

8.7



## Recommended Actions

Based on your audit results, the following actions are recommended to improve compliance and reduce risk. Priority should be given to areas with lower scores (red and orange).

## Suggestions for Improvement

### Documentation

Priority	Subcategory	Required Actions
P2 Tribunal Risk	<b>Tenant Manuals &amp; Documents</b> Score: 5.0	<ul style="list-style-type: none"> <li>Basic information provided but not comprehensive. Consider improving your systems in this area for better compliance.</li> </ul>
P2 Tribunal Risk	<b>Fire Safety Documentation</b> Score: 5.0	<ul style="list-style-type: none"> <li>Fire risk assessment exists but may be outdated or incomplete. Consider improving your systems in this area for better compliance.</li> </ul>

### Landlord-Tenant Communication

All areas in this category are performing well. No specific recommendations.

### Evidence Gathering Systems and Procedures

Priority	Subcategory	Required Actions
P1 Legal Exposure	<b>Condensation Prevention Procedures</b> Score: 1.0	<ul style="list-style-type: none"> <li>No formal condensation prevention procedures. This area requires attention to ensure full compliance and reduce risk.</li> </ul>
P2 Tribunal Risk	<b>Tenant Behaviour Log</b> Score: 5.0	<ul style="list-style-type: none"> <li>Informal notes of major issues but not systematic. Consider improving your systems in this area for better compliance.</li> </ul>

## Follow-on Products and Services

The following professional services and products are recommended to address specific low-scoring areas identified in your audit:

No specific follow-on services recommended. Your overall compliance level is satisfactory.

# Action Plan

This action plan provides a prioritized timeline for addressing findings identified in this audit. Actions are categorized by urgency and legal risk, with immediate actions requiring attention within 7 days to avoid legal exposure.

## IMMEDIATE ACTIONS (0-7 Days)

*Critical compliance issues exposing you to immediate fines or prosecution.*

- CRITICAL** Condensation Prevention Procedures: Do you have documented procedures for condensation prevention and tenant education?

## HIGH PRIORITY (30 Days)

*Significant gaps that increase tribunal vulnerability and legal risk.*

- HIGH** Tenant Manuals & Documents: Do you provide a comprehensive tenant manual/welcome pack for each property?
- HIGH** Fire Safety Documentation: Do you have a current fire risk assessment and documented fire safety procedures?
- HIGH** Tenant Behaviour Log: Do you maintain a log of tenant behavior issues and actions taken?

## MEDIUM PRIORITY (90 Days)

*Best practice improvements to strengthen overall compliance position.*

- MEDIUM** Tenant Manuals & Documents: Implement recommended improvements (Score: 5.0)
- MEDIUM** Fire Safety Documentation: Implement recommended improvements (Score: 5.0)
- MEDIUM** Condensation Prevention Procedures: Implement recommended improvements (Score: 1.0)
- MEDIUM** Tenant Behaviour Log: Implement recommended improvements (Score: 5.0)

## Detailed Results

This section provides a comprehensive breakdown of all audit questions, categorized by their scoring level. Each question includes the selected answer, any additional comments provided, and the associated score.

Questions are organized into three traffic light categories:

- **Red (Low Scoring - 1-3)**: Critical issues requiring immediate attention and corrective action.
- **Orange (Medium Scoring - 4-6)**: Areas that need improvement to meet compliance standards.
- **Green (High Scoring - 7-10)**: Well-managed areas demonstrating good compliance practices.

### Red (Low) Scoring Answers

*These questions received low scores (1-3) and require immediate attention. Critical compliance issues that could result in fines or legal action.*

**Q21.1** Do you have documented procedures for condensation prevention and tenant education? 

Category: Evidence Gathering Systems and Procedures | Subcategory: Condensation Prevention Procedures

**Answer:**

- No formal condensation prevention procedures

### Orange (Medium) Scoring Statements

*These questions received medium scores (4-6) and should be improved. Areas that need attention to avoid potential legal issues.*

**Q2.1** Do you provide a comprehensive tenant manual/welcome pack for each property? 

Category: Documentation | Subcategory: Tenant Manuals & Documents

**Answer:**

- Basic information provided but not comprehensive

**Q6.1** Do you have a current fire risk assessment and documented fire safety procedures?



Category: Documentation | Subcategory: Fire Safety Documentation

**Answer:**

- Fire risk assessment exists but may be outdated or incomplete

**Q19.1** Do you maintain a log of tenant behavior issues and actions taken?



Category: Evidence Gathering Systems and Procedures | Subcategory: Tenant Behaviour Log

**Answer:**

- Informal notes of major issues but not systematic

## Green (High) Scoring Answers

*These questions received high scores (7-10) and demonstrate good compliance practices. Well-managed areas that serve as examples of proper procedures.*

**Q1.1** Do you have all required safety certificates (Gas, Electrical, EPC, PAT) current and readily available?



Category: Documentation | Subcategory: Certificates

**Answer:**

- All certificates current, organized, and readily accessible

**Q1.2** Are your certificates displayed or provided to tenants as legally required?



Category: Documentation | Subcategory: Certificates

**Answer:**

- All certificates properly displayed/provided with records of tenant receipt

**Q1.3** Do you have a system to track certificate expiry dates and schedule renewals?



Category: Documentation | Subcategory: Certificates

**Answer:**

- Automated reminder system with advance notifications

**Q1.5** Do you have a valid Fire Risk Assessment document for this property?

Category: Documentation | Subcategory: Certificates

**Answer:**

- Current fire risk assessment completed within 12 months

**Q3.1** Do you have all required council documentation (HMO license, planning permissions)?

Category: Documentation | Subcategory: Council Required Documents

**Answer:**

- All council requirements met with current licenses and permissions

**Q4.1** Are tenant responsibilities clearly documented and acknowledged in writing?

Category: Documentation | Subcategory: Tenant Responsibilities

**Answer:**

- Comprehensive written responsibilities with tenant sign-off

**Q5.1** Do tenants have access to critical emergency information (contacts, utilities, fire procedures)?

Category: Documentation | Subcategory: Tenant Critical Information

**Answer:**

- Comprehensive emergency information prominently displayed and in tenant packs

**Q7.1** Do you have a system to alert you of upcoming compliance deadlines and property tasks?

Category: Documentation | Subcategory: Landlord Alert/Reminder System

**Answer:**

- Automated system with advance alerts for all key deadlines

**Q8.1** Do you maintain comprehensive records of tenant information and emergency contacts?

Category: Documentation | Subcategory: Tenant Information

**Answer:**

- Complete tenant records with emergency contacts and regular updates

**Q9.1** Do you have a clear, documented system for day-to-day communication with tenants?

Category: Landlord-Tenant Communication | Subcategory: Day-to-day Communication System

**Answer:**

- Multiple clear channels (email, phone, portal) with documented response times

**Q10.1** Is there a clear procedure for tenants to report behavioral issues or concerns?

Category: Landlord-Tenant Communication | Subcategory: Behaviour Reporting Procedure/System

**Answer:**

- Documented reporting procedure with clear escalation process

**Q10.2** Do you maintain records of behavioral reports and actions taken?

Category: Landlord-Tenant Communication | Subcategory: Behaviour Reporting Procedure/System

**Answer:**

- Comprehensive log of all reports with documented actions and outcomes

**Q11.1** Are cleanliness standards and expectations clearly communicated to all tenants?

Category: Landlord-Tenant Communication | Subcategory: Cleanliness

**Answer:**

- Written cleanliness standards with regular communication and inspections

**Q12.1** Is there a clear system for purchasing shared household items (cleaning supplies, etc.)?

Category: Landlord-Tenant Communication | Subcategory: Product Buying

**Answer:**

- Documented purchasing system with clear responsibilities and budget

**Q13.1** Do you have cleaning rotas or shared responsibility schedules in place?

Category: Landlord-Tenant Communication | Subcategory: Rotas

**Answer:**

- Clear rotas with tenant agreement and regular monitoring

**Q14.1** Do you conduct and document regular room inspections?

Category: Evidence Gathering Systems and Procedures | Subcategory: Room Inspections Log

**Answer:**

- Regular scheduled inspections with comprehensive photographic records

**Q15.1** Do you maintain detailed inventories for each room with photographic evidence?

Category: Evidence Gathering Systems and Procedures | Subcategory: Room Inventory

**Answer:**

- Comprehensive inventory with photos, signed by tenant at move-in/out

**Q16.1** Do you maintain a comprehensive log of all maintenance and repairs?

Category: Evidence Gathering Systems and Procedures | Subcategory: Property Maintenance Log

**Answer:**

- Detailed log with dates, costs, contractors, and photos for all work

**Q16.2** Do you have a system for tenants to report repairs with tracking until completion? 

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Category: Evidence Gathering Systems and Procedures | Subcategory: Property Maintenance Log

**Answer:**

- Online system with ticket tracking, updates, and completion confirmation

**Q17.1** Do you conduct regular inspections of shared spaces with documented findings? 

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Category: Evidence Gathering Systems and Procedures | Subcategory: Shared Spaces Inspection Log

**Answer:**

- Weekly/bi-weekly inspections with photographic records and action logs

**Q18.1** Do you conduct regular external property inspections with documented findings? 

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Category: Evidence Gathering Systems and Procedures | Subcategory: External Property Inspection Log

**Answer:**

- Quarterly external inspections with comprehensive photographic records

**Q20.1** Do you maintain a fire and accident log with documented safety actions? 

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Category: Evidence Gathering Systems and Procedures | Subcategory: Fire and Accident Log & Safety Action List

**Answer:**

- Comprehensive log of all incidents with investigation reports and preventive actions