

# SAQ Portal – Member User Guide

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## Introduction

The National Codes Self-Assessment Questionnaire (SAQ) is a system designed to allow Providers to register for Code membership and provide information about buildings they manage. The National Codes Administrator (NCA) can then check compliance with the Codes by assigning Verifiers to check both what is being done at an organisational and building level.

## Terminology

NCA - National Code Administrators

OSAQ - Organisational Self-Assessment Questionnaire

SSAQ - Site Self-Assessment Questionnaire

Provider - Any member of the National Codes

Site - Any building

## Process Overview

Below is an overview of the process from initial registration of a landlord account through to the end of a verification process showing which user is responsible for each part.

| Stage                                           | Owner (i.e. who is action required from) |
|-------------------------------------------------|------------------------------------------|
| Registering a new Landlord account              | Applicant Provider                       |
| Account validation (stage 1)                    | NCA                                      |
| Building Registration & Declaration             | Applicant Provider                       |
| Account validation (stage 2)                    | NCA                                      |
| Complete Organisational SAQ (OSAQ)              | Applicant Provider                       |
| Create verification task                        | NCA                                      |
| Create verification date                        | Verifier                                 |
| Complete Building SAQ (SSAQ)                    | Applicant Provider                       |
| Verifying OSAQ & SSAQ                           | Verifier                                 |
| Agreeing Action points                          | Applicant Provider / Verifier            |
| Producing verification report                   | Verifier                                 |
| Accepting proposed report                       | Applicant Provider                       |
| Completing Required Actions / Updating Verifier | Applicant Provider                       |
| Add audit panel recommendation                  | NCA                                      |

## Registering an Application for Membership

Providers wanting to apply for membership need to register for an account via <https://saq.nationalcode.org/landlordregister>

The person completing the form should be the contact at the provider who will be overseeing the membership application and process.

Via the form, providers will be asked to submit basic information about the company along with their contact details and type of Code (Private Provider or Educational Establishment) being applied for. If providers are unsure of which Code they need to apply for, they should contact the NCA before proceeding.



To register on the National Code please complete and submit the form below:

|                                                                                     |
|-------------------------------------------------------------------------------------|
| Landlord / Company Name                                                             |
| Address Line 1                                                                      |
| Address Line 2                                                                      |
| Address Line 3                                                                      |
| Post Town                                                                           |
| Postcode                                                                            |
| Contact Forename                                                                    |
| Contact Surname                                                                     |
| Job Title                                                                           |
| Email Address                                                                       |
| Phone Number                                                                        |
| Website                                                                             |
| Code Type: <input type="radio"/> Private <input type="radio"/> Educational          |
|  |
| Enter the text shown above                                                          |

Submit

Once this form has been submitted the NCA will be notified. They will then check to make sure that there is no existing record on file for the provider – on occasion new applicants may make duplicate applications from separate areas of the business OR if an ex-Code member applies an existing entry will be present on the database.

## Membership Process: Step by Step

If no provider account exists the NCA will then progress the application:

- 1) The system will send an email to the registered address with a unique one-time password. The link to log on to the portal is <https://saq.nationalcode.org> – this should be saved/bookmarked for future use.
- 2) When logging into the system for the first time, the provider will be promoted to create a new password. Once this has been done, that user will be the Primary User for the provider.

After logging in for the first time the provider will be shown a popup message outlining the registration process.



- 3) **Building Registration** - The primary user must add all buildings to be covered under the National Code. To do so click the 'Add new' button in the top right corner and enter details in the popup window.

Add Building

Address Line 1 / Building Name

Address Line 2

Address Line 3

Town

Postcode

Storeys  
0

Total Bed Spaces  
0

Number of Spaces Currently Let

Total Let: 0

UK Students  
0

International Studen...  
0

☐ Is Over 18 Meters in Height

Fire Risk Assessment

New FRA

FRA Document

Assessment Date  
26 Sep 2024

Expiry Date  
26 Sep 2024

Site Contact

Name

Job Title

Phone

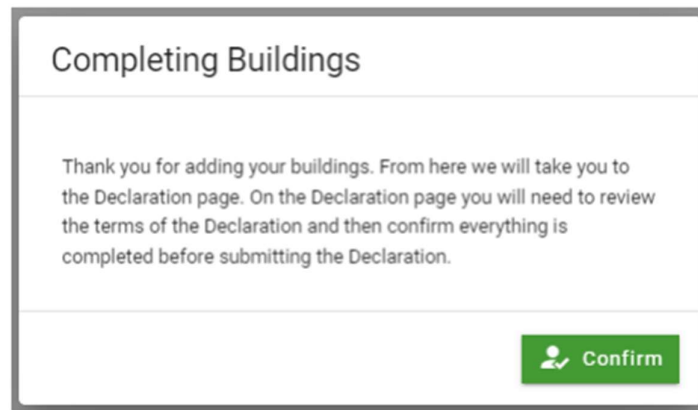
Email

Cancel

Save

If any properties need to be amended or deleted click on the property name to launch the popup window. When all properties have been completed click the 'Confirm Buildings' button in the top right corner and the declaration page will load.

- 4) *Confirming Building List* - When all properties have been completed click the 'Confirm Buildings' button in the top right corner and a message will appear asking for confirmation all building have been added.



Press 'Confirm' and the declaration page will load.

- 5) *Signing the Declaration* - The National Code logo must be clicked to view the terms of membership then the confirmation tick box can be selected. Once this is selected a 'Submit Declaration' button will appear.



The provider will then be prompted to enter their name – **exactly as submitted during the first stage of registration** – to sign the National Code declaration. Once the name has been entered correctly a green submit button will appear, when this is clicked a message will show explaining the next steps.

A screenshot of a form titled 'Please insert your name here - it must exactly match the main contact for this account'. The form has a text input field with the text 'Signed By Bob Dodd' inside. Below the input field are two buttons: a grey 'Cancel' button and a green 'Submit' button.

- 6) *Committee of Management Approval* - At this stage, the NCA will notify the Committee of Management (one of the Codes governance bodies) of the application for membership, and give 5 days for any comments or questions to be received.

If no comments are received (or any queries asked are responded to and resolved) from the Committee of Management, the application will progress to begin the process of providers completing the required self-assessment questionnaires and verification visit

## Creating and Managing Users

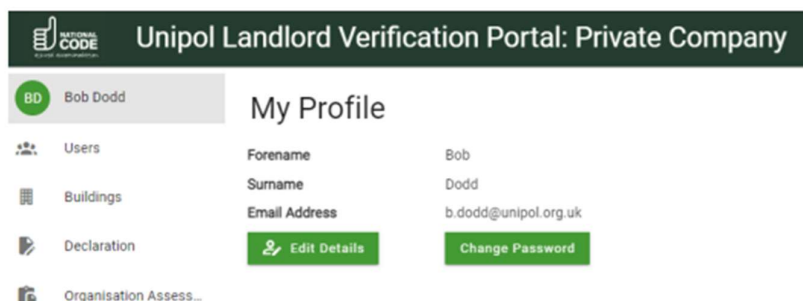
Each provider account is managed by a primary user account, which has overall control of the account and is responsible for updating the building list and signing the declaration.

Primary users can create other user accounts (secondary sub-user accounts), and assign permissions for other colleagues to view, edit/complete and submit SSAQs for specific sites.

### Primary User

To change the details of the primary user, select the *edit details* button and input the new primary user details.

To change a password click on the username in the left menu. Then select 'Change Password', the system will prompt for the current password and then ask for a new password to be entered twice.



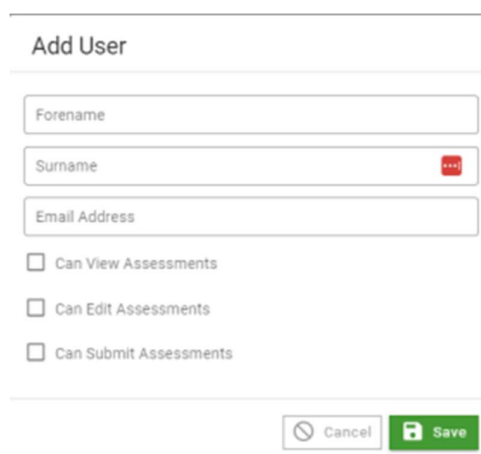
The screenshot shows the 'My Profile' page of the Unipol Landlord Verification Portal. The header includes the 'NATIONAL CODE' logo and the title 'Unipol Landlord Verification Portal: Private Company'. The user profile for 'Bob Dodd' (BD) is displayed. On the left, a sidebar menu lists 'Users', 'Buildings', 'Declaration', and 'Organisation Assess...'. The main content area shows the user's details: Forename 'Bob', Surname 'Dodd', and Email Address 'b.dodd@unipol.org.uk'. There are two green buttons: 'Edit Details' and 'Change Password'.

### Sub Users

Once logged in, the *primary user* can create sub-user accounts for colleagues, and assign these to buildings so site/area managers can complete any required site assessments.

Sub-users can be created under the *Users* tab

To add a new user, click the *add new* button and add the details of the relevant colleague. Secondary contacts need a forename, surname and email address entering.



The 'Add User' form contains the following fields and options:

- Forename (text input)
- Surname (text input with a red asterisk icon indicating a required field)
- Email Address (text input)
- ☐ Can View Assessments
- ☐ Can Edit Assessments
- ☐ Can Submit Assessments

At the bottom right, there are 'Cancel' and 'Save' buttons.

Once the sub-user has been created, they will receive an activation link to setup a password. The activation link will only be valid for one hour, if the user does not click on this the primary contact can click on the 'send a link' option to generate a new one. They can also manually set the password using the 'change' link.

| Name                   | Email                | Role         | Last Sign-In | Password Reset                       |
|------------------------|----------------------|--------------|--------------|--------------------------------------|
| Bob Dodd               | b.dodd@unipol.org.uk | Landlord     | 24 mins ago  | <a href="#">Change / Send a Link</a> |
| SubUser PrivateCompany | andrew@anuk.org.uk   | LandlordUser | 10 mins ago  | <a href="#">Change / Send a Link</a> |

### Sub User Permissions

There are a range of permissions for sub-users to be given by the primary users:

- Sub users cannot view or submit declaration forms, but they are able to see submission / expiry dates and who submitted the declaration.
- There are three different types of security levels available for how a secondary user can interact with the OSAQ; View, Edit and submit.
- Similarly with the SSAQ; sub-users can be allowed to view, edit and submit these.

### Assigning Sub-Users to Buildings

Once a sub-user has been added, they can be assigned to the relevant building to under the SSAQ.

To do this, go to the *Buildings* tab and find the relevant site. On the row of the site, go to the *assigned users* column and click to assign a sub-user to this site. A popup will load showing a list of all sub users not yet assigned. Select the 'Assigned' tick box for the user, or users, required. Assigned users can see the relevant building record.

## Buildings

|         |         |            |              |        |                |
|---------|---------|------------|--------------|--------|----------------|
| Address | Storeys | Bed Spaces | Site Contact | Status | Assigned Users |
|---------|---------|------------|--------------|--------|----------------|

You can also assign view, edit or submit permissions for any SSAQs for that building. The edit function gives secondary users the ability to enter responses and accept or dispute any actions raised by verifiers. Simply select which permissions to give, then click save to make the changes

| Assigned?                | Name      | Can View?                | Can Edit?                | Can Submit?              |
|--------------------------|-----------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | Sub User1 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

They will also receive email notifications relating to any verification task against that building. Secondary users can create new buildings, but cannot see these after save until permissions are granted by the primary user. They cannot lapse a building record.

## Self-Assessment and Verification Visits

### Organisational Self-Assessment Questionnaire

Once a providers application has been confirmed, the NCA will generate a new 'Organisational Assessment' section. This assessment covers compliance with the Code related to operations across the organisation.

To complete the assessment every question must be answered either:

- Met
- Partially met
- Not met
- Not applicable

All response options require some level of supporting text to evidence how compliance with this are is or is not met.

When each question is answered the traffic light next to it will turn green. Some questions require a document to be uploaded which is indicated by a red paper icon with an arrow (see right). To complete the upload for a question, go to the *Uploads* tab to complete. After a response has been added to the question (and any relevant uploads made and marked as complete) this icon will turn amber and the document can be added to the uploads section.

After all questions have been answered in a section the traffic light next to the section name will turn green.

## Uploads

### Fire Risk Assessment

As part of the organisational assessment any building over 18m will need a Fire Risk Assessment (FRA) adding. Buildings under 18m will only require an FRA if being verified.

Fire Risk Assessment Document Upload



Assessment Date  
27 Sep 2022

Expiry Date  
27 Sep 2022

To do this click on the 'Upload' button next to the building name, then click in the area to the right of the paperclip to select the file (uploads must be less than 20MB). Add the date the assessment was completed and when it expires. Then click 'upload' to complete.

Uploads can be deleted or viewed by selecting the relevant buttons.

Unipol Landlord Verification Portal: Private Company

Organisation Assessment for National Code - Private Providers (Incomplete)

PROPERTY DOCUMENTS

Please upload the following documents to support your application:

| Property              | Assessment Date | Expiry Date |                                                                                       |
|-----------------------|-----------------|-------------|---------------------------------------------------------------------------------------|
| Building 1 (over 18m) | ----            | ----        |  |
| Building 2 (over 18m) | ----            | ----        |  |

### Expiring Fire Risk Assessments

If there are any FRAs which have expired a notification will appear after logon and each time the building section is opened. This box can be dismissed by pressing 'Close' or a the green arrow button next to each building can be selected to edit the building record and update the FRA information

Required Actions

Below are the current tasks requiring your attention. You can either click the arrow to be taken the relevant page or close this dialogue to continue on the buildings page.

|                     |                                  |                                                                                       |
|---------------------|----------------------------------|---------------------------------------------------------------------------------------|
| Grayson Heights     | Fire Risk Assessment is required |  |
| Mill Street         | Fire Risk Assessment is required |  |
| Sandhills           | Fire Risk Assessment is required |  |
| The Student Hideout | Fire Risk Assessment is required |  |



### Other Uploads

As referenced above, where a small paper icon appears on a question this means an upload is required. For certain assessment questions uploads will also be asked for to provide supporting evidence to any responses and are added in this section using the same method. Not all question related uploads will be mandatory. Multiple documents can be added against each question if needed.

During the upload process, you will be asked to set an expiry date. If a document does not have an expiry date, please set this as the end of your relevant Code cycle (see Code document for this date).

|                                                                                   |                                                       |                            |                                                    |
|-----------------------------------------------------------------------------------|-------------------------------------------------------|----------------------------|----------------------------------------------------|
|  | 2.1: Upload documents about equality (not mandatory)* | <a href="#">Add Upload</a> | <a href="#">Mark Uploads Complete</a>              |
| UtilityCosts.jpg                                                                  | Expires: 09 Feb 2023                                  | <a href="#">View</a>       | <a href="#">Edit Expiry</a> <a href="#">Delete</a> |

When all required documents have been added the user should click the 'Mark Uploads Complete' button, this will stop any further uploads being added.

### *Submitting the OSAQ*

When all questions and uploads have been completed the traffic lights next to the questionnaire and uploads tabs at the top of the page will turn green and the 'Submit Assessment' button will also turn green. Click on this to submit the assessment to the NCA.

Submit Assessment

## Site Self-Assessment Questionnaire (SSAQ) and the Verification Visit

The next step is the completion of the site self-assessment questionnaire, followed by a verification visit. All verifications can be found under the verifications tab on the left side of the portal. Primary users will have site over all verification visits, sub-users will only be able to access SSAQs where they are assigned to the building.

The NCA will choose which building in a providers portfolio should be visited, and generate the SSAQ for the provider to completed. The SSAQ covers questions on compliance with the Code specific to the site that is being visited, and should be completed by the relevant site or area manager for the chosen site.

Once the SSAQ has been generated, the primary contact will receive an email notification informing them of which building is being visited, the assigned verifier's name and their email address.

### *Verification Set-Up*

After the NCA has assigned a verifier to a building they can access their account where a list of all assigned verification tasks can be found.

To access a verification task, the verifier must input the visit date to allow access. Providers should liaise directly with the verifier to arrange this.

| Unipol Verification Portal |               |                      |                 |            |            |                |         |                 |
|----------------------------|---------------|----------------------|-----------------|------------|------------|----------------|---------|-----------------|
| IM Inspector Morse         | Verifications |                      |                 |            |            |                |         |                 |
| Verifications              | Property      | Organisation         | Verifier        | Type       | Visit Date | Status         | Actions | Action Required |
|                            | Building 2    | Andrew test company1 | Inspector Morse | New Member | 📅 ---      | Schedule Visit | 2/2     |                 |

### *Assigning Sub-Users*

SSAQs should be completed by the site, local or area manager for the relevant building. Sub-users can be assigned to the relevant building so they can complete the SSAQ (for guidance on this please see the section *Creating and Managing Users*).

### *Completing the SSAQ*

The building questionnaire needs to be completed in the same way as the organisational one . once all questions and uploads have been completed the 'submit assessment' button will become accessible. Once the building questionnaire is submitted the assigned verifier will be notified by email.

To complete the assessment every question must be answered either:

- Met
- Partially met
- Not met
- Not applicable

All response options require some level of supporting text to evidence how compliance with this are is or is not met.



Some questions require a document to be uploaded which is indicated by a red paper icon with an arrow and need to be added through the uploads tab

All documents can be deleted and any expiry dates changes before the verification is submitted.

## Submitting the SSAQ

### Submit Assessment

During the visit, the verifier will assess compliance during the visit against both the OSAQ and SSAQ answers provided.

## After the Visit – Actions and Comments

Once the visit has been completed, the verifier will assess compliance with the Code found during the visit against the answers submitted in the OSAQ and SSAQ. Verifiers will set actions against relevant OSAQ and SSAQ points where appropriate. After a verifier has submitted their draft of the verification report the provider must review each action point that has been raised by the verifier and either accept or dispute them.

### *Accepting Actions, Feedback and the Overall Report*

Any sections with actions in are marked in red to the left of the screen. There is also a 'Filter with Actions' tick box at the top right of the page which will only show questions with actions attached.

QUESTIONNAIRE UPLOADS VERIFIER COMMENTS ACTIONS ☐ Filter with Actions ☐ Show Completed Actions

**Assessment Sections**

Organisational Questions

- 1: General Requirements  
0/0 actions reviewed
- 2: Equality and Diversity  
0/2 actions reviewed
- 3: Marketing Prior to Letting  
0/0 actions reviewed

**1: General Requirements**

1.1 Evidence is available to demonstrate that your organisation has adopted all the principles of the ANUK code throughout all operational areas and buildings within your portfolio

Code Point(s): 1.02

Response: **Met**

Supporting text: A folder has been prepared for assessment purposes demonstrating that Unipol has adopted all of the principles of the ANUK code throughout all of its developments.

Each question can have multiple actions points raised against it. The verifier can set as many actions as they deem necessary across the report. All actions will contain the action required, and a target date for completion. Any actions that relate to a HHSRS hazard will have display a hazard triangle symbol



Verifiers will also provide a set of open-text feedback covering the following areas:

- Building Synopsis
- Tenant Feedback During Visit
- General Commentary and Remarks
- Advisory matters

The report will include an overall *Verifier Recommendation* that is selected from a list of set recommendations.

Once the verifier has completed their report, a draft will be sent to the provider for review and acceptance. At this stage, providers should access the draft and review each action point that has been raised by clicking on the tick (accept) or cross (dispute) icons.

If an action point is disputed, the provider will need to provide a comment as to why they are disputing it.

After each action point is accepted or disputed the traffic light to the side will turn green. Once all action points are accepted or disputed the 'complete action

Download to PDF

Complete Action Responses

responses' button will become live in the top right corner.

If there are any disputed action points pressing the 'complete action responses' button will alert the Verifier and put the report into a 'disputed' status. See the [Disputes](#) section for information on the process for dealing with these instances.

If there are no disputed actions pressing the 'complete action responses' button will alert the NCA and Verifier that the verification task is accepted and the draft report will become the final report.

### Disputes

To resolve a dispute, providers should correspond directly with the verifier to reach a solution of either

- Deleting the disputed action point
- Amending the requirements of the action point

The screenshot displays the 'Unipol Verification Portal' for 'Inspector Morse'. The main heading is 'Verification Assessment Small Building - Awaiting Dispute Responses'. The interface includes a navigation bar with 'QUESTIONNAIRE', 'UPLOADS', 'VERIFIER COMMENTS', 'ACTIONS', and 'HELP'. On the left, 'Assessment Sections' lists '1: General Requirements' (3 actions raised, 1 disputed), '2: Equality and Diversity' (1 action raised, 1 disputed), and '3: Equality And Diversity' (1 action raised, 1 disputed). The main area shows '1: General Requirements' with a response of 'Partially met' and a supporting text field. Below, 'Required Actions' lists two items: 'Due: 19 Nov 2022' (Landlord Disputed: My dispute text) and 'Due: 30 Nov 2022' (Seconded Landlord Accepted). A 'Raise Action' button is at the bottom right.

Once this has been agreed, the verifier will make the relevant deletion or amendment to the action, and submit the report back to the provider in draft form.

### Reviewing Dispute Resolutions

The provider must then accept/dispute the reviewed action, and then follow the same process as earlier in clicking the 'complete action responses' to convert the draft report to the final report.

Please note that if a dispute has been resolved by an action being deleted, the provider must still go back in and approve the new draft report.

### Unresolvable Disputes

If a Verifier and provider cannot agree to the actions raised the NCA can mark the assessment as unresolvable. This closes the process and means the assessment cannot go to the final approval stage.

The dispute will then be escalated to the NCA for consideration.

### Completing Actions and Final Sign Off

Once the report has been finalized and all actions for the verification have been agreed and accepted by the provider, the report will be produced and the verifier will be able to begin signing off actions as they are completed upon receipt of satisfactory evidence from the provider. Progress

with action points should be sent directly to the verifier via email, alongside any supporting documentation.

## **Ongoing Use of SAQ Portal for Managing Membership**

Alongside the verification process, the portal is used for ongoing membership matters and compliance.

- Updating Building Details - Providers will be required annually to review their registered building list, add/amend any changes to their portfolio, and update the occupancy statistics for each site. On an ad-hoc basis, providers can edit contact details for sites should they change.
- Managing Sub-Users – new sub-users can be onboarded where on-site management changes

### *Changing or Transferring Code Contact Responsibility*

It is the responsibility of Code members to notify the National Code where the National Code contact and/or primary portal user either leave the organization or move into a role that no longer has Code compliance within its remit.

To update these details, and to ensure they are updated promptly for the purposes of the portal, providers should email the new contact details to the National Code team at [nationalcodes@unipol.org.uk](mailto:nationalcodes@unipol.org.uk)

## Frequently Asked Questions

### Membership Administration

#### ***Who is the Primary User for the account?***

The primary user for each provider account is automatically whoever signed the membership declaration – this user has overall authority over the account to sign off the OSAQ, create and assign sub users, and alter building details.

#### ***Our National Code contact has changed/is changing – what should we do?***

It is the responsibility of each provider to ensure that prior to any changes of the National Code contact occurring, that the primary account user for the portal is updated. If this isn't done, please make the National Code team aware as soon as possible.

It is important to be aware if the primary user change is not made by providers themselves the change must then be escalated to the Unipol IT team to be changed as the National Code team do not have access to make changes on individual accounts. If any delays occur due to providers failing to make user changes in adequate time this will not be considered a sufficient reason in delaying verification visits taking place.

#### ***How do we change the Primary User details?***

The current primary user must login and set the details to whoever is taking over management of the account. The new primary user must then use the password reset function on the login screen to set their login password.

#### ***How do I set up site managers/other operational staff as sub-users?***

Only primary users can set up other colleagues as sub-users on the portal. Under the *Users* tab on the portal menu, primary users can set up colleagues to as users for the account for the purposes of completing either the OSAQ or relevant SSAQ.

#### ***How do I assign sub-users to specific buildings to complete a SSAQ?***

Under the *Buildings* tab on the portal menu, primary users should find the relevant building then go across to the *assigned users* column for that site and select the relevant sub-users to be assigned to the site. This will then give the assigned users the ability to complete and submit the SSAQ for the site.

#### ***Where can I find our registered property list?***

A list of registered buildings including the address, bed space, storeys and site contact details can be found under the *Buildings* tab on the left side of the portal.

#### ***Where can I find our current verifications (i.e. site self-assessment questionnaires)?***

All SSAQs, their actions and outcomes can be found under the *Verifications* tab on the left side of the portal.

### Verification and Self-Assessment Process

#### ***What is the self-assessment process?***

As well as being the cornerstones of the system for checking standards, self assessment and verification are an integral part of the process by which providers gain membership and maintain it.

Compliance with Code standards are checked through a dual system of self assessment and independent professional verification, undertaken as part of the application process and periodically after that.

Applicants complete self-assessment questionnaires (SAQs) in which they assess how well they think they meet the various Code standards. Initially the applicant is required to submit an organisational assessment (OSAQ), detailing how they as a provider meet the requirements of the Code. At least one of the applicant's properties would then need to be inspected, and the applicant would then complete a site assessment (SSAQ) before that occurred so that the independent verifier, who undertakes the checks can be sure (or otherwise) that the provider's claims square with reality before full accreditation is granted.

***What is the difference between the Organisational Self-Assessment Questionnaire (OSAQ) and the Site Self-Assessment Questionnaire (SSAQ)?***

The OSAQ relates to compliance with aspects of the Code that are concerned with the providers overall management procedures and must be completed by all members as standard.

The SSAQ relates specifically to individual buildings that are subject to a verification visit. Both new applicants and existing members are expected to complete and submit an SSAQ ahead of each verification visits, specifically for the development that is to be visited.

***How often does an OSAQ need to be completed?***

Providers will be required to submit a new OSAQ every 3 years. Outside of this, providers will only be asked to complete a new OSAQ if the standard of the initial submission is deemed unsatisfactory. This OSAQ will then be assessed against any visit undertaken, alongside any questions asked in the SSAQ.

***How often does a SSAQ need to be completed?***

SSAQ's must be completed prior to any verification visit taking place.

***How long prior to the visit do we have to complete the SSAQ?***

The SSAQ should be completed at least 10 days prior to the date of the visit taking place in order to give the verifier adequate time to review the responses. Should there be a problem in completing the SSAQ within this timeline please let the verifier know as soon as possible.

***Who should complete the OSAQ?***

The National Code contact (usually the declaration signatory) who is the primary user for a members account will complete the OSAQ. Sub-users can be delegated access to complete this, but the primary user has overall responsibility and authority for fully submitting the OSAQ.

***Who should complete the SSAQ?***

The relevant site or area manager for the relevant building should complete the SSAQ, not the primary user or someone who is not concerned with the day-to-day running of the building. Advice and assistance can be taken from colleague working centrally in the business, but ultimately the SSAQ should be undertaken by those concerned with the day-to-day running of the building

***I'm having trouble using the system – is there a user guide?***

The SAQ portal User Guide can be downloaded from the [Self-Assessment](#) page of the National Codes website.

***I have questions about the actions and responses from the verifier following the visit – who do I contact?***

In the first instance you should dispute these actions within the SAQ for the relevant site and then raise via email/telephone to the verifier concerned. Should you wish to seek advice from the Unipol team you can also email/telephone them directly.