



Guidance on Joining as a New Member with an Established Track Record

This guidance provides further details of what constitutes a new Member and how applicants can prepare a short statement that accompanies the Code registration document which outlines why they should be considered under the “good and recent track record” procedure. Those applicants that are accepted under that procedure can be accepted into membership after the Registration Document has been received and acknowledged by the National Code Administrator (NCA). If not accepted then applicants must complete the procedure outlined in Annex 2 (and above) for ***Joining as a new Member***.

Where a new owner continues to use the same management company, or where that management company is the Member, membership will continue uninterrupted. A verification procedure may be triggered towards the end of the first year to ensure that, under a new owner, the standard of management has been maintained. Any shortcomings or concerns after such a verification will be dealt with as part of the normal verification procedure.

Preparing a Statement

The purpose of the statement is to explain how the manager/operator has a good and recent track record of complying with the Code’s requirements.

The National Code Administrator will assess an application requesting acceptance as a Member because of a previous good track record and recommend a course of action to the Audit Panel who will inform the applicant whether they are accepted as a Member under this procedure.

As part of that assessment, the NCA and the Audit Panel will only assess overall management capabilities (not individual managers) from information that is already known to them from previous verifications and records of Code compliance. This will include the quality of the management company or any management system as evidenced by existing National Code records over the past 6 years. Where a Code application has not been completed that information is unlikely to be held so no reference should be made to that.

Where an applicant has less than a two years track record then this procedure cannot be used.



In order to identify the data held on management the following information is important:

- the name of the management company or companies
- if that company has changed name over the previous 6 years what was the previous name
- what buildings within the Code the applicant has previously managed together with the dates of management. Where a management company operates under a number of “brands” these should be stated as applying to the buildings previously (or currently) managed
- names of key senior personnel who oversaw the management of the building/s and to what extent those staff had operational control and contact with that management.

The NCA will consider the following records in making a recommendation to the Audit Panel:

- the verification records of buildings previously managed
- where the verification report gave an action plan for improvements the timescale for this being achieved
- the number of complaints received in respect of buildings previously managed
- the outcome/s of any complaints
- any fee arrears and payment records related to National Code payments.
- any suspensions or exclusions from membership.

The applicant needs to be clear about how long the management arrangements are contracted for and where management agreements are considered to be of a short-term nature then the applicant will be dealt with under the Joining as a new Member procedure.

On receiving the statement, the NCA may wish to speak to the applicant to check facts or to raise issues that have emerged as part of reviewing the Code data. Unless otherwise stated in the statement (which must also provide valid contact details), the NCA will contact the person that has signed the registration document.

Applicants must respond to any enquiries within 5 working days. No reminder will be issued and, after that period, if no response is received, then no recommendation will be made.

Where the NCA can make an unequivocal and positive recommendation, a decision on Membership will normally be decided by the Audit Panel’s Chair’s action. Where the



recommendation raises issues then the recommendation may be considered by the Audit Panel at its next meeting (the Panel currently holds six meetings annually).

The NCA can refer their report to the Audit Panel without making a recommendation.

The Audit Panel (or its Chair) will take a decision to approve the applicant as a Member or they will inform the applicant that their application will fall under the Joining as a new Member procedure.

No reasons will be given for the route the application will take and the outcome will not affect the Joining as a new Member procedure if that is then triggered.