WORKING MATERIAL 1.1 · CHAPTER 1 — THE VISION OF OWNERSHIP · SETTING: BOHINJ, SLOVENIA

One House, One Pair of Hands: What a Small Property Is

Source: Francesco Dore, The Helm and the Lens, Volume 9a — The Small Property, subchapter 1.1 (book page 13)

GUIDING QUESTION

How many roles do you carry in your own house, once you write them down? And who carries them when the house phone rings at night on your bedside table?

1 · Verification Pact: market claims against the standard

Copied from the book. The last column is for your property: what holds here, and how you know it.

What is claimed	Binding?	What actually holds	In our property
Management systems are made for large companies	No	ISO describes its management-system standards as applicable to organisations of any size	
None of this applies to a house this small	Only partially true	A standard applies when a house chooses to apply it; legal duties apply anyway	
Top management must be a board	No	A person or group; in a small house the owner or the family	
Without a dedicated coordinator it cannot work	No	Roles must be assigned and communicated (5.3); the owner may hold them herself	
A system needs an organisation chart with departments	No	Assigned and known roles are required, not a chart	
A property is small below ten employees	Only partially true	Every rule draws its own line; the ISO handbook looks at how the business is run (guidance)	

2 · Common mistakes — a self-check

Tick each mistake you recognise in your own property, and note where it shows.

☐ Copying the last large employer’s system, built for departments the house lacks.

☐ Thinking the existing order is enough: it works while its holder is there.

☐ Answering a questionnaire literally, with only “no” or with something invented.

☐ Confusing small with simple: the legal duties are almost the same as in a large house.

☐ Starting with a project that cannot be done in hours.

☐ Overlooking the lines without a deputy, above all the night.

☐ Waiting for a coordinator, when the owner may assign roles to herself.

☐ Treating the senior partner’s notebook as private rather than as the house’s key document.

3 · A Checklist for Taking Stock of a Small Property

The book's checklist, with a column for your own answer.

Question	Why it matters	Our answer
Has everyone who runs the house written down their roles?	The organisation of a small house is visible only on paper	
Does every role have a named deputy?	Empty lines are the greatest risk and the easiest to find	
Do we know who answers the night phone if the owner is away?	The night is the role most often left to one person	
Do we list the legal duties we already meet, with where the proof lies?	The first gain is order in what is already a duty	
Is the knowledge from notebooks and heads gathered in one place?	Knowledge held in one place by one person cannot be covered	
Have we set a date in the shoulder season to decide as a family?	Without a date the sheets remain sheets	

4 · What would show this is working

Questions drawn from the subchapter's reading of the standards and its practical application. Clause numbers in brackets point to the harmonized structure or the standard the subchapter names; where the evidence lives, and the sheets named, are this book's method, not a requirement of any standard.

Question	Where the evidence lives	Seen?
Has everyone who runs the house written down the roles they carry, not only what they do?	One role sheet per person, dated, in the folder	☐
Is there a named deputy under every role, with the empty lines marked rather than filled at once (5.3)?	The role-and-deputy sheet	☐
Do we know who answers the night phone when the owner is away?	The night line of the role-and-deputy sheet	☐
Have we listed the duties the house already meets, with where each proof lies?	A list of duties already met, with a column for the location of the proof	☐
Are notebooks, lists, contracts and the questions from outside gathered in one place?	One drawer or folder; a list of every question received from outside	☐
Is a date set in the shoulder season for the family to go through it together?	The house calendar	☐

> *What this sheet is not: no management-system standard prescribes this form, and filling it shows conformity with nothing. It is a working aid drawn from the book; the standards' own texts govern the real case, and legal duties are established with competent local expertise. Independent material; not affiliated with or endorsed by ISO or any certification, accreditation or scheme-owning body. The standards' own texts prevail; legal duties must be confirmed locally.*