

Appendix i – Property Compliance KPI Report

Period of reporting: as at 31st July 2024

| Workstream | | Total No. properties in programme | No. compliant properties | No. Non compliant properties | Compliance % | Direction of travel | |
|------------|---|-----------------------------------|--------------------------|------------------------------|--------------|---------------------|---|
| Gas safety | Domestic LGSR | 4263 | 4262 | 1 | 99.98 | ↓ | |
| | Commercial LGSR | 6 | 6 | 0 | 100 | ↕ | |
| | TSM: Percentage of Gas Safety Checks Compliant (properties) | 4417 | 4416 | 0 | 99.98 | ↓ | |
| | Properties requiring gas safety check in next 3 months | 773 | | | | | ↓ |
| | | No. capped | No. capped over 3 months | | | | |
| | Properties with capped gas | 140 | 42 tenanted homes | | | | |
| | | No. of overdue LGSR | | | | | |
| | Overdue LGSR <1 month | 1 | | | | | |
| | Overdue LGSR 1-3 months | 0 | | | | | |
| | Overdue LGSR >3 months | 0 | | | | | |

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Agenda Item 8

Comments

As at 31st July there was one property overdue for a gas safety check, this was due to the tenant not providing access. This has been passed to Legal to commence Court action.

The capped gas properties includes for void properties (80). Where a tenanted property is capped this is referred to the TMO to manage and visit on a quarterly basis due to concerns over tenancy welfare and vulnerabilities. All capped properties remain on the service programme and are checked annually.

| Workstream | | Total No. blocks in programme | No. compliant blocks | No. Non compliant blocks | Compliance % | Direction of travel |
|-------------|---|-------------------------------|-----------------------------|---------------------------------|---------------------------|---------------------|
| Fire Safety | Fire risk Assessments (FRA) in greater risk properties | 71 | 71 | 0 | 100.00 | ↔ |
| | Fire risk Assessments (FRA) in lower risk properties | 375 | 375 | 0 | 100.00 | ↔ |
| | Overall FRAs all blocks | 446 | 446 | 0 | 100.00 | ↔ |
| | TSM overall numbers/% based on no. relevant homes | 2249 | 2249 | 0 | 100.00 | ↔ |
| | FRAs required in next 3 months | 0 | | | | |
| Comments | <p>There are no 'High risk' properties as defined by the Building Safety Act within the portfolio. The current FRAs are Type 3 or 4 and therefore include sample inspections of domestic areas. Once the number of fire actions open have been reduced to a more manageable level, we will look to bring forward the renewal of FRAs to smooth the programme and reduce the likelihood of unmanageable numbers of actions in future. No FRAs are due for renewal until Dec 2024. It is proposed to commence the new programme of FRAs in November with a 16 month programme of 20 FRAs per month. The new surveys will have the extended scope required by the Fire Safety Regulations and will now include for external components. The expectation is that this will result in a significant number of follow on actions for cladding surveys. A desktop review of all FRAs is being undertaken in line with policy, with samples being reviewed on site.</p> | | | | | |
| | | No high priority actions | No. medium priority actions | No low/planned priority actions | Total no. overdue actions | |
| | Overdue FRA remedial actions <3 months | 0 | 12 | 13 | 25 | |

| | | | | | |
|-----------------|--|-----------|------------|-----------|------------|
| | Overdue FRA remedial actions 3-6 months | 17 | 0 | 12 | 29 |
| | Overdue FRA remedial actions 6-12 months | 5 | 50 | 0 | 55 |
| | Overdue FRA remedial actions >12 months | 10 | 54 | 44 | 108 |
| | Total overdue actions | 32 | 116 | 69 | 217 |
| Comments | <p>Progress continues to be made on completing open fire actions arising from FRAs with 32 actions being completed in July. Where actions are overdue mitigation has been undertaken to reduce risks or possible mitigations are being reviewed. The timescales for the priorities are High - 2 months, Medium - 4 months, Low/Planned - 6/12 months. It should be noted that there are a number of recommendations included within the reported actions that do not constitute non compliance, these are to be reviewed and corrections made to the August report.</p> <p>In order to complete the outstanding actions a contract is being procured to deliver replacement fire doors, it is expected that this contract will be awarded late September with works to commence on site in November allowing for manufacture of new doors.</p> <p>It is also proposed to direct award a contract under a framework arrangement to deliver other passive fire protection works, such as repairs to compartmentation and expect this contract to be awarded in late September.</p> <p>Alongside these two contracts it is also proposed to make a direct award under a framework for external cladding survey/remediation. These new contractual arrangements will provide the mechanism to complete the majority of actions that arise from the new FRAs and therefore enable delivery of future actions within the tight timescales. Further detail on remedial actions is contained within the Fire safety exceptions report.</p> | | | | |



| Workstream | | Total No. properties in programme | No. compliant properties | No. Non compliant properties | Compliance % | Direction of travel |
|-------------------|--|---------------------------------------|--|---------------------------------------|--------------|---------------------|
| Electrical checks | 5 year EICR domestic testing cycle | 4619 | 4270 | 349 | 92.44 | |
| | 10 year EICR domestic testing cycle | 4619 | 4617 | 2 | 99.96 | |
| | Communal EICRs | 340 | 340 | 0 | 100.00 | |
| | | Overdue high risk C1 (danger to life) | Overdue medium risk actions C2 (potentially dangerous) | Overdue high risk C1 (danger to life) | | |
| | Overdue electrical remedials <3 months | Unknown | Unknown | Unknown | | |
| | Overdue electrical remedials 3-6 months | Unknown | Unknown | Unknown | | |
| | Overdue electrical remedials 6-12 months | Unknown | Unknown | Unknown | | |
| | Overdue electrical remedials >12 months | Unknown | Unknown | Unknown | | |
| | Electrical safety inspections due in next 3 months | 6 | | | | |

| | | | | | | |
|-----------------------------------|---|---|--|--|----------------------------|--|
| <p>Comments</p> | <p>222 tests were completed in July including 11 communal areas in Blocks. There were 3 properties now overdue at the end of July as follows:</p> <ul style="list-style-type: none"> • One property has been sent 7-day letter; we await a response before pursuing full Legal action. • Of remaining two, notices to quit are expected soon and the tests will then be completed when the property is void. <p>The 10 year programme is being replaced by a 5 year programme in line with good practice. The properties outstanding on the 5 year programme are due to access issues and being pursued.</p> <p>Currently unable to report on status of actions arising from electrical safety checks, the process for capturing and managing these through to completion is to be reviewed to enable future reporting on this.</p> <p>Progress has slowed, due to access and reduced resource during peak leave period. The expectation is that we will be close to achieving the target of completing all 5-year certification by Aug 2024, subject to access. The process to gain access will be followed until all appointments are kept, access is permitted and all properties have a 5-year certificate.</p> <p>NB. All block communal safety tests are due this year.</p> | | | | | |
| | | <p>Total No. properties in programme</p> | <p>No. compliant properties</p> | <p>No. Non compliant properties</p> | <p>Compliance %</p> | |
| <p>Smoke and CO alarms</p> | <p>Smoke detectors/alarms</p> | <p>4637</p> | <p>4588</p> | <p>49</p> | <p>98.94</p> | |
| | <p>CO detectors/alarms</p> | <p>4261</p> | <p>4251</p> | <p>10</p> | <p>99.77</p> | |

| | | | | | | |
|--------------------|---|----|----|---|--------|--|
| Comments | <p>Smoke detectors - only properties that are long term void do not have smoke detector installed. Detectors in properties with gas are tested at the time of the annual gas safety check, however due to such annual checks not being undertaken at all electric properties it is proposed to install detectors with remote monitoring functionality to provide assurance over the status of the devices to overcome issues associated with no access.</p> <p>CO detectors - of the 10 properties without detectors, 2 have gas capped, with gas appliances not in use, 7 have gas capped and no gas appliances in property, 1 gas meter removed although gas appliance remain in the property, therefore none of these actually represent non compliance.</p> | | | | | |
| PAT Testing | Temp furnished properties with up to date PAT tests | 21 | 21 | 0 | 100.00 | |

| Workstream | | Total No. properties in programme | No. compliant properties | No. Non compliant properties | Compliance % | Direction of travel | |
|-----------------|--|-----------------------------------|--------------------------|------------------------------|--------------|---------------------|--------|
| Asbestos safety | Asbestos reinspections - non domestic areas | 358 | 358 | 0 | 100.00 | ↔ | |
| | TSM: % asbestos safety checks compliant (no properties affected) | 1872 | 1872 | 0 | 100.00 | ↔ | |
| | Overdue asbestos re-inspections <3 months | 0 | | | | | Page 8 |
| | Overdue asbestos re-inspections 3-6 months | 0 | | | | | |
| | Overdue asbestos re-inspections 6-12 months | 0 | | | | | |
| | Overdue asbestos re-inspections >12 months | 0 | | | | | |
| | Asbestos re-inspections due in next 3 months | 0 | | | | | |
| | | | | | | | |
| | | High risk | Medium risk | Low risk | Total | | |
| | Overdue actions <3 months | Unknown | Unknown | Unknown | | | |
| | Overdue actions 3-6 months | Unknown | Unknown | Unknown | | | |
| | Overdue actions <3 months | Unknown | Unknown | Unknown | | | |

Comments

All surveys and re-inspection of non domestic areas remain in date. Any actions arising from these surveys are considered and, where appropriate, orders for remediation raised, there are no high risk occurrences within the inspected materials.
20 blocks are due for resurvey in Aug 24.

Procurement is currently in progress for new survey/analytical and remediation contracts. It is expected that contracts will be awarded by early October, with mobilisation of the survey/analytical contract taking approx. 2 months. Under the new contract the third party contractor will host the asbestos register together with a portal, this will provide improved access to asbestos information for CBC and contractors. In addition the contractor will provide plain English reports for residents on asbestos within their homes.

Further work is required to enable reporting on the status of actions arising from asbestos surveys.

Of the relevant homes, 51% currently have asbestos management surveys in place, with surveys undertaken on void properties where required and targeted R&D surveys in advance of intrusive works. Under the new contract the programme of domestic surveys will be accelerated to achieve 100% survey of relevant (pre 2000) homes by 2027.

| Workstream | | Total No. properties in programme | No. compliant properties | No. Non compliant properties | Compliance % | Direction of travel |
|--------------|---|-----------------------------------|---------------------------|------------------------------|--------------|---------------------|
| Water safety | Legionella risk assessments | 25 | 25 | 0 | 100.00 | ↔ |
| | TSM: % water safety checks compliant (no properties affected) | 243 | 243 | 0 | 100.00 | ↔ |
| | Legionella risk assessments due in the next 3 months | 0 | | | | |
| | | No. high risk remedials | No. medium risk remedials | No. low risk remedials | Total | |
| | Overdue water safety remedial actions <3 months | 0 | 2 | 0 | 2 | |
| | Overdue water safety remedial actions 3-6 months | 7 | 0 | 0 | 7 | |
| | Overdue water safety remedial actions 6-12 months | 0 | 0 | 0 | 0 | |
| | Overdue water safety remedial actions >12 months | 0 | 0 | 0 | 0 | |
| | | 7 | 2 | 0 | 9 | |

Comments

N.B. the TSM does not include for James Donovan Court as this is 100% leasehold.
A total of 2 actions were closed last month.

Of the 9 open actions:

- 5 (4 high, 1 medium priority) relate to providing safe access to inspect water tanks as the access hatches are located over stairwells, an instruction has been issued to our consultant to review how safe access can be gained
- 2 (both high) relate to descaling of outlets, these have subsequently been completed
- 2 (1 high, 1 medium) relate to flushing, this has been delayed due to the guest room at the scheme being occupied

| Workstream | | Total No. properties in programme | No. compliant properties | No. Non compliant properties | Compliance % | Direction of travel | |
|-------------|--|---|--------------------------|------------------------------|----------------------------------|---------------------|--|
| Lift safety | Passenger lifts (LOLER) servicing | 16 | 16 | 0 | 100.00 | ↔ | |
| | TSM: % lift safety checks compliant (no properties affected) | 262 | 262 | 0 | 100.00 | ↔ | |
| | No. stair lifts/through floor lifts with current LOLER certificate | 71 | 71 | 0 | 100.00 | ↔ | |
| | LOLER inspections due in the next 3 months | 0 | | | | | |
| | | High Priority | Medium Priority | Low Priority | Total no. Overdue actions | | |
| | Overdue remedial actions <3 months | 0 | 0 | 0 | 0 | | |
| | Overdue remedial actions 3-6 months | 0 | 0 | 0 | 0 | | |
| | Overdue remedial actions 6-12 months | 0 | 0 | 0 | 0 | | |
| | Overdue remedial actions >12 months | 0 | 0 | 0 | 0 | | |
| | Comments | As at 31st July All LOLER inspections are within date with no outstanding actions | | | | | |

| Workstream | | No. open cases | Open cases categorised as HHSRS Category 1 | Direction of travel |
|--------------------------------------|--|----------------|--|---------------------|
| Damp Mould & Condensation | Damp and mould cases | 177 | 0 | ↑ |
| | Cases overdue <3 months | | | |
| | Cases overdue 3-6 months | | | |
| | Cases overdue 6-12 months | | | |
| | Cases overdue >12 months | | | |
| Comments | HHSRS cat 2 cases have increased by 2 to 25 in July from 23 in June, there are no HHSRS Cat 1 cases. We continue to react quickly to each new case and resolve as per our procedure, prioritising and responding according to risk and severity to reduce health risk for our tenants as soon as possible. More training has been run out to make sure all front-line staff are aware of what to do and how to report DMC. | | | |

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