

Property Compliance –October 2024 KPI pack

Compliance Update – October KPI Pack

Please find the October KPI pack attached, providing an update on performance since the preparation of the report to the Housing Committee. Below is a summary of the key changes month-on-month:

- **Gas Compliance:**
No change. Two properties remain overdue for their annual gas safety inspection. Both are currently in the legal process.
- **Fire Safety:**
Improved position. Fourteen overdue fire safety actions were completed in October, reducing the number of outstanding actions to 119. Progress is being made in securing arrangements to deliver the remaining actions, with the fire door contract in place and the compartmentation contract approved. We are now awaiting completion of contract documentation before work can commence.
- **Electrical Safety:**
Improved position. A total of 113 electrical safety checks were completed in October, reducing the number of homes overdue for checks under the 5-year cycle to 38.
- **Asbestos Management:**
Slight improvement. One garage re-survey remains overdue due to access issues, but the associated residual risk is considered very low. All other surveys are up to date.
- **Water Safety:**
Improved position. The remaining four outstanding actions were completed in October.
- **Lifts Compliance:**
No change.
- **Damp, Mould, and Condensation:**
Slight deterioration. The number of open cases increased by 11 to 137 compared to September. This is expected as we enter colder weather. New cases are being addressed in accordance with agreed processes and timescales.
- **Stock Condition Survey:**
Improved position. The survey programme began in early October. Although progress has been slower than anticipated due to initial teething issues and resource scaling by the contractor, 103 surveys were completed in October.
 - **HHSRS Findings:** One Category 1 and one Category 2 Hazard were identified. These cases were reported through the automated process to ensure timely action and are being addressed accordingly.

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Appendix i – Property Compliance KPI Report

Period of reporting: at 31st October 2024

Workstream		Total No. properties in programme	No. compliant properties	No. Non compliant properties	Compliance %	Direction of travel	
Gas safety	Domestic LGSR	4263	4261	2	99.95	↔	
	Commercial schemes LGSR	6	6	0	100	↔	
	TSM: Percentage of Gas Safety Checks Compliant (properties)	4421	4419	2	99.95	↕	
	Properties requiring gas safety check in next 3 months	612					
		No. tenanted homes capped	No. tenanted homes capped over 3 months				
	Properties with capped gas	62	32				
		No. of overdue LGSR					
	Overdue LGSR <1 month	0					↑
	Overdue LGSR 1-3 months	1					↕
	Overdue LGSR >3 months	1					↓

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Comments

At the end of October two properties did not have a current gas safety certificate, of these:

1 - Passed to Legal - Court Hearing 15/10/24, eviction set for 28/11/24

1 - Passed to Legal - Awaiting Court Hearing Date, however, keys due back 11/11/24

Gas installations may be capped in occupied homes for a number of reasons, including:

- Tenant request
- Failure to provide access for gas safety inspection; if there is an externally accessed gas meter a risk assessment is undertaken considering tenant/family vulnerabilities (age, disabilities etc.), time of year and weather prior to capping gas. In advance the tenant is advised of the action to be taken if they continue to fail to provide access
- There are no longer gas appliances at the property
- Where there is a large debt on the meter and there is no gas available to enable a safety check to be undertaken

Where gas is capped and as a result the tenant does not have gas central heating available, a task is created for the TMO who will continue to review the case, engaging with the tenant and where appropriate they will refer to other teams (e.g. Benefits and Money Advice) or other agencies.

Our contractor's performance is continually monitored to ensure that they are maintaining the 10 month service programme to give the best chance of accessing homes before the LGSR expires and also that they have adequate resource assigned to enable timely delivery of the programme.


Workstream		Total No. properties in programme	No. compliant properties	No. Non compliant properties	Compliance %	Direction of travel
Fire safety	FRAs - blocks	446	446	0	100	↔
	TSM: Percentage of homes covered by compliant fire risk assessments	2248	2248	0	100	↔
		High risk actions	Med risk actions	Low/planned risk actions	Total	
	Overdue FRAs remedial actions < 3 months	0	0	0	0	↔
	Overdue FRAs remedial actions 3-6 months	0	0	0	0	↑
	Overdue FRAs remedial actions 6-12 months	13	8	0	21	↑
	Overdue FRAs remedial actions >12 months	9	58	31	95	↑
	Total	22	66	31	119	
Comments	<p>All required FRAs remain in date with none due for renewal until Dec 2024 when 2 blocks require new FRAs.</p> <p>Actions arising from FRAs are categorised by the risk they present to the occupants of the building with: High priority to be completed within 2 months of the date of the FRA Medium priority to be completed in 2-4 months of the date of the FRA Low priority to be completed within 4-6 months of the date of the FRA Planned priority to be completed within 12 months of the date of the FRA</p>					

Of the 119 outstanding fire actions at end October:

- **Timber fire doors = 66:** The new contract for replacement of timber fire doors has been procured and is being mobilised with surveys ongoing. The manufacturing period is 2 months. The listed building application has been prepared and currently awaiting detailed drawings from the manufacturer, once received the application will be submitted; expected mid-November. All existing doors identified for replacement are nominal fire doors and are being maintained, however, as they are not certified fire doors compliant with current standards, we have agreed to replace them to bring them up to standard.
- **Escape routes = 2:** Of these, one relates to housekeeping, and we are communicating with residents over the required solution and the other is a technical solution which has been verified as appropriate and we are obtaining quotes. Previously reported actions relating to bins stores have been removed from this report as the bins have been moved away from buildings, removing the risk; this is temporary work, with permanent solutions being explored with relevant planning permissions being sought.
- **Compartmentation issues = 51:** In these cases, either the compartmentation 'as built' does not meet current requirements, historic improvement works have not considered compartmentation implications and improvements are now required, or damage has been caused to the integrity of compartmentation, for instance by drilling through walls to install cabling etc and where the holes have not been made good in a suitable way. Of these:
 - 38 are to be delivered by proposed direct award contract under an existing suitable framework. to enable us to expedite the works without protracted procurement. We are awaiting sign off for this contract and have engaged with the contractor who has expressed the ability to deliver the works required.
 - 10 are allocated to Building Services and subject to ongoing progress
 - 2 relate to a new build block; the developer is trying to complete the works, however, access is problematic
 - 1 relates to completion of works where hoarding is an issue and we are actively working with the tenant to resolve this

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	4,619	4,581	38	99.18	↑
	10 year EICR domestic testing cycle	4,619	4,615	4	99.91	↑
	Communal EICRs	340	340	0	100	↔
	EICRs overdue against 5 year cycle	<2 years	2 -3years	3-4 years	4 -5 years	>5 years
		5	1	5	5	
		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	11				
Comments	<p>113 household tests completed overall in Oct and an additional 28 completed in BLOCKs. 81 attempts for appointments were carded as no access throughout the month</p> <p>10 yr notes - 4 tests now overdue, these include one being investigated for fraud, one where a NTQ has been served, one where a customer previously in long term care has returned home and appointment has been confirmed and one property with TMO intervention resulting in appointment confirmed for 7th Nov.</p> <p>5 yr notes - 38 properties left require inspection and we continue to pursue access.</p> <p>Working across teams to determine best, joined up approach for access.</p> <p>All C1 and C2 remedials are completed at the time of the EICR, however the way in which C3 remedials are recorded on QL does not allow reporting against the EICR. We are looking for a solution on how remedials can be linked to the EICR so that assurance can be given that they are being appropriately managed and completed.</p> <p>Annually, CBC undergo an assessment of their technical capability to carry out electrical installation work in accordance with the requirements of BS7671 (IET Wiring Regulations). This assessment last successfully completed by the NICEIC 15th August 2024.</p>					
		Total No. properties in programme	No. compliant properties	No. Non compliant properties	Compliance %	
Smoke and CO alarms	Smoke detectors/alarms	4,635	4,583	52	98.88	↔
	CO detectors/alarms	4261	4251	10	98.88	↔

Comments	<p>Domestic Fire detection There are 52 properties overdue, all of these are due to no access which is actively being pursued. Once access is achieved, Aico monitoring devices will be installed which will facilitate remote monitoring and checking of the smoke detectors in future. In addition to these there are a further 11 properties that will require monitoring from October onwards as the gas has been capped and PH Jones will no longer be attending to check the boiler or the smoke detectors.</p> <p>Carbon monoxide Of the 10 tenanted properties without a CO detector:</p> <ul style="list-style-type: none"> • 2 have capped gas > 2yrs with no gas appliances in use • 7 have capped gas >2yrs with no gas appliances in home • 1 gas meter removed but gas appliances remain in property <p>Therefore, these do not represent a risk as there are not live gas supplies with appliances in use.</p>					
PAT Testing	Temp furnished properties with up to date PAT tests	21	21	0	100	

Workstream		Total No. properties in programme	No. compliant properties	No. Non compliant properties	Compliance %	Direction of travel				
Asbestos safety	Asbestos re-inspections - non domestic areas - blocks	358	358	0	100.00	↔				
	Asbestos re-inspections - garage blocks	75	74	1	98.66	↑				
	TSM: % asbestos safety checks compliant (no properties affected)	1872	1872	0	100.00	↔				
	Overdue asbestos re-inspections <3 months	1	Garage				Page 10			
	Overdue asbestos re-inspections 3-6 months	0								
	Overdue asbestos re-inspections 6-12 months	0								
	Overdue asbestos re-inspections >12 months	0								
	Asbestos block re-inspections due in next 3 months	23								
	Asbestos garage re-inspection due in next 3 months	6								
		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	<p>All surveys and re-inspection of non-domestic areas in blocks 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, however currently this cannot be evidenced. The mobilisation of the new survey contract will address this.</p> <p>More detailed KPIs for garage blocks have been added to this (October) performance report.</p> <p>Resurvey of 1 garage block, due in September, has not done as ongoing issues with access. We are working with the contractor to ensure access can be obtained to undertake this survey. Notwithstanding this, the risks associated with the delay in resurvey are low due to the type and location of the asbestos containing materials and that the garage is boarded.</p> <p>The next resurveys for blocks are due until Dec 24 (2no.) and garage blocks Nov 24 (6no.).</p> <p>Procurement for new survey/analytical and remediation contracts is now with Procurement and Legal to move to contract. It is expected that contracts will be awarded by early November, 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.</p> <p>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.</p>					

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	0	0	0	↔	
	Overdue water safety remedial actions 3-6 months	0	0	0	0	↔	
	Overdue water safety remedial actions 6-12 months	0	0	0	0	↑	
	Overdue water safety remedial actions >12 months	0	0	0	0	↔	
	Total	0	0	0	0		

Comments

N.B. the TSM does not include for flats at James Donovan Court as this is 100% leasehold.
The remaining 4 actions were closed in October.

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	70	70	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 30 th Sept 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	137	0	↓
	Cases overdue <3 months	Unknown		
	Cases overdue 3-6 months	Unknown		
	Cases overdue 6-12 months	Unknown		
	Cases overdue >12 months	Unknown		
Comments	<p>There are currently no DMC HHSRS Cat 1 cases. There were 57 new cases in October, and 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. We are working to interrogate the data we hold with the intention of being able to provide inform by age of case as requested in above table.</p> <p>It is expected that the ongoing stock condition surveys will result in an increase in identification and reports of DMC issues.</p>			

Workstream		No. properties in programme	No. properties inspected and data updated with last 5 years	% up to date stock surveys	Direction of travel
Stock condition survey	Houses and bungalows	2170	12	0.55	↓
	Flats and maisonettes	2486	91	3.66	↓
	Blocks	538	0	0	↓
	Garage blocks	92	0	0	↔
		HHSRS Cat 1 cases		HHSRS Cat 2 cases	
		1	1		
Comments	<p>In September we included the number of surveys undertaken within the past 5 years. However, as the new surveys have commenced the KPI figures will now include only new surveys undertaken, there has therefore been a reported drop in performance this month as older surveys are omitted from the report, however now the new survey is scaling up it is expected that significant improvement will be evidenced month on month.</p> <p>Work is progressing in developing an electronic survey form for blocks to enable surveys of these areas to commence. The survey form is expected to be available in December.</p> <p>In October there were: HHSRS Cat 1 – 1 case, this relates to polystyrene ceiling tiles within a property, this has been referred to the Building Services team for action. HHSRS Cat 2 - 1 case, this relates to water ingress associated with a balcony. This has been referred to the Building Services team to undertake a repair.</p>				