

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					

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. 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				

Comments	<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>					
		Total No. properties in programme	No. compliant properties	No. Non compliant properties	Compliance %	
Smoke and CO alarms	Smoke detectors/alarms	4637	4588	49	98.94	
	CO detectors/alarms	4261	4251	10	99.77	

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					
	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.			