

Appendix iii – Property Compliance KPI Report

Period of reporting: at 30th September 2024

NB: for direction of travel in performance the comparison is made against the previous report to committee i.e. the period to end July 2024

Workstream		Total No. properties in programme	No. compliant properties	No. Non compliant properties	Compliance %	Direction of travel	
Gas safety	Domestic LGSR	4262	4260	2	99.95	↓	
	Commercial LGSR	6	6	0	100	↔	
	TSM: Percentage of Gas Safety Checks Compliant (properties)	4422	4420	0	99.95	↓	
	Properties or properties in blocks with communal heating requiring gas safety check in next 3 months	669					
		No. tenanted homes capped	No. tenanted homes capped over 3 months				
	Properties with capped gas	69	42				
		No. of overdue LGSR					↓
	Overdue LGSR <1 month	1					↔



	Overdue LGSR 1-3 months	1	
	Overdue LGSR >3 months	0	
Comments	At the end of September two properties did not have a current gas safety certificate, of these: 1 - Passed to Legal to start Court Action - Court Hearing Date 15/10/24 1 - Passed to Legal to start Court Action - Awaiting Court Hearing Date 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 Gas Safety Checks Compliant (homes)	2250	2250	0	100	↔
		High risk actions	Med risk actions	Low/planned risk actions	Total no. overdue actions	
	Overdue FRAs remedial actions < 3 months	0	0	0		
	Overdue FRAs remedial actions 3-6 months	0	9	0	9	↑
	Overdue FRAs remedial actions 6-12 months	14	9	4	27	↑
	Overdue FRAs remedial actions >12 months	12	54	31	97	↑
	Total	26	72	35	133	
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 133 outstanding fire actions:

- **Timber fire doors = 70:** A new contract for replacement of timber fire doors has been procured and is being mobilised. The contractor has commenced survey of these doors prior to manufacture. The manufacturing period is 2 months. As many are in listed buildings a listed building application is required.
All existing doors identified for replacement are nominal fire doors and are being maintained. However, as they are not certified fire doors we cannot evidence that they are compliant with current standards, we have therefore agreed to replace them so that this assurance can be given.
- **Escape routes = 7:** Of these, 3 relate to position of refuse/bin stores, we have mitigated the risk by moving bins to an acceptable location on a temporary basis whilst planning permission is being sought for permanent solutions. The other 4 relate to escape route issues, with planning permission required in relation to 2, management actions in relation to 1 and a technical solution being verified and costs obtained for the other.
- **Compartmentation issues = 56:** 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 as quickly as possible. We are seeking sign off for this contract and have engaged with the contractor who has expressed the ability to deliver the works required.
 - 15 are allocated to Building Services for completion as soon as possible
 - 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	4,622	4,566	56	98.79	↑
	10 year EICR domestic testing cycle	4,622	4,619	3	99.94	↑
	Communal EICRs	340	340	0	100%	↔
	EICRs overdue against 5 year cycle	<2 years	2 -3years	3-4 years	4 -5 years	>5 years
		9	18	7	15	7
		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	7				
Comments	<p>10 yr cycle – there has been an increase from 2 to 3 properties not having had an electrical inspection within the last 10 years. One property is being investigated for fraud, one is in the legal process, seeking injunction for access and one is currently in long term hospital care.</p> <p>5 yr cycle – the number of homes requiring an electrical safety inspection has reduced from 349 in July to 56 at end September. These 56 properties are where access has not been provided; 3 properties are expected to be returned as vacant in coming weeks, 12 are with legal and for the remainder appointments have been booked or we are seeking joined approach with our Tenancy Management team to assist us with access due to hoarding, arrangements through GDASS or long term hospital cases.</p> <p>167 homes and 18 blocks have had electrical safety tests completed in Sept. 95 attempts for appointments were carded as no access throughout the month (57% no access rate).</p> <p>All C1 and C2 remedials are completed at the time of the EICR, however the current method of reporting C3 remedials does not allow reporting against the EICR. We are seeking a solution to ensure 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	4,637	4,585	52	98.88	↓
	CO detectors/alarms	4262	4252	10	99.77	



Comments	<p>Smoke detectors - there are 52 properties from the original list 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 52 properties, 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>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 no 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 reinspection's - non domestic areas - blocks	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, however currently this cannot be evidenced. The mobilisation of the new survey contract will address this.

6 communal areas were resurveyed in Sept 24; 2 garage blocks due for resurvey in September were not done due to issues with access, and we are working with the contractor to ensure access can be obtained to undertake these surveys. Notwithstanding this the risks associated with the delay in resurvey are low due to the type and location of the asbestos containing materials. No further resurveys are due until December 2024.

Procurement for new survey/analytical and remediation contracts is progressing. However there has been a challenge from an unsuccessful tenderer for the remediation contract which has slowed progress. 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.

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	0	0	0	↑
	Overdue water safety remedial actions 3-6 months	0	0	0	0	↑
	Overdue water safety remedial actions 6-12 months	3	1	0	4	↑
	Overdue water safety remedial actions >12 months	0	0	0	0	↔
	Total	3	1	0	4	


Comments

A total of 5 actions were closed between end July and end September, reducing the number of outstanding actions from 9 to 4.

Two of the open actions (high priority) relate to providing safe access to inspect water tanks as the access hatches are located over stairwells, We are working with Building Services to determine how access can be safely gained. 16 flats are potentially affected. The other two actions (1 high priority, 1 medium priority) relate to a water heater, which is currently turned off and the guest room shower at James Donovan Ct, neither are considered to present any significant risk.

N.B. the TSM does not include for James Donovan Court as this is 100% leasehold.

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	126	0	
	Cases overdue <3 months	Unknown		
	Cases overdue 3-6 months	Unknown		
	Cases overdue 6-12 months	Unknown		
	Cases overdue >12 months	Unknown		
Comments	There are currently 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. 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.			

Stock condition survey

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	69	3.2%	
	Flats and maisonettes	2486	144	5.8%	
	Blocks	538	25	4.6%	
	Garage blocks	92	0	0%	
		HHSRS Cat 1 cases	HHSRS Cat 2 cases		
		0	0		
Comments	<p>The stock survey mobilisation has been delayed with no surveys undertaken in September. The Surveys are now expected to commence mid October with a gradual increase in surveyors to be assigned through to Jan 25. Only a small number of surveys have been undertaken in the last five years (238), as reported above.</p> <p>From October we will report the status based on the new surveys as these are more comprehensive than those previously undertaken and the new survey will include for 100% of properties, whether they are deemed to have up to date surveys in place or not.</p>				