

**Annex 8 - compliance report  
Thanet District Council  
Tenant and Leaseholder Service**

Meeting:	Quarterly Monitoring Report to OSP
Date:	1st October 2021
Monitoring Period	September 2021
Author:	Sally O'Sullivan, Tenant and Leaseholder Services Manager
Summary:	This report covers health and safety compliance areas relating to Thanet District Council' housing stock, both for individual properties and for communal services and locations.

**Lifts**

Compliance with written examination schemes for lift plant	14 (100%)								
Number of Entrapments - month and year to date	0 Entrapments this month (from Mears) 4 Entrapments year to date From Sep 2020 to Sep 2021								
Current Assets - lifts / hoist / stairlifts and changes in last month	<p>Stairlifts - 72</p> <table border="1"> <thead> <tr> <th>Compliant</th> <th>Non compliant</th> </tr> </thead> <tbody> <tr> <td>88.89%</td> <td>11.11%</td> </tr> </tbody> </table> <p>Through floor lifts - 19</p> <table border="1"> <thead> <tr> <th>Compliant</th> <th>Non compliant</th> </tr> </thead> <tbody> <tr> <td>78.95%</td> <td>21.05%</td> </tr> </tbody> </table> <p>The compliance team are working closely with Zurich to get the remaining booked in through letters, text messages and visiting the residents.</p>	Compliant	Non compliant	88.89%	11.11%	Compliant	Non compliant	78.95%	21.05%
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Outstanding Defect A and Defect B risk actions as identified in insurers reports	<p>For passenger lifts, defects are categorised as:  A - Immediate Health and Safety risk - this defect is repaired the same day or the lift is decommissioned.  B - To be completed before the next LOLER is carried out</p> <p><b>Defect A - 0</b>  <b>Defect B - 22</b></p>
RIDDOR Notices issued in relation to lift safety	None

### Water

Properties with a valid in date LRA as a number and overall percentage	<p>27</p> <p>100% Compliant</p>
Number of follow up works / actions arising from risk assessments and inspections - completed / in time and overdue	<p>High Risk - 25</p> <p>Medium - 86</p> <p>Low - 0</p>
Current Position	100% on LRA
Progress with completion of follow up works - number of actions completed / in time / overdue	<p>High Risk Actions - 25 outstanding  19 overdue  6 in date outstanding</p> <p>Medium Risk Actions -61 outstanding  38 overdue  23 in date</p> <p>17 confirmed appointment for October (all others are booked in but no confirmation from the resident as of yet)</p> <p>High Actions - 19 completed in September</p> <p>Medium Action - 25 Completed in September</p> <p>All appointments have been visited 3 times by the contractors. They are now receiving letters from the compliance team in order to make confirmed appointments. These are being followed up by hand delivered letters by the compliance team to see if we can speak to the residents face to face.</p>

	Communication through the newsletters have gone out to the residents to make them aware of the risk of legionella.
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### **Fire Risk Assessment**

Properties with a valid in date FRA. This is the level of compliance as a number and overall percentage	166 in date 100%  6 Blocks have been taken off the FRA programme as they do not meet the requirements of the RRO
Follow up works - total number of actions (by priority) raised in period completed and outstanding - and time outstanding	6 additional actions raised in August from the FRA programme.  Total outstanding actions = 349  255 of those are overdue.  A full review of the FRA actions took place over the last 2 months. It was found that some actions had been closed in error due to being put onto a planned works programme which did not start (EKH days). The actions have now been put back onto the programme.
Narrative, including <ul style="list-style-type: none"> <li>● Current Position</li> </ul>	Duplicated - 23 - closed Superseded - 6 - Closed Housing - have closed out 26 actions in September Repairs- have closed out 4 action in September Compliance- have closed out 23 actions in September Planned works-have closed out 1 action in September Total 83.  Total of 4 actions became overdue in September.
Additional, including; Compliance with fire safety equipment, systems and installation servicing and maintenance programmes.	<u>Staner Court</u> New fire alarms installation continues. Communal works progressing. Access to flats for the second phase.

<ul style="list-style-type: none"> <li>Recording and reporting on property fires to identify trends and target awareness campaigns.</li> </ul>	<p><u>Brunswick Court</u> New fire alarm system has started and an upgrade of AOV.</p> <p><u>Harbour Towers</u> New fire alarms installation continues. Communal works progressing.</p> <p>No fires reported for September.</p>
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Notes:

The Waking Watch officers are now stationed at 5 out of 6 tower blocks following. KFRS requested a report to confirm the fire breaks in the EWS. The report confirmed there are no vertical fire breaks and therefore increased the risk of the buildings in the case of a fire.

The waking watch patrols the entire building every hour. They will remove obstructions in the communal areas and report defective fire doors. In the case of a fire, the waking watch will raise the alarm to KFRS. If safe to do so, they will evacuate residents from the floors below the fire.

**Asbestos**

<p>Properties with a valid in date survey / re-inspection. This is the level of compliance as a number and percentage</p>	<p>Domestic - 1582 52.89% Communal - 118 100% Community buildings - 2 100% Garages - 1 - 2.94%</p> <p>The planned team has started a new programme for the separate garages to be surveyed. 14 of which have been completed.</p>
<p>The number of follow up works / actions arising from surveys and the numbers 'completed,' 'in time' and 'overdue.'</p>	<p>Outstanding works: Domestic: 47 from 56 in Aug</p> <p>6 - v low 6 - low 35 - Med</p> <p>32 of which are legacy actions outstanding, there has been insufficient recording or evidence that these were completed at EKH stage. These have all been requested for re survey.</p>
<p>Narrative including:</p> <ul style="list-style-type: none"> <li>Current Position</li> </ul>	<p>Access issues continue to be the difficulty faced by our Surveyors. TDC Compliance Inspector also visits to try and arrange appointments.</p>

	Unlike gas compliance, there appears to be no defined legal process to gain access for surveying that can be used as a standard tool in our process.
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**Electrical**

Properties with a valid in date EICR (In line with 10 year inspection period). This is level of compliance expressed as a number and a percentage	<p>138 properties total with a 10 year EICR</p> <p>131 compliant with a 10 year EICR</p> <p>94.93% compliance</p> <p>Communal 0 properties with 10 year EICR Domestic 138 properties with 10 year EICR</p> <p>7 domestic properties are non-compliant due to unsatisfactory remedial works. The contractor is aware of these and booking these in with the resident for the minor works cert.</p>
Properties with a valid in date EICR (In line with 5 year inspection period). This is level of compliance expressed as a number and a percentage	<p>Communal 164 properties with a valid 5 year EICR - 100% Compliant</p> <p>Domestic and communal - 2,261 Compliant with a 5 year EICR</p> <p>73.50% Compliant</p> <p>Domestic 2,097 properties with a valid EICR Garage - 1 garage with a valid 5 year ECIR Community Buildings - 2 Buildings with a valid 5 year ECIR</p>
Properties with an expired and out of date EICR (In line with 5 year inspection period). This is level of non compliance expressed as a number and a percentage	<p>898 Non Compliant</p> <p>27.27%</p>
Properties which are due to be inspected within next 30 days - this is the early warning system	<p>TDC have instructed the contractors to complete the unknowns, overdues and then 10 year certs this will bring us in line with regulations.</p> <p>The unknowns and no access, letters have been sent, residents are responding for appointments. A text message has been sent to all no accesses &amp; unknown requesting that they contact TDC. This is having a good result with a number of residents contacting us and arranging</p>

	<p>appointments.</p> <p>A number of EICRs have been completed for September, we are awaiting for the certs, the certs go through an auditing process before coming to us and can take a few weeks to receive.</p>
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Notes:

Reinspections of the 10 years are being carried out with now only 138 properties left to gain access and inspect, this has gone up this month due to some of the unknown certs being found.

Mears have now been instructed and working on all 10 year certification to be completed to bring in line with the 5 year certificates. Letters have also gone out to the no access ones and some are booked in. TDC Compliance team are working closely with Mears to contact residents refusing access due to the residents not having their second vaccine.

**Gas**

<p>Properties with a valid in date LGSR certification. This is the level of compliance expressed as a figure and a percentage</p>	<p>2612</p> <p>100% Complaint</p>
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Notes: TDC is now in partnership with a data system called True Compliance. This will read all the LGSRs, Report our remedial works and KPIs. Gas is the first on boarding which we have now set the rules for the database to read the LGSRs, the property list has now been agreed and the uploading has begun. We are 75.53% ready, we have had to remap some of the documents, for voids/leaseholders and non gas properties. We are hoping to be completed and up and running with the contractors within the next week.