

**RepairsThanet District Council  
 Tenant and Leaseholder Service  
 Monthly Service Compliance Report**

Meeting:	Monthly Monitoring Report to Service Management Team
Date:	4th January 2022
Monitoring Period	December 2021
Author:	<a href="#">Laura Dixon (Compliance Manager)</a>
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. The details of the current position with rates of compliance are detailed in appendix one. The rate of progress is shown in appendix two. (graph)
Recommendations:	That the director for housing and planning scrutinise the data contained within this report and escalate any exceptional positions to the council's Corporate Management Team and relevant Cabinet Member, in line with agreed policy.  Quarterly reports to be escalated formally to Cabinet

**Lifts**

Compliance with written examination schemes for lift plant	12 (100%)  2 lifts are under refurbishment so no LOLER currently required
Number of Entrapments -	0 Entrapments this month (from Mears) 0 from Precision lifts
Current Assets - lifts / hoist / stairlifts and changes in last month	Hoists belong to KCC  Stairlifts - 79 Non Compliant - 7 91.14% Compliant  Through floor lifts - 18 Non Compliant - 3 83.33% Compliant  The compliance team is working with Zurich to book the remaining LOLERs however the new wave of covid has played a part in access for the month of December. We will offer a first call to those residents who are nervous about covid and

	<p>the engineer will show his lateral flow test.</p> <p>Where we have had no contact, a compliance officer will visit in January to establish contact details and book appointments.</p>
<p>Outstanding Defect A and Defect B risk actions as identified in insurers reports</p>	<p><u>Passenger lifts</u></p> <p><b>Defect A - 0</b> Two A defects were picked up in December, and both were rectified on the day of the LOLER.</p> <p><b>Defect B - 59</b></p> <p><u>Home aids (including stairlift and Through floor)</u></p> <p><b>Defect A</b> Stairlift - 0 Through floor - 0</p> <p><b>Defect B</b> Stairlift - 16 Through Floor - 7</p> <p>All remaining defect works have been sent over to the contractors to be booked in and will be monitored by the compliance team.</p>
<p>RIDDOR Notices issued in relation to lift safety</p>	<p>None</p>

### Water

<p>Properties on the LRA Program</p>	<p>28</p>
<p>Properties not on the LRA Program</p>	<p>215 not required (sub blocks) 31 N/A - Block</p>
<p>Properties with a valid in date LRA as a number and overall percentage</p>	<p>28 - New LRA on contract  100% Compliant</p>
<p>Properties which are due to be inspected and tested within the next 30 days - this is the early warning system</p>	<p>0</p>
<p>Number of follow up works / actions</p>	<p>High Risk - 17</p>

arising from risk assessments and inspections - completed / in time and overdue	Medium - 57 Low - 0
Current Position	All remedial outstanding actions apart from the new LRA remedials have recorded no access visits, carded, text messages and a visit from a compliance officer.
Corrective Action required	Legal have confirmed we can use a forced entry process to any actions where it puts risk on the whole block. This will be set up with the contractor in the meeting at the start of January.
Progress with completion of follow up works - number of actions completed / in time / overdue	High Risk Actions - 17 outstanding 9 overdue 8 in date  Medium Risk Actions -57 outstanding 34 overdue 23 in date

### Fire Risk Assessment

Properties - Split by Communal blocks and 'other' properties	Residential Blocks: 274
Properties on the FRA Programme	166 (2 of these are Community Halls and one communal car park)
Properties not on the FRA Programme	113
Properties with a valid in date FRA. This is the level of compliance as a number and overall percentage	166 in date 100%
Properties due for FRA within 90 days. This is the early warning system	16 FRAs
Follow up works - total number of actions (by priority) raised in period completed and outstanding - and time outstanding	<b>187 additional actions raised in December from the FRA programme.</b> Total actions = 488  231 of those are overdue compared to 269 actions over due from previous month  113 actions are planned works actions which are programmed in over the next 5 years (as per our detailed action plan)

<p>Narrative, including</p> <ul style="list-style-type: none"> <li>• Current Position</li> <li>• Corrective Action Required</li> <li>• Anticipated impact of corrective action</li> <li>• Progress with completion of follow up works</li> </ul>	<p>Housing - closed out 20 actions in December Repairs- closed out 63 action in December Compliance- closed out 43 actions in December Planned works-closed out 22 actions in Dec <b>Total 148</b></p> <p>Total of 23 actions became overdue in December.</p> <p>Monthly meetings are in place with contractors for repairs to go through line by line their actions.</p> <p>Detail action plan in place for all teams to catch up and complete all overdue actions by the end of March 2022 (not including planned works actions).</p>
<p>Additional, including; Compliance with fire safety equipment, systems and installation servicing and maintenance programmes.</p> <ul style="list-style-type: none"> <li>• Recording and reporting on property fires to identify trends and target awareness campaigns.</li> </ul>	<p><u>Tower blocks:</u> <u>Staner Court</u> New fire alarms system and AOVs now complete . <u>Brunswick Court</u> New fire alarm system and AOV upgrade is now complete <u>Harbour Towers</u> New fire alarm system and AOV upgrade is now complete</p> <p>No fires reported for December.</p>

### Asbestos

<p>Total number of properties split by non domestic properties (communal blocks) and 'other' properties</p>	<p>Domestic - 3060 Communal - 274 Community building - 2 Garage blocks - 34</p>
<p>Properties on the asbestos management / re-inspection programme</p>	<p>Domestic - 2985 Communal - 118 Community buildings - 2 Communal Garage blocks - 34</p>
<p>Properties not on the asbestos management / re-inspection programme</p>	<p>Domestic - 75 Communal - 156</p>

Properties with a valid in date survey / re-inspection. This is the level of compliance as a number and percentage	<p>Domestic - 1624 54.4 %  Communal - 118 100%  Community buildings - 2 100%  Garages - 1 - 2.94%</p> <p>It is not a requirement to inspect garage blocks but as the team are doing a lot of work to bring our garages back into circulation for rent, we are completing asbestos services.</p>
Properties due to be surveyed / re-inspected in the next 90 days. This is the early warning system.	<p>Communal - 23  All booked in with PAGroup.</p>
The number of follow up works / actions arising from surveys and the numbers 'completed,' 'in time' and 'overdue.'	<p>13 - v low risk  6 - low risk  14 - Medium risk</p> <p>10 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>We experience issues with access for asbestos surveys and remedial works, the team are working with the residents to gain access to complete works. TDC Compliance team are working closely with PAGroup to work together to send out letters with both logos on and also send text messages. Compliance team has visited the outstanding addresses. Addresses that were no access in December will be lettered and visited in January.</p>

### **Electrical**

Total number of properties split by domestic, communal blocks and other	<p>Domestic - 3060  Communal - 274  Commercial buildings - 2  Garages block - 34</p>
Properties on the electrical inspection and testing programme	<p>Domestic - 3060  Communal - 164  Commercial building - 2  Garage blocks - 1</p>
Properties not on the electrical inspection and testing programme	<p>Communal - 110  Garage blocks - 33  Commercial building - 2</p>

<p>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>	<p>163 properties total with a 10 year EICR</p> <p>143 compliant with a 10 year EICR</p> <p>87.65% compliance</p> <p>Communal 1 properties with 10 year EICR Domestic 162 properties with 10 year EICR</p>
<p>Properties with an expired and out of date EICR (In line with 10 year inspection period). This is level of non compliance expressed as a number and a percentage</p>	<p>20 Non compliant - 6 are non satisfactory and awaiting remedials all have appointments during January 2022, waiting to hear on three that were booked in for December</p> <p>14 have expired - 6 appointments booked for January and February. We are waiting to hear back on two appointments that went ahead in December. One was completed following a bathroom refurb, we are waiting for the cert. Five are waiting for appointments to be scheduled</p> <p>1 x Communal property with non compliant 10 year EICR (property previously showing on our list as having no communal supply, came to light when searching back through old spreadsheets - the communal supply is wired into a leaseholders supply)</p>
<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>	<p>3,062 with a 5 year EICR (comm &amp; dom)</p> <p>2,305 Compliant with a 5 year EICR</p> <p>75.28% Compliant</p> <p>Communal 163 Blocks with a valid 5 year EICR Domestic 2,141 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>
<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>	<p>757 Non Compliant</p> <p>24.72%</p>
<p>Properties which are due to be inspected within next 30 days - this is the early warning system</p>	<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>46 due in 90 days</p>

<p>Narrative including:</p> <ul style="list-style-type: none"> <li>● Current Position</li> <li>● Corrective action required</li> <li>● Anticipated impact of corrective action</li> <li>● Progress with completion of follow up works</li> </ul>	<p>Another contractor (NRT) has been given 538 EICR's to complete before the end of March. They started mid December and have completed 14 EICRs .</p> <p>The contractor has: Sent letters to 257 residents to book appointments, these are then followed up with a call to confirm the appointment .</p> <p>They have 54 confirmed appointments for January.</p> <p>5 appointments for February confirmed</p> <p>Mears have 159 appointments booked in for January.</p> <p>Weekly meetings with Mears to enable close monitoring of appointments and completions.</p>

**Gas**

<p>Total number of properties split by domestic, communal blocks and 'other'</p>	<p>Domestic - 3060 Communal - 274</p>
<p>Properties on the gas / heating programme</p>	<p>2614</p>
<p>Properties with a valid in date LGSR certification. This is the level of compliance expressed as a figure and a percentage</p>	<p>2614 100% Complaint</p>
<p>Properties due to be serviced in the next 30 days. This is the early warning system</p>	<p>52 - All have booked appointments and forced entry process has started, this has increased from last month due to the Christmas period and a few residents having covid.</p>