

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



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| Meeting:          | Monthly Monitoring Report to Service Management Team  |
| Date:             | 19th April 2022   |
| Monitoring Period | March 2022  |
| Author:           | Sally Osullivan (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.<br>The details of the current position with rates of compliance are detailed in appendix 3<br>The rate of progress is shown in annex 5. (graph) |

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**Lifts**

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| <p>Compliance with written examination schemes for lift plant - LOLER (Lifting Operations and Lifting Equipment Regulations)</p> | <p>14 (100%)</p>   |
| <p>Number of Entrapments in the month of March</p>   | <p>0 Entrapments this month (from Mears) 1 from Precision lifts (Kennedy)</p>  |
| <p>Current Assets in domestic properties - lifts / hoist / stairlifts and changes in last month</p>                              | <p>Hoists belong to KCC</p> <p><b>Stairlifts</b> - 74<br/>Non Compliant - 10<br/>88.10% Compliant</p> <p>One installed at the end of February.</p> <p>Six LOLERs were completed in March, four were renewals which were already compliant. The other two had expired.</p> <p><u>The 10 expired</u><br/>The Compliance Team has tried to make contact. Where contact is made, the resident's details are passed to Zurich to call and make another appointment.</p> <p>The Compliance officer will be visiting each property where we have no contact, to establish contact details and to book an appointment.</p> <p>1 x we are waiting for the lift to be removed from the property .</p> <p><b>Through floor lifts</b> - 15<br/>Non Compliant - 2<br/>88.24% Compliant</p> <p>Both lifts are currently out of service, this has been passed to the contractors to complete.</p> |
| <p>Defects identified by insurer inspection year to date</p>   | <p>132 Defects identified on the last LOLER reports on passenger lifts from March 2021 to March 2022</p> <p>Six New LOLERs were carried out in March 2022</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</b> - 3 were reported in March - all completed</p>  |

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|   | <p><b>Defect B - 22</b> - This has gone up from last month due to six LOLERs being completed in March (up from 18 in Feb)</p> <p>12 defect B's completed in March<br/>16 Defect B's reported on LOLERS in March</p> <p>The team have regular meetings with the contractors for updates on the remedial works. This has improved communication and we have seen an improvement in receiving timely updates.</p> <p><u>Home aids (including stairlift and Through floor)</u></p> <p><b>Defect A</b><br/>Stairlift - 0<br/>Through floor - 0</p> <p><b>Defect B</b><br/>Stairlift - 20 - This has gone up due six LOLERs being completed in March</p> <p>Through Floor - 4<br/><b>Defect B x 4</b></p> |
| <p>RIDDOR Notices issued in relation to lift safety</p> | <p>None</p>   |

Notes: Lift are now being Loaded onto True Compliance and reports are being set up, there has been a delay due to an issue reading the different certificates

Multiple breakdowns at Trove and Kennedy - we experienced multiple breakdowns following the refurbishment of the lifts in these 2 blocks. This has now been resolved

**Water**

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| Total Properties -<br>Domestic<br>Communal<br>Other   | Domestic - 3054<br>Communal - 274<br>Garages - 354<br>Garages block - 34<br>Commercial - 3   |
| Properties on the Legionella Risk Assessment (LRA) Program  | 28   |
| Properties with a valid in date LRA as a number and overall percentage  | 28<br>100% Compliant   |
| Properties which are due to be inspected and tested within the next 30 days - this is the early warning system      | 0  |
| Number of follow up works / actions arising from risk assessments and inspections - completed / in time and overdue | High Risk - 1 (from 7 in Feb )<br>Medium - 16 (From 25 in Feb)<br>Low - 0  |
| Current Position  | <p>All outstanding are within residents properties. We have experienced access issues, so we are confirming appointments with the residents before the date.</p> <p>Over the last month this has allowed us to close down 28 actions in February and 15 in March.</p> <p>We are also dedicating time to go out and visit the residents where access has been hard and this has contributed to the success.</p> <p>9 Medium actions are legacy actions where we cannot access properties</p> <p>The final high risk is not a legionella risk and is actually for the potable water (drinking water). Awaiting date from contractor to complete.</p> |
| 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 currently does not cover the outstanding actions.  |
| Progress with completion of follow up works - number of actions completed / in time / overdue                       | High Risk Actions - 1 outstanding<br>1 overdue   |

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|  | Medium Risk Actions - 16 outstanding<br>16 Overdue |
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Notes: Legionella Risk Assessments are currently being mapped onto True Compliance

### **Fire Risk Assessment**

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| Properties - Split by Communal blocks and 'other' properties  | Residential Blocks: 274 (One of these is The Leys which is leasehold)<br><br>Other: 4 -<br>2 are communal halls,<br>1 is a complete leaseholder block which TDC has no responsibility for.<br>One is the Harbour Towers Car park.  |
| Properties on the FRA Programme   | 167 (2 of these are Community Halls and one communal car park)   |
| Properties not on the FRA Programme   | 111  |
| Properties with a valid in date FRA. This is the level of compliance as a number and overall percentage                   | 167 in date<br><br>100%  |
| Properties due for FRA within 90 days. This is the early warning system   | 3 FRAs   |
| Follow up works - total number of actions (by priority) raised in period completed and outstanding - and time outstanding | No FRA's were due in March, therefore no actions added<br><br><b>Total actions = 219*</b><br><br><i>*187 planned works actions all together<br/>86 planned works actions are being addressed immediately<br/>101 of the planned works actions are programmed over the next 5 years. These actions have now been moved off the day to day actions and will be counted separately.</i> |
| Narrative, including<br>• Current Position  | Total actions = 219<br>Overdue - 75<br>Current - 144<br><br>4 actions outstanding from FRA's carried out by EKH (prior Oct 2020)   |

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| <ul style="list-style-type: none"> <li>● Corrective Action Required</li> <br/> <li>● Anticipated impact of corrective action</li> <br/> <li>● Progress with completion of follow up works</li> </ul> | <p><b>1</b> is with the planned team they now have quotes in and planning the budgets<br/> <b>1</b> is with the compliance team, this is a fire door inspection, one of the two courses have now gone ahead and ipads are on order.<br/> <b>2</b> are with the repairs team for new doors. There is delay in manufacturing so they are awaiting for the materials to be delivered before fitting.</p> <p>53 Actions outstanding prior to Oct 21.</p> <p>From Oct 21 to present day, we have 165 actions</p> <p>Housing - closed out <b>29</b> actions in March<br/> Repairs- closed out <b>28</b> action in March<br/> Compliance- closed out <b>51</b> actions in March<br/> Planned works-closed out <b>0</b> actions in February<br/> <b>Total 108</b></p> <p><i>Total of 44 actions became overdue in March.</i></p> <p><b>Total Overdue 144 :</b></p> <p><i>45 overdue with repairs<br/> 8 have appointments in April and May<br/> 20 are waiting for new door sets but there is a delay at the manufacturer, these are expected in May but only estimated time - these actions included more than one door in a block and some have been carried out but action left open as other doors are needed.<br/> 11 No access issues, these actions included more than one door in a block and some have been carried out but action left open as other doors are needed.<br/> 1 is a leaseholder who has had a new front door put in themselves and states it is fire rated. The homeownership team is working with the leaseholder to confirm the paperwork.<br/> 2 action relates to several letterboxes in one block to be upgraded, the TDC residents have been completed but the leaseholders still need completing.<br/> 1 Door to be completed on void<br/> 1 resident has bed bug issues and refusing access however this is a front door and engineer is happy to complete work, letter has been sent to resident<br/> 1 possible abandoned property, NTQ served, ends 16th May</i></p> <p><i>A Lot of the repairs actions relate to more than</i></p> |
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|  | <p><i>one property (doors or letterboxes in one block) most of which have been installed however there is the last one or two in the block that require completing. The action will be closed once these are completed.</i></p> <p><i>Weekly meetings with Mears to ensure open cases are progressed</i></p> <p><b>22 overdue with Compliance</b><br/> <i>15 are loft inspections to be carried out within residents flats. These have had one failed visit. Waiting contractor to rebook.<br/> 1 is waiting for a new alarm, the quote is in from the contractors TDC are getting drawings, planning permission and to run through KFRS<br/> 1 the new alarm has started but no access has happened in some properties, now on third no access.<br/> 1 is for new bin store which is being put on the planned programme when the bin store programme has been set<br/> 1 Planning permission is required<br/> 1 is an elderly leaseholder who was difficult to contact, confirmed appointment now in for May<br/> 2 waiting on fire door inspections, the first fire door course has gone ahead, waiting on l pads to be able to complete inspection, form also needs to be agreed.</i></p> <p><b>38 overdue with Planned</b><br/> <i>All have quotes, the budgets are being agreed.</i></p> <p><b>39 overdue with Housing</b><br/> <i>Tort notices are on going, compliance to work closer with housing to ensure the FRA photos are sent to housing to confirm what items are within the communal area.</i></p> <p><i>We are finding the items are being removed and either put back or other items put within the communal areas.</i></p> |
| <p>Additional, including;<br/> Compliance with fire safety equipment, systems and installation servicing and maintenance programmes.</p> | <p><u>Tower blocks:</u><br/> <u>Staner Court</u><br/> New fire alarms system and AOVs now complete .<br/> <u>Brunswick Court</u><br/> New fire alarm system and AOV upgrade is now complete<br/> <u>Harbour Towers</u><br/> New fire alarm system and AOV upgrade is now</p>  |

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| <ul style="list-style-type: none"> <li>Recording and reporting on property fires to identify trends and target awareness campaigns.</li> </ul> | <p>complete</p> <p><b>Fire Alarms</b> - 22 compliant<br/>9 - Non Compliant</p> <p><b>Four</b> are waiting for new systems to be installed as the old EMS panel is in place and now parts are obsolete.</p> <p><b>Three</b> - Towers blocks are planned works and the programme continued in March at Invicta House. This is mitigated with the waking watch on site.</p> <p><b>One</b> - Royal Creas is part of a project<br/><b>One</b> - Waiting for quote</p> <p><b>AOV</b> - 100%</p> <p><b>Emergency Lighting</b> - 94.96%<br/>The 6 non-compliant have been completed. We are just waiting for the certs from the contractors.</p> <p><b>Fire Extinguishers</b> - 100%</p> <p>No fires were reported in March.</p> |
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Notes: There was a delay in mapping the FRAs and the issue had to be pasted back to the developer. This has now been rectified and FRAs started to be uploaded on TC at the end of February

### Asbestos

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| <p>Total number of properties split by non domestic properties (communal blocks) and 'other' properties</p>               | <p>Domestic - 3054<br/>Communal - 274<br/>Community building - 2<br/>Garage blocks - 34</p>           |
| <p>Properties on the asbestos management / re-inspection programme</p>  | <p>Domestic - 2979<br/>Communal - 117<br/>Community buildings - 2<br/>Communal Garage blocks - 34</p> |
| <p>Properties with a valid in date survey / re-inspection. This is the level of compliance as a number and percentage</p> | <p>Domestic - 1638 54.98%</p> <p>36 Surveys completed in March</p> <p>Communal - 117 100%</p>         |



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|   | <p>Community buildings - 116 98.31%</p> <p>Garages - 1 - 2.94%</p>   |
| <p>Properties due to be surveyed / re-inspected in the next 90 days. This is the early warning system.</p>  | <p>Communal - 0</p> <p>Next surveys aren't due until September. The Compliance Manager and contractor are in discussion to spread this more evenly over the year and there is a spike at the end of the year.</p>  |
| <p>The number of follow up works / actions arising from surveys and the numbers 'completed,' 'in time' and 'overdue.'</p>   | <p>Works domestic: from 19 in February to 15 in March</p> <p>10 - v low<br/>2 - low<br/>3 - Med</p> <p>All legacy actions now complete</p> <p><b>Communal -</b><br/>Two outstanding, both are booked in with the contractors to be encapsulated</p>  |
| <p>Narrative including:</p> <ul style="list-style-type: none"> <li>● Current Position</li> <br/> <li>● Corrective action required</li> <br/> <br/> <br/> <br/> <li>● Anticipated impact of corrective action</li> </ul> | <p>The one legacy action that was outstanding has now been completed and there are no more legacy actions.</p> <ol style="list-style-type: none"> <li>1. To continue to complete the domestic surveys and all remedial works.</li> <li>2. To spread the communal programme more evenly over the year so there isn't such a spike at the end of the year.</li> <li>3. To go through the surveys to see where we can remove some asbestos so we will be able to remove it from the inspection programme.</li> </ol><br><ol style="list-style-type: none"> <li>1. To get to 100% on domestic properties.</li> <li>2. There will not be a spike and rush to complete the communal ones at the end of year which will allow us more time to go through the remedial works and quality of survey.</li> <li>3. This will lower the amount of re inspection surveys we carry out, saving us time and money.</li> </ol> |

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| <ul style="list-style-type: none"> <li>Progress with completion of follow up works - number of actions 'completed,' 'in time' and overdue.</li> </ul> | <p>0 in March, all in date</p> |
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Asbestos Notes: Asbestos will be the final to go on True Compliance.

### Electrical

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| <p>Total number of properties split by domestic, communal blocks and other</p>  | <p>Domestic - 3054<br/>Communal - 274<br/>Commercial buildings - 2<br/>Garages block - 34</p>   |
| <p>Properties on the electrical inspection and testing programme</p>  | <p>Domestic - 3054<br/>Communal - 164<br/>Commercial building - 2<br/>Garage blocks - 1</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>129 properties total with a 10 year EICR<br/><br/>123 compliant with a 10 year EICR<br/><br/>95.34% compliance<br/><br/>Communal 1 properties with 10 year EICR<br/>Domestic 128 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>6 Non compliant<br/><br/>2.28%<br/><br/>Domestic -<br/><b>1</b> of which have expired and forced entries have now been authorised to go ahead. Letters to be sent out to start process<br/><b>3</b> of which have expired are hoarders and with the housing team, referred at the end of March.<br/><b>1</b> non compliant has access issue, it has had its three carded, the compliance team have attempted to make contact but no answer. This property has also been lettered by the contractor and the compliance team. Next step is for the compliance team to visit the property and ask housing for assistance.<br/><br/>Communal - 1 properties with non compliant 10 year EICR (property previously showing on our list as having no communal supply, came to light</p> |

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|  | <p>when searching back through old spreadsheets &amp; raised by the leaseholder who highlighted that she is paying for communal electrics)<br/>                 We completed an unsatisfactory cert for this on 01 February, this is down to it being connected within flat 1s consumer unit. We are getting this separated.<br/>                 The work has now been authorised with our contractor and UKPN and works are to begin in May.</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>3,087 with a 5 year EICR (comm &amp; dom)<br/>                 2,793 Compliant with a 5 year EICR (Com &amp; Dom)<br/>                 90.41% Compliant</p> <p>Communal 161 Blocks with a valid 5 year EICR<br/>                 Domestic 2,631 properties with a valid 5 year EICR<br/>                 Garage - 1 garage with a valid 5 year ECIR</p> <p>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>294 Non Compliant<br/>                 9.58%</p> <p><b>22</b> - Certificates not found - these are being counted as a priority for an EICR (down from 54 last month) One is a completed waiting cert. One is a new building which we are awaiting the cert. 6 with future appointments, 8 with three carded appointments, 4 are ones we have spoken to the resident and there are underlying issues due to disabilities and covid reasons.</p> <p><b>172</b> - Non compliant, unsatisfactory certs (down from 385 last month) 103 came back from NRT 20 are newly unsatisfactory certs, needing remedial works. 46 have had three letters, 4 have had 2 letters, 33 have had at least one letter from contractor NRT only.</p> <p>69 with Mears, 13 Mears have future appointments 12 have had three visits, 12 have had two visits and 16 have had at least one visit</p> |

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|  | <p>26 of the non compliant have been visited by the Compliance Team in March.</p> <p>33 Non Compliant have appointments booked for remedial works / programmed in for April.</p> <p>7 Non compliant we have been told by the contractor have been completed but are awaiting cert - which we have been chasing.</p> <p>These figures will not tally up to 172 as some of the addresses will fall into a few of the breakdowns due to hitting certain criteria so will be counted twice.</p> <p><b>35</b> - Expired (down from 71 last month) All have future appointment dates 13 have had 3 or more carded dates</p> <p><b>6</b> Void - One unsatisfactory cert, remedials are being completed on void. One expired but being completed on void</p> <p><b>19</b> - Are with housing officers which are a mixture of social issues, going through a process. Compliance team and housing are working together to get through these, these are long term issues. However one has an appointment in March.</p> <p><b>40</b> access issues (down from 63 last month )All have had three or more letters/ carded visits, one has a future appointment and another has a three day rewire booked in for April.</p> <p>All of the non compliant/ access issues will be visited/revisited in May by the compliance team and appointments will be made at the door between resident and contractor or a compliance letter will be posted through the door. This was completed in a previous month and out of 107 visits where 42 appointments were booked.</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>27 due in 90 days</p> <p>These have all been sent to the contractor to be planned in.</p> <p>Weekly meetings are still happening with Mears to update and go through any concerns or issues so the compliance team can address.</p>   |

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| <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><b>NRT</b> had 535 over all. NRT has now finished helping with EICR due to budget.</p> <p>NRT completed 378 compliant EICRs</p> <p>22 requires remedial works, as the work has now been completed full EICR is now required as one electrician will not sign off another engineer's work.</p> <p>135 now handed back to Mears, All of which have been lettered by NRT and the compliance team, the compliance team letters were hand delivered.</p> <p><b>Ball Contractor</b> - had 30 address to which they completed 10<br/>Handed back 20</p> <p><b>PJC</b> - 30 overall,<br/>Completed 4<br/>PJC, we are waiting on an update to see if PJC will be continuing.</p> <p><b>CEAS</b> - 40 over all<br/>23 Completed<br/>Waiting for an update on the rest of the jobs.</p> <p>TDC compliance team are calling ahead to confirm the residents appointments.</p> <p>TDC Compliance officer visited 107 properties to make appointments with the residents and contractors on the doorstep. With the resident who weren't in, a letter was dropped.<br/>This process will be repeated with all outstanding EICRs as this proved to be very beneficial with 42 appointments booked on the doorstep.</p> |
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Notes: TDC Compliance team have now loaded the certs on True Compliance and are working on some customisation for TDC.

**Gas**

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|---|--|
| Total number of properties split by domestic, communal blocks and 'other'   | Domestic - 3054<br>Communal - 274<br>Community building - 4<br>Garages block - 34  |
| Properties on the gas / heating programme   | 2607   |
| Properties with a valid in date LGSR certification. This is the level of compliance expressed as a figure and a percentage  | 2607<br>100% Complaint   |
| Properties due to be serviced in the next 30 days. This is the early warning system   | 18 - All have booked appointments and the forced entry process has started.  |
| The number of follow up works / actions arising from any tests / inspections and the numbers completed, in time and overdue | Our new system will provide this information, all certs have been loaded and contractors are now loading the portal. Next step is the remedial work and train contractors on this<br><br>There is a lot of work to be done first to close down ones where there aren't actual works completing |

Notes: True Compliance is now live for the Gas Stream and Gas Call is uploading the LGSRs directly onto the system.

## Glossary

**True Compliance** - a compliance database, recently procured to hold all compliance information.

**LOLER** - Lifting Operations and Lifting Equipment Regulations. This is the inspection that lifts must have twice per year to prove they are safe and compliant. Actions that come out of this inspection fall into the following categories:

- A defect - this is a serious risk to health and safety. The action must be completed there and then or the lift needs to be decommissioned
- B defect - is a low or medium risk to health and safety. This must be completed before the next LOLER inspection in 6 months,

**Entrapment** - when a person or persons becomes trapped in a passenger lift. There is a call point in the lift for them to call for help.

**Legionella Risk Assessment (LRA)** - a programme of inspections required to ensure the risk of stored water supplied to residents (i.e. properties with shared water tanks) is low risk for harbouring legionella bacteria.

**Fire Risk Assessment (FRA)** - a programme of inspections required on flatted blocks that have a shared internal communal space. The frequency is between 1 - 3 years depending on the risk rating of the block.

**EICR** - Electrical Installation Condition Report - carried out once every 5 years on communal areas with an electrical supply on all tenanted properties. We used to be able to obtain 10 year certificates until the regulations changed on 1 April 2021.

**LGSR** - Landlord Gas Safety record - carried out annually