

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

Meeting:	Monthly Monitoring Report to Service Management Team
Date:	09th November 2022
Monitoring Period	September 2022
Author:	Claire Pryce (Asset Manager)
Summary:	<p>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.</p> <p>A summary of the metrics is provided in annex 2          The rate of progress is shown in annex 3. (graph)</p>
Recommendations:	<p>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.</p> <p>Quarterly reports to be escalated formally to Cabinet</p>

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### TDC Housing Stock

<b>Type</b>	<b>No.</b>	<b>Comments</b>
Domestic	3046	
Communal	274	
Garages	354	
Garages block	34	Harbour Towers car park included here
Commercial	3	Under lease: Brunswick community Centre and Newington community Centre, Managed: Millmead Hall

### Lifts

Compliance with written examination schemes for lift plant	14 (100%)  One lift currently under refurbishment (Harbour Towers due to be handed over Nov 22)
Number of Entrapments - month and year to date	Entrapments this month 0 (from Mears) from 0 Precision lifts
Current Assets - lifts / hoist / stairlifts and changes in last month	<p>Hoists belong to KCC</p> <p><b>Stairlifts</b> - 84 Non Compliant - 9 89.29% Compliant</p> <p><b>Eight</b> LOLERs were completed in September and <b>Two</b> Loler was carded due to non access.</p> <p><b>Through floor lifts</b> - 17 Non Compliant - 2 88.24% Compliant</p> <p>Access is a problem, the compliance team phone and cold call the residents and hand deliver a letter where we have had no contact.</p>

Defects identified by insurer inspection - month and year to date	187 Defects identified on the last LOLER reports on passenger lifts from October 2022 to October 2022
Outstanding Defect A and Defect B risk actions as identified in insurers reports	<p>Passenger lifts</p> <p><b>Defect A's - 0</b> <b>Defect B - 27</b></p> <p>28 Actions closed off</p> <p>Home aids (including stairlift and Through floor)</p> <p><b>Defect A</b> Stairlift - 0 Through floor - 0</p> <p><b>Defect B</b> Stairlift - 7 Through Floor - 3</p> <p>3 Defect B's Completed in September</p> <p>10 Remaining Defect B's being chased with the contractor, of which 5 where added in September</p>
RIDDOR Notices issued in relation to lift safety	None

### Water

Properties with a valid in date LRA as a number and overall percentage	30 100% 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 - 0 Medium - 13 Low - 0

Current Position	There has been no movement on the remedial work for the water in September, despite calls to residents being made to chase. Compliance Officer has carried out another letter drop to these residents asking them to get in contact to arrange an appointment
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.
Anticipated impact of corrective action	To complete outstanding actions as soon as possible

### **Fire Risk Assessment**

Properties with a valid in date FRA. This is the level of compliance as a number and overall percentage	167 in date 100%
Properties due for FRA within 90 days. This is the early warning system	8 FRAs (Next FRAs due December 2022)
Follow up works - total number of actions (by priority) raised in period completed and outstanding - and time outstanding	<b><u>19 additional actions raised in September from the FRA programme.</u></b>
Narrative, including <ul style="list-style-type: none"> <li>● Current Position</li> <li>● Corrective Action Required</li> </ul>	Total actions = 111 Overdue - 67 Current - 44  45 Actions were completed in total in October 3 Actions outstanding prior to Sept21.  <u>Actions closed in Sept by team:</u> Housing - closed out <b>19</b> actions Repairs- closed out <b>16</b> action Compliance- closed out <b>5</b> actions Planned works-closed out <b>5</b> actions  <b>Total 45</b>  <i>Total of 0 = actions became overdue in</i>

<ul style="list-style-type: none"> <li>• Anticipated impact of corrective action</li> <li>• Progress with completion of follow up works</li> </ul>	<p><i>September</i></p> <p><b>Overdue 67</b></p> <p><b>2 overdue with repairs</b>  <b>1</b> Job to replace the flat door has been put on hold, due to not being able to force entry, Anti Social Behaviour  <b>1</b> Job to replace door has had one non-accesses, an appointment has been made for October, now looking to see if we can force entry.</p> <p><b>53 overdue with Planned</b>  Due to losing the Planned Fire Surveyor, recruitment is currently out for a new Project Surveyor who will be able to take these actions, Asset Manager is working with Fire Contractor and Mears to arrange appointments for remaining actions.</p> <p><b>10 overdue with Housing</b>  Housing team has been short staffed. A new housing officer started the end of September to bring resource levels back up.</p> <p><i>Weekly meetings are in place with contractors for repairs to go through line by line their actions. And update.</i></p>
<p>Additional, including; Compliance with fire safety equipment, systems and installation servicing and maintenance programmes.</p>	<p><b>Fire Alarms</b> - 23 compliant  12 - Non Compliant  <b>Four</b> - currently these are having new alarms fitted, 3 sites are having access issues, Two blocks works have started  <b>Five</b> - Towers blocks are planned works. This is mitigated with the waking watch on site.  <b>One</b> - Royal Cresc is part of a large project  <b>One</b> - Has failed due to non access to the most of the flats, a joint visit has been arranged with housing, the contractor and compliance officer and asset manager to try and gain access to these flats.  One Failure is being disputed with the contractor by the Asset Manager, due to them stating call points should be fitted, however this block has a stay put policy and would not require call points and the design was agreed by Kent Fire and Rescue and the FRA.</p> <p><b>AOV</b> - 100%</p> <p><b>Emergency Lighting</b> - 100%</p>

<ul style="list-style-type: none"> <li>Recording and reporting on property fires to identify trends and target awareness campaigns.</li> </ul>	<p><b>Fire Extinguishers - 100%</b></p> <p>No fires were reported in October</p>
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**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 - 1819- 61.20 %</p> <p>Communal - 110 100%</p> <p>Community buildings - 2 100%</p> <p>Garages - 25 - 7.33%</p>
<p>Properties due to be surveyed / re-inspected in the next 90 days. This is the early warning system.</p>	<p>Communal - 73</p> <p>All with the contractor and planned in before their due date.</p> <p>16 Booked in for October and 47 Booked in for November</p>
<p>The number of follow up works / actions arising from surveys and the numbers 'completed,' 'in time' and 'overdue.'</p>	<p>Works domestic:</p> <p>4 - v low 5 - low 7 - Med 0 - High</p> <p>Constant surveys coming in and works being booked in and completed with the contractor, compliance admin sending letters out for residents to get in contact where we have had non access and new appointments are being made.</p> <p><b>Communal -</b></p> <p>Zero outstanding</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 - number of actions 'completed,' 'in time' and overdue.</li> </ul>	<p>Worksteam BAU - no issues</p>
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### Electrical

<p>Properties with a valid in date EICR</p>	<p>Communal - 99.38%</p> <p>Domestic - - 91.30%</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><b>In the Month of Sept:</b></p> <p><b>88</b> EICRs were made compliant in September and 2 were unsatisfactory due to further works where the works were unable to be completed at the time of the inspection and appointments for the follow up works have been made.</p> <p>TDC compliance team are still calling ahead to confirm appointments.</p> <p>Forced Entries are being booked in.</p> <p>We are finalising the procurement of an additional TDC Contractor to take a further 100 EICRs for the 2022-23 programme.</p>

### 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>2793</p> <p>100.00% Compliant</p>
<p>Properties due to be serviced in the next 30 days. This is the early warning system</p>	<p>7</p> <p>All have booked appointments and the forced entry process has started.</p>



<p>The number of follow up works / actions arising from any tests / inspections and the numbers completed, in time and overdue</p>	<p>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</p> <p>There is a lot of work to be done first to close down ones where there aren't actual works completed. This is still ongoing.</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 - number of actions completed, in time and overdue</li> </ul>	<p>Worksteam BAU - no issues</p>