

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

Meeting:	Monthly Monitoring Report to Service Management Team
Date:	05/05/2023
Monitoring Period	Q4 - Jan 23 to Mar 23
Author:	Claire Pryce (Asset 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. 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

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TDC Housing Stock

Type	No.	Comments
Domestic	3047	
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%)
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	Hoists belong to KCC Stairlifts - 79 Non Compliant - 7 91.14% Compliant Through floor lifts - 17 Non Compliant - 3 88.24% Compliant
Outstanding Defect A and Defect B risk actions as identified in insurers reports	Passenger lifts Defect A - 0 Defect B - 17 (9 added in Mar23) No of Defect B completed in Q4 - 32 Home aids (stairlifts and through floor lifts) Defect A - 0 Defect B - 18
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
Number of follow up works / actions arising from risk assessments and inspections - completed / in time and overdue	High Risk - 41 Medium - 45 Low - 5 17 High actions added in Jan 23 6 Medium actions added in Jan 23 49 High actions added in Feb 23 43 Medium actions added in Feb 23 5 Low actions added in Feb 23
Current Position	28 Risk assessments completed in Q4 29 High actions closed in Mar 23 19 Medium actions closed in Mar 23
Progress with completion of follow up works - number of actions completed / in time / overdue	Medium Risk Actions - 13 outstanding 13 Overdue

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%
Follow up works - total number of actions (by priority) raised in period completed and outstanding - and time outstanding	25 FRAs completed in Q4 87 new actions added in Q4
Narrative, including <ul style="list-style-type: none"> ● Current Position 	Total actions = 190 Overdue - 142 Current - 48

<ul style="list-style-type: none"> ● Corrective Action Required ● Anticipated impact of corrective action ● Progress with completion of follow up works 	<p>1 actions outstanding from FRA's carried out by EKH (prior Oct 2020)</p> <p>12 Actions outstanding prior to Oct 21.</p> <p>Housing - closed out 22 actions in Q4., Repairs- closed out 40 action in Q4 Compliance- closed out 21 actions in Q4 Planned works-closed out 34 actions in Q4 Total 117</p> <p>Total of 17 actions became overdue in Q4</p> <p>Overdue 142</p> <p>9 overdue with repairs 5 Of these are door replacements where there are access issues. 3 are new that have been added within Q4 and the doors are on order.</p> <p>110 overdue with Planned These are all jobs for flat door and communal replacements, a specification is currently being drawn up and a programme and costs to be able to produce a cabinet report for Budget requirements. 8 are currently with the contractor, work in progress</p> <p>10 overdue with Housing These actions relate to Mobility Scooters, housing contacting the residents.</p> <p>5 Overdue in Compliance, 2 signs due in April to be fitted, 1 Roof void inspection booked with DDS for Q1 and 1 action needs to be discussed with DDS and Gas Contractor.</p>
<p>Additional, including; Compliance with fire safety equipment, systems and installation servicing and maintenance programmes.</p>	<p>Fire Alarms - 23 - compliant 8 - Non Compliant One- are currently waiting to have a new alarm fitted, this is due to start in April. Five - Towers blocks are planned works. This is mitigated with the waking watch on site. One - Royal Crescent is part of a large project, which is currently out on the procurement portal. One - Previous access issues to all flats, arrangements have been made to visit all flats in April to gain access. Letters and posters have been put up at the block and our leasehold and Housing team have also helped to arrange appointments.</p>

<ul style="list-style-type: none"> Recording and reporting on property fires to identify trends and target awareness campaigns. 	<p>AOV - 92.86%</p> <p>One failure due to two vents not opening , handles have been broken,currently. Contractor has visited and bespoke window parts need to be made. Order raised and awaiting date.</p> <p>Emergency Lighting - 100%</p> <p>Fire Extinguishers - 100%</p> <p>One Fire reported in Q4, which was investigated by the police and was found to be arson. 4 Flats decanted and resident re-housed, no casualties, Insurance now dealing with the block in question.</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 - 1978 - 66.76 %</p> <p>Communal - 109 100%</p> <p>Community buildings - 2 100%</p> <p>Garages Individual - 25 - 7.33%</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>6 - v low 5 - low 3 - Med 0 - High</p> <p>Constant surveys coming in and works being booked in and completed with the contractor.</p> <p>2 medium action completed in Q4 12 Low action completed in Q4 7 Very Low action completed in Q4.</p> <p>Communal - Zero outstanding</p>

Electrical

Properties with a valid in date EICR	Communal - 99.37% Domestic - 2855 - 93.70%
Properties which are due to be inspected within next 30 days - this is the early warning system	30 properties due
Narrative including: <ul style="list-style-type: none"> ● Current Position ● Corrective action required ● Anticipated impact of corrective action ● Progress with completion of follow up works 	<p>Communal Update - 1 overdue - UK Power Networks completed works Feb 23. In the process of trying to arrange a new meter to be installed.</p> <p>Domestic update - Total 214 compliant EICR certificates delivered in Q4</p> <p>To improve compliance we have done the following:</p> <ul style="list-style-type: none"> ● Mirroring the gas safety process for carry out forced entries to properties that are not giving access ● Weekly meetings for senior officers from TDC and contractors to monitor contractor performance.

Gas

Properties with a valid in date LGSR certification. This is the level of compliance expressed as a figure and a percentage	2794 100.00% Complaint
The number of follow up works / actions arising from any tests / inspections and the numbers completed, in time and overdue	34 follow on actions as of the end of March 23. These will be passed to the new gas contractor BSW for action.
Narrative including: <ul style="list-style-type: none"> ● Current Position ● Corrective action required ● Anticipated impact of corrective action ● Progress with completion of follow up works - number of actions completed, in time and overdue 	100.00% New gas contractor starts the 01st April 2023, Mobilisation strategy of the contract will ensure the smooth handover of the gas safety programme.