

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

Meeting:	Monthly Monitoring Report to Service Management Team
Date:	04/01/2023
Monitoring Period	December 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. The details of the current position with rates of compliance are detailed in appendix one.</p> <p>The rate of progress is shown in appendix two. (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

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 / stairlifts and changes in last month	<p>Stairlifts - 81 Non Compliant - 10 87.65% Compliant</p> <p>7 LOLERs completed in December 3 non access.</p> <p>Through floor lifts - 16 Non Compliant - 3 81.25% Compliant</p> <p>2 LOLERs completed in December 2 non access.</p>
Outstanding Defect A and Defect B risk actions as identified in insurers reports	<p>Passenger lifts Defect A's - 0 Defect B - 35</p> <p>Home aids (stairlifts and through floor lifts) Defect A - 0 Defect B - 14</p>
RIDDOR Notices issued	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	2 Due in January 2023 and have been booked in and 25 Due in February 2023 which have also been booked in
Number of follow up works / actions arising from risk assessments and inspections - completed / in time and overdue	High Risk - 0 Medium Risk - 12 (100% overdue) Low Risk - 0
Current Position	One Medium action was completed in December, the remaining 12 actions are legacy actions that we cannot gain access to.
Corrective Action required	Continue to contact and negotiate with residents to gain access.

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	16 Due in February 2023 - all booked in within the expiry date
Follow up works - total number of actions (by priority) raised in period completed and outstanding - and time outstanding	8 New FRAs completed in December with 41 new actions added in Quarter 3 Total actions = 173 142 actions are overdue
Narrative, including <ul style="list-style-type: none"> ● Current Position 	130 Actions completed in total in Quarter 3 Overdue Actions 142 <u>11 overdue with repairs</u> 1 - to replace the flat door - on hold due to not being able to force entry - ASB

	<p>1 - to replace front door has had two non-accesses, the latest being in December, now looking to see if we can force entry. 2 - included within insurance works 7 - appointments booked</p> <p><u>115 overdue with Planned</u> Works have stalled due to unsuccessful recruitment to project surveyor (fire) post.</p> <p>Works are being issued to contractor but not at the same pace - currently awaiting quotes</p> <p><u>9 overdue with Housing</u> Relate to Mobility Scooters, housing contacting the residents.</p> <p><u>7 Overdue in Compliance</u> 2 - signage being ordered 5 - visits required</p>
<p>Additional, including; Compliance with fire safety equipment, systems and installation servicing and maintenance programmes.</p>	<p>Fire Alarms - 11 - compliant 20 - Non Compliant:</p> <p>4 - are currently having new alarms fitted. Experiencing issues with access</p> <p>5 - Towers blocks are planned works. This is mitigated with the waking watch on site.</p> <p>1 - Is part of a large project 1 - Has failed due to non access to 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>Nine - Became overdue at the end of December and are booked in to be completed in January.</p> <p>AOV - 92.86%</p> <p>One failure due to two vents not opening , handles have been broken,currently awaiting date from contractor.</p>

<ul style="list-style-type: none"> Recording and reporting on property fires 	<p>Emergency Lighting - 100%</p> <p>Fire Extinguishers - 100%</p> <p>No fires were reported in December</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 - 1923 - 64.73 %</p> <p>Communal - 109 100%</p> <p>Community buildings - 2 100%</p> <p>Garages Individual - 25 - 7.06%</p>
<p>Properties due to be surveyed / re-inspected in the next 90 days. This is the early warning system.</p>	<p>Communal - 19</p> <p>All with the contractor and planned in before their due date.</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>8 - v low</p> <p>8 - low</p> <p>6 - Med</p> <p>0 - High</p> <p>Communal - Zero outstanding</p>

Electrical

Properties with a valid in date EICR	Communal - 99.37% Domestic - 2801 - 91.93%
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>In the Month of Dec:</p> <p>Communal Update - 1 overdue - UK Power Networks cancelled the appointment that was booked for December and we are now awaiting a new appointment date from them.</p> <p>Properties: -</p> <p>178 EICR's completed in Q3 260 no access</p> <p>We have a high rate of no access and therefore we have in place a forced access procedure. These were successful - In December 11 Forced entries were booked. 5 were completed before the force entry appointment. 6 were completed on the force entry appointment.</p> <p>Mears December Stats:- 76 Properties Carded 45 Completed Satisfactory EICRs 12 Unsatisfactory EICRs</p> <p>Mears October Stats 89 Carded 40 Completed Satisfactory 3 Remedials completed</p> <p>Mears Nov Stats 95 Carded 56 Completed 21 remedial works completed</p> <p>NRT December Stats:- 37 Completed Satisfactory EICRs 8 Properties Carded</p>

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
Properties due to be serviced in the next 30 days. This is the early warning system	24 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	40 follow on actions as of the end of December..
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% January and February we have a peak in servicing, Gas Call has the required resources in place to ensure the servicing is completed within time and has the use of engineers from other areas if required, this is being closely monitored with Gas Call.