

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

Meeting:	Monthly Monitoring Report to Service Management Team
Date:	11/08/23
Monitoring Period	Q1 - Apr 23 to June 23
Author:	Claire Pryce - Building Safety and Compliance 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

**TDC Housing Stock**

Type	No.	Comments
Domestic	3045	
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	<p>Hoists belong to KCC</p> <p><b>Stairlifts</b> - 76 Non Compliant - 1 98.68% Compliant</p> <p>Non compliant stair lift is in the process of being decommissioned.</p> <p><b>Through floor lifts</b> - 17 Non Compliant - 1 94.12% Compliant</p>
Outstanding Defect A and Defect B risk actions as identified in insurers reports	<p><b>Passenger lifts</b> Defect A - Zero outstanding at the end of Q1 Defect B - Zero outstanding at the end of Q1</p> <p><b>Stairlifts</b> <b>3</b> B Defects Outstanding at the end of Q1</p> <p><b>Through floor lifts</b> <b>9</b> B Defects Outstanding at the end of Q1</p>
RIDDOR Notices issued	None

### Water

Properties on the LRA Program	30 (2 of these are Community Halls)
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	<p><b>Number of actions outstanding at the end of Q1:</b> High Risk - 9 Medium - 24 Low - 1</p> <p><b>No. actions completed in Q1:</b> 38 High Actions completed in Q1 26 Medium actions completed in Q1 4 Low actions completed in Q1</p>



	<p>completed. Contract is high value and will need budget approval from full council.</p> <p><b><u>12 overdue with Housing</u></b>  These relate to scooters and resident storage issues that housing are trying to resolve.</p> <p><b><u>9 Overdue in Compliance</u></b>  2 actions - Compartmentation inspections with loft spaces required, currently awaiting asbestos reports to be completed before these can commence.  4 - actions relating to fire alarm detection, orders raised for the installation of alarms to LD2 coverage.  3 - action issues with key access to cupboards - arranging for keys to be located and cupboards inspected for any rubbish.</p> <p>Weekly meetings are in place with contractors for repairs to go through line by line their actions.</p>
<p>Additional, including;  Compliance with fire safety equipment, systems and installation servicing and maintenance programmes.</p>	<p><b>Fire Alarms - 28 - compliant</b>  3 - Non Compliant  <b>1x</b> became overdue in June 23 due to an issue with a resident changing a lock to a door, housing have been involved and a lock change has been arranged.  <b>1x</b> - Royal Crescent small block - new alarm system required, awaiting ems and elec-sec to attend to scope out new install requirement and to quote.  <b>1x</b>- Royal Crescent larger block - Additional detectors required - Quote received currently awaiting works to be booked in.</p> <p><b>note</b> - 5 Tower blocks - certificate states are non-compliant due to there not being enough sounders for evacuation policy, works are being undertaken to fit the mitigation alarms and sounders. This has been discussed with the Fire Risk Assessor and due to there being a waking watch in place - this mitigates the risk. So these will now be reported as being compliant.</p> <p><b>AOV - 92.86%</b></p> <p>One failure - additional parts required following the repair visit in June 23, additional parts ordered and works due to be completed in July 23.</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>Emergency Lighting - 100%</b>  <b>Fire Extinguishers - 100%</b></p> <p><b>No fires reported in Q1</b></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>Communal - 109 100%  Domestic - 2094 - 70.67 %  Community buildings - 2 100%</p>
<p>The number of follow up works / actions arising from surveys and the numbers 'completed,' 'in time' and 'overdue.'</p>	<p><b>Domestic properties:</b>  10 - v low  4 - low  5 - 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 properties:</b>  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</li> </ul>	<p>Worksteam BAU - no issues</p>

**Electrical**

<p>Properties with a valid in date EICR</p>	<p>Communal - 99.37%  Domestic - 2938 - 96.45%</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> </ul>	<p><b>As of end of Q1.</b></p> <p>Communal Update - 1 overdue - UK Power Networks completed works Feb 23. Currently awaiting British Gas to give a date for new metre</p>

<ul style="list-style-type: none"> <li>Progress with completion of follow up works</li> </ul>	<p>install.</p> <p><b>Total EICR completed: 125</b></p> <p>16 Properties became unsatisfactory in Q1</p> <p><u>107 properties non compliant:</u></p> <p>1 x abandoned property NTQ served  33x arranging forced access  55 Remedials with appointments or are progressing to force entry  18 Hoarding Properties - working with housing and residents</p> <p>Building Safety and Compliance Manager continuing to have weekly meetings with Mears, to ensure progress is being made and any blockages can be discussed.</p>
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**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>99.93% -</p>
<p>Properties with an expired out of date LGSR certification. This is the level of non compliance expressed as a figure and a percentage</p>	<p>2 0.07%</p>
<p>The number of follow up works / actions arising from any tests / inspections and the numbers completed, in time and overdue</p>	<p>21 follow on actions as of the end of Q1 these are with BSW and booked in or parts on order</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>1 x property expired 01/07/2023 - Forced access carried out and sadly the resident had passed. The police have secured the property and have not returned the keys.</p> <p>1 x property expired 08/06/2023 - gas has been capped previously but unable to check the meter due to levels of hoarding. This is currently progressing through the legal route for an injunction but it is going to be a long process</p>