

HOMES & COMMUNITIES COMMITTEE

13 SEPTEMBER 2021

HOUSING SERVICE COMPLIANCE QUARTER 1 OUT TURN PERFORMANCE

1.0 Purpose of Report

1.1 This report provides the Committee with an overview of compliance performance of the housing service for quarter at the end of June 2021.

2.0 Background Information

2.1 This report gives a summary of the performance of the housing compliance function at the end of June 2021 which provides assurance that homes are safe and services are of a high standard and meet legal and regulatory requirements as a landlord.

2.2 This report provides Members with an opportunity to comment on the performance set out in this report.

3.0 Performance report

3.1 The report contains information on compliance performance to provide Members with oversight and input into these essential services. The report includes, amongst other matters information on the following:

- A summary of the Council's housing stock;
- Landlord responsibilities for a range of building safety measures including fire protection, gas, asbestos, electrical and water

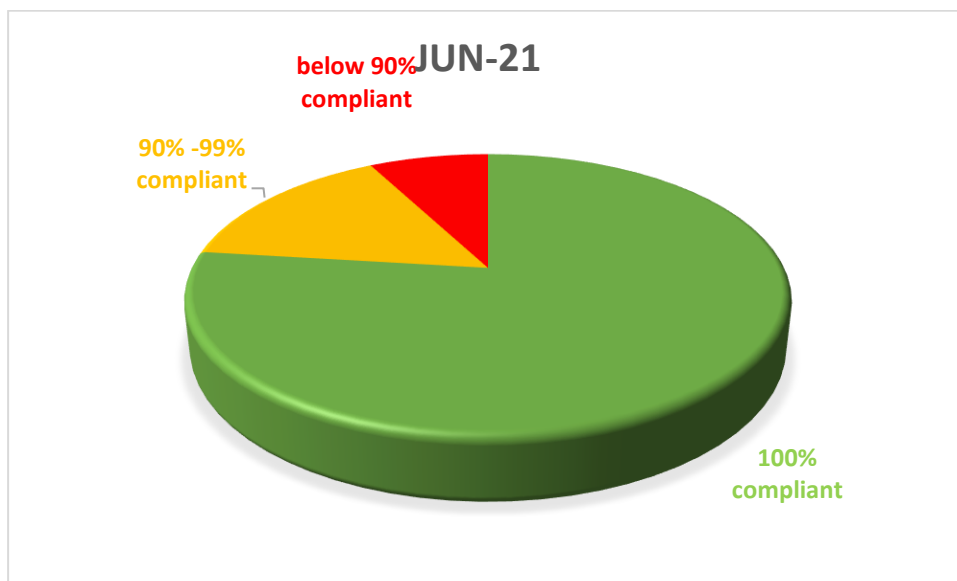
3.2 A separate report will be submitted to this committee relating to the operational performance of other key housing services.

3.3 Current overall annual performance has improved since the last report and is shown in the pie chart in 3.4 . At the end of the last financial year we reported upon 23 areas, this has been increased to 27 areas. The new areas which are reported now are

- Heat Pump – servicing
- Electrical heating – servicing
- Housemark Data -Domestic EICR certified up to five years old
- Community rooms – monthly checks

Month	Compliant (Green)	90% -99% compliant (Amber)	Below 90% compliant (RED)
July 2020	14 Areas	4 Areas	4 Areas
September 2020	16 Areas	5 Areas	1 Area
December 2020	17 Areas	3 Areas	2 Areas
March 2021	18 Areas	4 Areas	1 Area
June 2021	20 Areas	4 Areas	3 Areas

3.4 Full details of these performance indicators along with associated commentary are included at Appendix 1 to this report. The report has also been redesigned to group areas of work together and to include greater information for clarity.



3.5 To assist the reader, performance against the 27 indicators are RAG rated, as follows:

- Green: At target.
- Amber: Within 10% of target.
- Red: below 10% of target

3.6 Of note within the amber segment is the position on gas servicing, which is now only 2.21% out of compliance with 63 properties not having their annual service carried out by the anniversary date of the previous one. This time last year the figure was 158 properties this is due to the peak number of services due in May though to July. An increase in engineers to tackle this was planned and implemented; however, performance has been adversely affected due to a significant increase in staff, operatives and tenants who are being told to self-isolate at short notice through the NHS app and school bubbles.

The number of services will drop significantly in August and allow the contract to catch up and bring performance back on track.

3.7 Within the red segment, the report highlights access problems on two of the heating areas that is communal boilers and LPG gas. Both of these areas have very small numbers to report on and if 1 property has no access then they fall into the red. The other red area is Electrical Domestic Testing . Additional electricians have started on the contract to improve and speed up the progress. This is being closely monitored to make sure the programme moves on.

4.0 Equalities Implications

4.1 There are no direct equalities implications arising from this report though as part of how we manage these services, we consider the tenants individual circumstances and

work with them through our housing services to achieve compliance based on the tenants circumstances.

5.0 Financial Implications FIN21-22/158

- 5.1 There are no direct financial implications arising from this report. However, it should contribute to Members' understanding of the way in which resources are allocated to meet our statutory and regulatory responsibilities to ensure we keep our tenants and residents safe in their homes.

6.0 Community Plan – Alignment to Objectives

- 6.1 The performance of the housing service contributes to creating more and better quality homes through our roles as landlord, developer and planning authority.

7.0 Comments of Director

- 7.1 It's essential that the Committee receives quality, timely information to enable it to oversee the Council's management of tenants' homes and services and the health and safety of our residents.

- 7.2 Feedback is also welcome on areas of service where the Committee would benefit from a more in depth briefing to enhance Members' understanding of the services being provided including our legal and regulatory responsibilities.

8.0 RECOMMENDATION(S)

That the Committee notes the performance of the housing service compliance functions.

Reason for Recommendation(s)

This report provides an opportunity for members of the Homes & Communities Committee to have continued oversight into the performance of the housing management service, in relation to statutory and regulatory compliance and best practice.

Background Papers

Nil

Suzanne Shead
Director – Housing, Health & Wellbeing

Appendix 1- Compliance performance

Newark & Sherwood District Council Compliance Reporting

For the month of June 2021 (Housing Services Compliance Performance)

Prepared by Mark Plant

1) Asset Base

Total no. of individual dwellings / properties being managed	5,736
Total no. of "blocks" being managed Note: "Blocks" relates to multiple dwellings contained within one building i.e. flats, bedsits, maisonettes, apartments, HMO's etc.	337
Total no. of non-residential units (i.e. commercial properties including offices, retail units, storage facilities etc.)	3

2) Stock Type

Residential	Number of Units
Social & affordable housing	
Rented	5542
Leasehold/Shared Ownership	161
Non-Housing	
Community centres	33
TOTAL	5,736
Total requiring servicing	5,578

3) How to Read This Report

This document reports on the compliance activities due to take place each month.

The Annual Target column indicates the total number of compliance activities expected in the year.

The number of activities due in the month is shown in the column headed **Target for Month**.

Note: Any work not carried out in the previous month will be carried forward and added to this figure.

The Total for Month column records the actual number of compliance activities carried out in the month

The **Outstanding** column records the number of activities due in the month but not completed by the end of the month.







The final 2 **Compliance** columns record the annual and monthly compliance percentage at the time of the report.

RAG Rating is included to assist the reader, as follows;

- Green: At or above your target.
- Amber: Within 10% of your target.
- Red: Less than 10% of your target

4) Work Activity

Fire Safety

Fire	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Type 3 Fire Risk Assessments	135	21	21	0	100% 	100% 
Fire Alarm Testing (including emergency lighting)	6780	540	540	0	100% 	100% 
Sprinkler system	3	0	0	0	100% 	100% 
Comments: All still compliant Type 3 fire risk assessments are now underway and are on target against programme and compliance targets. 94 FRA's Now complete						

Type 3 Fire Risk Assessment rectification

Below are the remedial actions highlighted during the Type 3 Fire Risk Assessment divided by risk.

	HIGH	MEDIUM	LOW	Grand Total
Burgage Close	2	43	13	58
Chatham Court	13	53	24	90
Coghill Court	2	43	19	64
Kings Court	5	47	18	70
Wolfit Avenue	17	92	41	150
Westgate	1	8	3	12
Town Mill Close	1	5	2	8
Cleveland Square	0	4	0	4
Grange Road	7	20	24	51
Sycamore Close	0	5	3	8
Lord Hawke Way	9	2	5	16
Bakewell Court	1	11	1	13
Sheppards Court	1	3	1	5
California Road	4	5	3	12
Warwick Road	1	5	2	8
Manthorpe Way	2	4	4	10
Vessey Close	0	2	1	3
Bakewell House	0	2	1	3
Wilfred Avenue	1	4	0	5
The Green	3	3	6	12
Grand Total	70	361	171	602

This is the same works broken down into the following:







- Further action – this is work that may need further investigation or larger scale works that require programming in such as replacement of fire doors
- Work In progress
- Completed









	Further Action	Work In Progress	Complete	Further Action	Work In Progress	Complete	Further Action	Work In Progress	Complete
Burgage Close			2	23	20		5	8	
Chatham Court	3	7	3	22	6	25		14	10
Coghill Court		1	1	11	26	6		13	6
Kings Court	1	2	2	19	20	8		11	7
Wolfit Avenue	11	5	1	43	33	16	4	24	13
Westgate		1		2	5	1		2	1
Town Mill Close		1		3	2			1	1
Cleveland Square				2	1	1			
Grange Road	1	4	2	10	9	1	2	12	10
Sycamore Close				3	1	1		2	1
Lord Hawke Way	2	5	2		2		3		2
Bakewell Court			1	8	2	1	1		
Sheppards Court	1			2	1			1	
California Road	1	1	2	4	1		2		1
Warwick Road		1		3	2			2	
Manthorpe Way		1	1	4			1	1	2
Vessey Close				1	1			1	
Bakewell House				1	1			1	
Wilfred Avenue			1	3		1			
The Green	1	1	1	3			2	2	2
Grand Total	21	30	19	167	133	61	20	95	56

NB: Signage has been delivered so a lot more work in progress actions should be complete next month

The total number of remedial actions will be reported monthly and the figures are reviewed in more details at the monthly Fire Forum, where the detail of the Type 3 Fire Risk Assessments are taken and remedial actions are agreed.

Heating Appliance Servicing

Heating Systems	Annual Target	Target for Month	Total for Month	Outstanding *	Compliance	
					Annual	Month
Valid Gas Annual safety Inspection*	5196	870	725	63	98.79% 	92.76% 
Solid Fuel	23	2	0	2	91.30% 	0% 
Oil Servicing	205	41	39	2	99.02% 	94.87% 

LPG Gas Servicing	3	1	0	1	66.67% 	0% 
Commercial Boilers	3	1	0	1	66.67% 	0% 
Heat Pumps	89	0	0	0	100% 	100% 
Electric	18	0	0	0	100% 	100% 

Comments:

There is a continual push to get into the out of compliance properties. Extra resources have been supplied to cover the increase in servicing over the next few months

There is a breakdown below of all the out of compliance properties.

Please see the out of compliance table below for individual details on out of compliance properties

Workings out

Total heating appliances serviced	5537
Duel Fuel systems	9
No heating system required service	32 (Vale View electric with smoke alarms tested on fire alarm test by HD)
Properties covered by servicing etc.	5578

N.B. Please note that total stock number can change due to right to buys and new developments coming on line. Also heating can change due to replacements as some come to the end of their life

Out of Compliance Gas Properties

<u>Reference</u>	<u>Expiry</u>	<u>Next Service Appt</u>	<u>Comments</u>
1002477	2021-04-17	14/07/2021	<u>Legal Pack Received</u> Tenant has been unable to return home from Greece due to health issues and limited flights. Appointment booked after tenants isolation period
1002880	2021-04-24		<u>Legal Pack Received</u> Sent to legal to apply for an injunction 28/05/2021
1004656	2021-05-27		<u>Legal Pack Received</u> Sent to legal to apply for an injunction 16/06/2021
1002372	2021-05-28	06/07/2021	
1007412	2021-05-29		<u>Legal Pack Received</u> Sent to legal to apply for an injunction 16/06/2021
1003045	2021-06-02		<u>Legal Pack Received</u> Injunction appointment booked 09/07/2021 @ 12:00
1001963	2021-06-02		<u>Legal Pack Received</u> Sent to legal requesting an lba to be sent 07/06/2021.





1001334	2021-06-02		Legal Pack Received Sent to legal to apply for an injunction 16/06/2021
1006849	2021-06-05	07/07/2021	
1000036	2021-06-08	10/07/2021	
1003291	2021-06-09	07/07/2021	
1000137	2021-06-10	16/07/2021	
1004501	2021-06-11	07/07/2021	
1001414	2021-06-12	07/07/2021	
1000054	2021-06-12		Legal Pack Received Sent to legal requesting an lba to be sent 18/06/2021
1000155	2021-06-15	07/07/2021	
1000426	2021-06-15	07/07/2021	
1005774	2021-06-15	16/07/2021	
1000167	2021-06-16	05/07/2021	
1001600	2021-06-16	14/07/2021	
1006268	2021-06-16	15/07/2021	
1005430	2021-06-17		
1001220	2021-06-17	16/07/2021	
1001408	2021-06-17	16/07/2021	
1000499	2021-06-18	14/07/2021	
1005318	2021-06-18	15/07/2021	
1001960	2021-06-18	15/07/2021	
1000935	2021-06-18		
1005849	2021-06-18		
1002895	2021-06-18		VOID
1000150	2021-06-19	07/07/2021	
1000219	2021-06-19	05/07/2021	
1000065	2021-06-19	14/07/2021	
1001835	2021-06-19	16/07/2021	
1001159	2021-06-22	01/07/2021	Legal Pack Received Injunction appointment booked 12/07/2021 @ 9:00am
1002857	2021-06-22	08/07/2021	
1004599	2021-06-22	07/07/2021	
1000644	2021-06-22	14/07/2021	
1000604	2021-06-22	14/07/2021	
1000410	2021-06-22	14/07/2021	
1003913	2021-06-22	15/07/2021	
1004546	2021-06-22	16/07/2021	
1001759	2021-06-23	16/07/2021	
1001934	2021-06-23	16/07/2021	
1004448	2021-06-24	14/07/2021	
1000637	2021-06-24	14/07/2021	
1000578	2021-06-24	14/07/2021	
1005816	2021-06-24	14/07/2021	
1001524	2021-06-24	15/07/2021	
1001365	2021-06-24	15/07/2021	
1003296	2021-06-24	15/07/2021	

1002749	2021-06-24	15/07/2021	
1001379	2021-06-24	16/07/2021	
1006676	2021-06-24	16/07/2021	
1001690	2021-06-24	13/07/2021	
1003796	2021-06-24		
1000651	2021-06-25	14/07/2021	
1000660	2021-06-25	14/07/2021	
1000142	2021-06-25	14/07/2021	
1001542	2021-06-25	15/07/2021	
1002953	2021-06-25	15/07/2021	
1002143	2021-06-25	15/07/2021	
1007457	2021-06-25	15/07/2021	
1006923	2021-06-25	15/07/2021	
1006350	2021-06-25	15/07/2021	
1003827	2021-06-25	16/07/2021	
1003694	2021-06-26	16/07/2021	
1000107	2021-06-29	16/07/2021	
1004581	2021-06-30	08/07/2021	
1003763	2021-06-30	16/07/2021	



N.B.1 Extra resources have been supplied by the contractor to increase the number of services carried out for the next few months. This will continue until all the out of compliance jobs are services and the figures are back to normal






NB2. Increased monitoring of the contractor is in place and extra resources have been requested to aid in this heavy period of work.

Asbestos Works





Asbestos	Annual Target	Target for Month	Total to Month	Outstanding	Compliance	
					Annual	Month
Asbestos Surveys (Domestic)	333 (Running total 178)	27	100	0	100% 	100% 
Asbestos Surveys (Communal)	127 (per 1999 blocks)	20	124	0	100% 	100% 
Comment Domestic targets we have targeted circa 333 (27 per month) surveys on domestic dwellings per annum Communal blocks are all within compliance but we are going to align these with the FRA						

Electrical Safety







Electrical 5 Year	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Domestic Testing	807 (running total 160)	394	89	305	62.85% 	23% 

Housemark Data - Domestic EICR certified up to five years old	5535	394	89	305	94.75% 	N/A
Non-domestic Testing	130	4	4	0	100% 	100% 
PAT Testing	37	0	0	0	100% 	100% 
Comments: Domestic Testing started slow this year with poor access. Additional electricians have started on the contract to improve and speed up the progress. This is being closely monitored to make sure the programme moves on						





Water Safety

Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Legionella	163	10	10	0	100% 	100% 
Gladstone house Bacteria Testing Potable Water	1	0	0	0	100% 	100% 
Comments: All compliant						









Lifting Equipment

Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Passenger and Goods Lift Servicing	96	8	8	0	100% 	100% 
Stair lift Servicing	92	19	17	2	97.83% 	87.47% 
Hoist Servicing	30	10	8	2	93.33% 	80% 
Comments: All four (2 x stair lifts and 2 x hoists) out of compliance have appointment made with the tenant (one is at the end of July due to the tenant having operations and not being available)						

Environmental

Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Play Park Inspections	884	85	85	0	100% 	100% 
Tree Surveys	1	0	0	0	100% 	100% 
Comments: All Compliant Tree surveys are undertaken every 5 years and were completed in March 2019						

Blocks

Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
General Block Inspections	1164	100	100	0	100% 	100% 
Gladstone House Air Conditioning	1	0	0	0	100% 	100% 
Gladstone House Commercial Ductwork	1	0	0	0	100% 	100% 
Community Rooms	396 (33 community rooms inspected monthly)	33	33	0	100% 	100% 

Comments

All compliance

Four blocks on Wolfit Avenue were missing from the programme discovered 02-06-21, included from June 2021 onwards.

This month we have added in the monitoring of the community rooms, this covers the following:

- Fire doors - condition
- Fire Extinguishers - condition
- Fire Signage – in place
- Means of Escape – kept clear
- Emergency Lighting – working order
- Residents – any ASB
- Water Temp – legionella flush out
- Kitchen - condition
- Toilets - condition
- Notice Board – up to date

Outstanding issues in communal rooms

Block	Issue date reported	Outstanding issue
Wellgreen House	14/6/21	Ceiling replacement/repair
Beaumont Walk	14/6/21	Ants nest, gents toilet
De Lacy Court	7/6/21	Taps in toilet not working