

HOMES & COMMUNITIES COMMITTEE

22 NOVEMBER 2021

HOUSING SERVICE COMPLIANCE 2ND QUARTER 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 at the end of September 2021.

2.0 Background Information

2.1 This report gives a summary of the performance of the housing service compliance functions at the end of September 2021 to ensure that homes and services are of a high standard and meet legal and regulatory requirements.

2.2 This report provides Members with an opportunity to comment on the performance of the housing services compliance functions.

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:

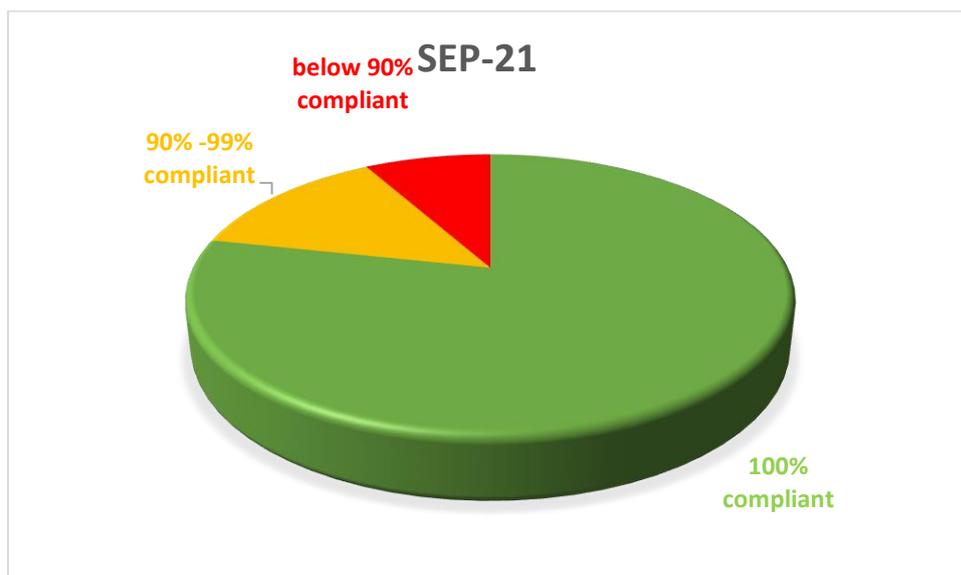
- Landlord responsibilities for a range of building safety measures including fire protection, gas, lifts, asbestos, electrical and water. It also summarises details of the Council's housing stock.

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 below, over the last year the number of areas reported on has risen from 22 areas to 27 areas that are now reported. Also there is more detailed reporting in areas such as Fire Safety, Heating Compliance and Communal areas.

Month	Compliant (Green)	90% -99% compliant (Amber)	Below 90% compliant (RED)	Total no. reporting areas
June 2020	14 Areas	4 Areas	4 Areas	22
September 2020	16 Areas	5 Areas	1 Area	22
December 2020	17 Areas	3 Areas	2 Areas	22
March 2021	18 Areas	4 Areas	1 Area	23
June 2021	20 Areas	4 Areas	3 Areas	27
September 2021	19 Areas	5 Areas	3 Areas	27

3.4 Full details of these performance indicators along with associated commentary are included at Appendix 1 to this report. All the areas out of compliance relate, in the main, to issues arising from the COVID-19 lockdown.



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 0.9% out of compliance with 47 properties not having their annual service carried out by the anniversary date of the previous one. This has reduced from 63 at the end of June 2020. In this period Vinshire have been rebranded as Aaron Services and they have brought in new systems and new management to aid in delivery of the contract.

Aaron have completed the servicing of the cases outstanding in the summer months, except for 2 cases that are at 'legal stage' and papers have been served in the courts and awaiting their processing; technically these cases are compliant under the law. The majority of outstanding cases now are due to Aaron operatives completing paper certificates for servicing and 42 of these have been lost (from 200). Aaron are now re-attending those 42 cases to complete the surveys again as we do not count them until a fully compliant certificate is with NSDC. Of the 47 cases outstanding, Aaron have 15 confirmed appointments as at 19th October 2021 with more being scheduled in the coming week. They are working weekends and bought in additional resources to significantly reduce this as quickly as possible. The Compliance team are meeting weekly with Aaron to monitor progress and will do so until numbers drop to single figures. In addition, all Aaron operatives on the NSDC contract are now working from hand-helds so the issue with lost paper certificates will not occur again.

3.7 Within the red segment, the report highlights electrical testing as an area for improvement. The current position for the year, is 75.76% of the properties are compliant and that out of the 821 properties that required testing this year, 424 electrical tests have already been carried out the remaining properties are being programmed in and will be carried out this year. It is worth noting that 96.40% of the council housing stock have a current electrical testing certification.

- 3.8 All the Type 3 Fire Risk Assessments have been carried out on the 136 housing blocks, and the remedial works that have been highlighted are progressing well. As part of this work all the fire doors within these blocks have been examined and a register of all the doors has been produced (with each fire door having a unique asset number) this will be used to carry out regular check to make sure that the fire doors are kept in a suitable condition. A similar register has been produced that covers the emergency lighting, in the blocks. These are currently tested weekly to ensure they are operating correctly.

It should be noted, that this is the first year that the Council has undertaken this more detailed fire risk assessment and hence in this first year we are experiencing a large volume of remedial actions. Many of these actions are quite minor in nature as can be seen in under the Table 4.3 below. We have completed 410 actions, with 424 in progress and 161 (16% of total actions) still to commence.

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.

5.0 Financial Implications

- 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 high quality, timely information to enable it to oversee the Council's management of tenants' homes and services to ensure we are ensuring 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

Newark & Sherwood District Council Compliance Reporting

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

Prepared by Mark Plant

1) Asset Base

Total no. of individual dwellings / properties being managed	5,562
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.	338
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	5562
Leasehold/Shared Ownership	161
Non-Housing	
Community centres	31
TOTAL	5,754
Total requiring servicing	5,617

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

Table 4.1

Fire	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Type 3 Fire Risk Assessments	136	0	0	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 completed for all housing blocks.						

Type 3 Fire Risk Assessment rectification

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

Table 4.2

Block	Further Action	Work In Progress	Complete	On Hold
94 Northgate	2	2	2	5
Abbey Road	3	1	2	
Ambleside	2	1	1	
Bakewell Court	6	2	5	
Bakewell House			3	
Balderton Gate		7	2	
Beaumont Walk	4	1	3	
Bishops Way	1	2	9	
Burgage Close	3	37	18	
Burton Court	3	1	3	
California Road	5	2	5	
Cambridge Close	3	1	2	

Chatham Court	16	20	58	
Church Street	5	5	1	
Cleveland Square	1		3	
Coghill Court	4	33	27	
Coopers Rise	2		2	
De Lacy Court	31	32	22	
Eastfield Close	2		2	
Grange Road	3	11	37	
Howes Court	6	52	41	
Kings Court	9	13	39	
Lombard Street	3	4	3	
Lord Hawke Way	5	6	5	
Lovers Lane	3	14	6	
Lynds Close	2		2	
Manthorpe Way	3	4	3	
Maypole Court	3	2	2	
Pasture View	23	29	5	
Queens Court	9	14	12	
Rainworth Water Road	3	6	2	
Rookwood Close	16	29	26	
Sheppards Court	1	1	3	
Snell Close	1		2	
Sycamore Close	4	4	8	
The Circle	2		2	
The Green	7	4	6	
The Leys	1		1	
Thoresby Road	14	4	2	
Tithe Barn Court	9	25	21	
Town Mill Close	4	4	8	
Vessey Close			3	
Warwick Road		2	6	
Westgate	1	6	5	
Wilfred Avenue	1		4	
Windsor Close	13	10	8	
Wolfit Avenue	39	33	78	

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

Table 4.3

Row Labels	Further Action	Work In Progress	Complete	Further Action	Work In Progress	Complete	Further Action	Work In Progress	Complete
94 Northgate	1			1	2	2			
Abbey Road			1	2		1	1	1	
Ambleside				1		1	1	1	
Bakewell Court			1	6	1	4		1	
Bakewell House			1			2			
Balderton Gate		1			2	2		4	
Beaumont Walk				4	1	3			
Bishops Way						5	1	2	4
Burgage Close		13		3	23	17		1	1
Burton Court			1	2		2	1	1	
California Road	2	1		2		3	1	1	2
Cambridge Close		1	1	3		1			
Chatham Court		7	18	13	11	32	3	2	8
Church Street	1	1		3	4	1	1		
Cleveland Square				1		3			
Coghill Court		12	7	4	21	18			2
Coopers Rise				1		2	1		
De Lacy Court	9	2	1	20	18	21	2	12	
Eastfield Close			1	2		1			
Grange Road	1	3	20	1	5	14	1	3	3
Howes Court	3	1	2	2	42	39	1	9	
Kings Court			15	8	13	21	1		3
Lombard Street		1		3	2	2		1	1
Lord Hawke Way	3		2		2		2	4	3
Lovers Lane				2	11	5	1	3	1
Lynds Close			1	2		1			
Manthorpe Way	1	1	2	2	2			1	1
Maypole Court				3	1	2		1	
Pasture View	3	11		20	18	5			
Queens Court			2	8	14	8	1		2
Rainworth Water Road	1			2	5	2		1	
Rookwood Close		7	1	16	22	24			1
Sheppards Court			1	1		2		1	
Snell Close			1	1		1			
Sycamore Close		3	3	4	1	5			
The Circle			1	2		1			
The Green	2	2	3	5		2		2	1
The Leys			1	1					
Thoresby Road	3			7	1	2	4	3	
Tithe Barn Court	4	2	4	5	18	17		5	
Town Mill Close		1	3	4	3	3			2
Vessey Close			1			2			
Warwick Road			2		2	3			1
Westgate		2	1	1	4	3			1
Wilfred Avenue				1		3			1
Windsor Close	4	1	1	6	3	6	3	6	1
Wolfit Avenue	4	9	28	24	22	46	11	2	4
Grand Total	42	82	127	199	274	340	37	68	43

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

	Annual Target				Compliance
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Heating Systems		Target for Month	Total for Month	Outstanding *	Annual	Month
Valid Gas Annual safety Inspection*	5234	489	442	47	99.10% 	90.39% 
Solid Fuel	23	7	4	3	86.96% 	57.14% 
Oil Servicing	205	24	10	14	93.17% 	41.67% 
LPG Gas Servicing	3	0	0	0	100% 	100% 
Commercial Boilers	4	0	0	0	100% 	100% 
Heat Pumps	89	0	0	0	100% 	100% 
Electric	18	0	0	0	100% 	100% 
<p>Comments:</p> <p>There is a continual push to get into the out of compliance properties. There are currently 47 out of compliance properties and we are also awaiting 42 test certification from Aaron</p> <p>There is a breakdown below of all the out of compliance properties.</p>						

Workings out

Total heating appliances serviced	5576
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.	5617

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

UPRN	LGSRExpirt	Next appointment date Date1	updates
1002880	24/04/2021	13/07/2021	WITH LEGAL AT NSDC
1007412	29/05/2021	26/05/2021	WITH LEGAL AT NSDC
1000054	12/06/2021	06/10/2021	restarted legal process
1002857	22/06/2021	22/09/2021	WITH LEGAL AT NSDC
1006676	24/06/2021	07/10/2021	
1005301	09/07/2021	07/10/2021	
1000714	20/07/2021	06/10/2021	
1002968	22/07/2021	08/10/2021	
1000163	23/07/2021	08/10/2021	
1002469	23/07/2021	13/10/2021	
1001582	04/08/2021	06/10/2021	
1001186	05/08/2021	07/10/2021	
1002472	07/08/2021	11/10/2021	
1001838	10/08/2021	06/10/2021	
1004678	11/08/2021	10/10/2021	
1002475	13/08/2021	06/09/2021	INFORMED TO SEIZE ATTEMPTS
1001645	20/08/2021	06/10/2021	WITH LEGAL AT NSDC - NOW CONFIRMED APT
1000666	21/08/2021	11/10/2021	
1000755	26/08/2021	06/10/2021	
1001668	03/09/2021	08/10/2021	
1005062	03/09/2021	07/10/2021	
1001378	04/09/2021	30/09/2021	
1007045	07/09/2021	07/10/2021	
1004895	08/09/2021	08/10/2021	
1006774	08/09/2021	29/09/2021	awaiting confirmation now void
1003825	09/09/2021	23/08/2021	WITH LEGAL AT NSDC
1001569	10/09/2021	06/10/2021	
1001762	10/09/2021	12/10/2021	
1004730	10/09/2021	11/10/2021	
1001522	10/09/2021	08/10/2021	
1004768	11/09/2021	13/10/2021	
1005186	11/09/2021	13/10/2021	Process Restarted - Legal Pack Rejected
1004892	14/09/2021	11/10/2021	
1001994	15/09/2021	08/10/2021	
1007493	15/09/2021	08/10/2021	
1002003	17/09/2021	12/10/2021	
1004397	17/09/2021	06/10/2021	
1001709	18/09/2021	11/10/2021	
1004952	21/09/2021	07/10/2021	
1003582	22/09/2021	08/10/2021	
1002091	28/09/2021	11/10/2021	
1006016	28/09/2021	10/10/2021	
1002662	29/09/2021	12/10/2021	
1004056	29/09/2021	07/10/2021	
1007433	29/09/2021	11/10/2021	
1001749	30/09/2021	08/10/2021	
1007337	30/09/2021	11/10/2021	

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 204)	26	26	0	100% 	100% 
Asbestos Surveys (Communal)	127 (per 1999 blocks)	0	0	0	100% 	100% 
<p>Comment</p> <p>Progress for the first six months is above target for the domestic properties and all Communal blocks have been completed in the first six month of the financial year.</p>						

Electrical Safety

Electrical 5 Year	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Domestic Testing	821 (running total 424)	284	85	199	75.76% 	29.93% 
Housemark Data - Domestic EICR certified up to five years old	5535	N/A	N/A	199	96.40% 	N/A
Non-domestic Testing	133	0	0	0	100% 	100% 
PAT Testing	37	13	7	6	97% 	53% 
<p>Comments:</p> <p>The number of outstanding EICRs is reducing if the contractor maintains the current output we should be compliant by the end of the year. We are prioritising rewires if the rewire is due and the EICR outstanding, we will attack these from two angles.</p> <p>Three legal packs have been received we will be processing this within the compliance department with aid from the legal team.</p> <p>The contractor is beginning to experience access difficulties, a list of the hard to access addresses has been requested for NSDC to approach the tenants.</p> <p>PAT testing is behind the contractor and appointments made for outstanding testing.</p>						

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	7	5	2	97.83% 	71.43% 
Hoist Servicing	30	6	4	2	93.33% 	66.67% 
Comments: Addition cold calling is being undertaken this month as access as not been forthcoming from the tenants. This will be followed up with T&E getting involved before further action.						

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	96	96		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 compliant						

Outstanding issues in communal rooms

Block	Issue date reported	Outstanding issue
Wellgreen House	21/9/21	Comm centre ceiling currently being fixed.
Lynds Close	9/9/21	Lifeline not working ongoing issue
Howes Court	21/9/21	Ivy coming thru fire escape door (bottom), reported to GndsMaint
Trent House	17/9/21	Kitchen-ongoing repairs following leak. Sally Skipworth-Cooke dealing