

HOMES & COMMUNITIES COMMITTEE

14 MARCH 2022

HOUSING SERVICE COMPLIANCE 3RD 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 December 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 December 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:

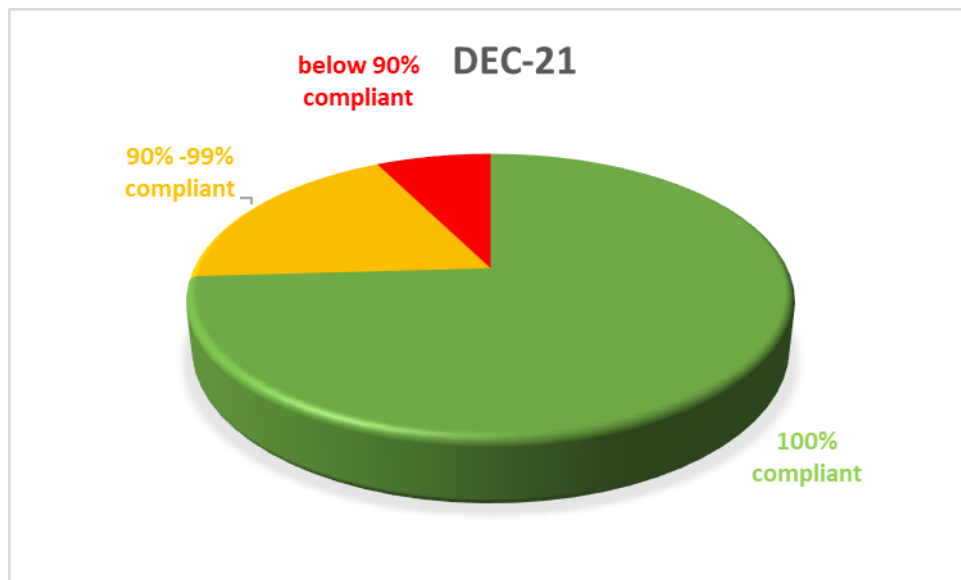
- Landlord responsibilities for a range of building safety measures including fire protection, gas, asbestos, electrical and water. It also summarises details of the Council's housing stock.

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 27 areas. 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)
June 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
September 2021	19 Areas	5 Areas	3 Areas
December 2021	20 Areas	5 Areas	2 Areas

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 1% out of compliance with 52 properties not having their annual service carried out by the anniversary date of the previous one. This includes 23 properties that have legal packs and are proceeding with legal action as per the gas process, technically these cases are compliant under the law.

Aaron have confirmed appointments for all the out of compliance properties over the coming week. They are working weekends and bought in additional resources to significantly reduce this as quickly as possible. The Compliance team is also investigating the option to bring in another known contractor to assist in the servicing of properties in March to allow Aaron more resource to tackle the backlog.

3.7 Within the red segment, the report highlights electrical testing as an area for improvement. The current position for the year, is 78% of the properties are compliant and that out of the 821 properties that required testing this year, 494 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 97% 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 134 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.

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 As this report reflection our end of year performance,

7.3 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 December 2021 (Housing Services Compliance Performance)

Prepared by Mark Plant

1) Asset Base

Total no. of individual dwellings / properties being managed	5582
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.	339
Total no. of non-residential units (i.e. commercial properties including offices, retail units, storage facilities etc.)	4

2) Stock Type

Residential	Number of Units
Social & affordable housing	
Rented	5582
Leasehold/Shared Ownership	182
Non-Housing	
Community centres	32
TOTAL	5,796
Total requiring servicing	5,596

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	134	0	0	0	100% 	100% 
Fire Alarm Testing (including emergency lighting)	6728	536	536	0	100% 	100% 
Sprinkler system	6	0	0	0	100% 	100% 
Comments:						
Fire Alarm, Emergency lighting, Fire extinguisher servicing complete Type 3 fire risk assessments completed for all housing blocks. Seven Hills has been removed from these figures						

Type 3 Fire Risk Assessment rectification

Below are the remedial actions highlighted during the Type 3 Fire Risk Assessment divided by in Table A work status:

- 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
- On Hold – pending SLT decision

Table A

Row Labels	Further Action	Work In Progress	Complete	On Hold
94 Northgate		3	3	5
Abbey Road	2		4	
Ambleside	1		3	
Bakewell Court	6	2	5	
Bakewell House			6	
Balderton Gate		7	2	
Beaumont Walk	2	1	5	
Bishops Way	1	2	9	
Burgage Close	2	37	19	
Burton Court	2	1	4	
California Road	3	4	5	
Cambridge Close	2	1	3	
Chatham Court	16	20	58	
Church Street	3	5	3	
Cleveland Square	1		3	
Coghill Court	4	33	27	
Coopers Rise	1		3	
De Lacy Court	23	39	23	
Eastfield Close	1		3	
Grange Road	2	12	37	
Howes Court	6	52	41	
Kings Court	9	13	39	

Lombard Street	1	5	4	
Lord Hawke Way	5	6	5	
Lovers Lane	3	14	6	
Lynds Close	1		3	
Manthorpe Way	1	5	4	
Maypole Court	2	2	3	
Pasture View	23	29	5	
Queens Court	9	14	12	
Rainworth Water Road	3	4	4	
Rookwood Close	16	29	26	
Sheppards Court	1	1	3	
Snell Close			3	
Sycamore Close	4	4	8	
The Circle	1		3	
The Green	4	5	8	
The Leys			2	
Thoresby Road	10	4	6	
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	10	12	9	
Wolfit Avenue	31	40	79	
Grand Total	227	443	545	5

In Table B below the fire risk assessments are split between work status and risk:











- Red = High Risk
- Amber = Normal Risk
- Green = Low Risk





Table B

Row Labels	LOW			MEDIUM				HIGH				
	Further Action	Work In Progress	Complete	Further Action	Work In Progress	Complete	On Hold	Further Action	Work In Progress	Complete	On Hold	
94 Northgate		1			2	3	2					3
Abbey Road			1	1		2		1				1
Ambleside					1	1						2
Bakewell Court			1	6	1	4			1			
Bakewell House			1			5						
Balderton Gate		1			2	2			4			
Beaumont Walk				2	1	5						
Bishops Way						5		1	2			4
Burgage Close		13		2	23	18			1			1
Burton Court			1	1		3		1	1			
California Road	1	2		1	1	3		1	1			2
Cambridge Close			1	1		2						
Chatham Court		7	18	13	11	32		3	2			8
Church Street		1	1	2	4	2		1				
Cleveland Square					1	3						
Coghill Court		12	7	4	21	18						2
Coopers Rise				1		2						1
De Lacy Court	8	3	1	13	24	22		2	12			
Eastfield Close			1	1		2						
Grange Road		4	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		1	3	3			1			1
Lord Hawke Way	3		2		2			2	4			3
Lovers Lane				2	11	5		1	3			1
Lynds Close			1	1		2						
Manthorpe Way		2	2	1	2	1			1			1
Maypole Court				2	1	3			1			
Pasture View	3	11		20	18	5						
Queens Court			2	8	14	8		1				2
Rainworth Water Road	1			2	4	3						1
Rookwood Close		7	1	16	22	24						1
Sheppards Court			1	1		2			1			
Snell Close						2						
Sycamore Close		3	3	4	1	5						
The Circle			1	1		2						
The Green	1	3	3	3		4			2			1
The Leys			1			1						
Thoresby Road		1	2	6	1	3		4	2			1
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	3	2	1	4	4	7		3	6			1
Wolfit Avenue		13	28	21	25	46		10	2			5
Grand Total	27	94	130	166	285	365	2	34	64	50	3	

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*	5213	346	294	52(23 legal packs and compliant)	99 % 	84.97% 
Solid Fuel	23	0	0	0	100% 	100% 
Oil Servicing	205	5	1	4 (3 with legal packs and 1 with no Oil)	98.05% 	20% 
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%
						

Comments:

The oil servicing for December was mostly done in Novembers, only 5 oil services were left to do in December, one was complete, three have legal packs and one has no oil (this was passed to T&E to visit)

Contained push to get the OOC down on the gas servicing but Covid is still causing an effect with service engineers having to self-isolate and the number of Covid cases as increased.

Meetings have been held with director level at the contractor and they are looking to further increase resources to bring outstanding gas certificates to single figures. The picture is however improving month on month.

Workings out

Total heating appliances serviced	5555
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.	5596

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

Reference	Last Cert	Appointment date
1002088	20/11/2021	07/01/2022
1002091	28/09/2021	06/01/2022
1005069	01/12/2021	Legal Pack
1004889	11/12/2021	07/01/2022
1004890	04/12/2021	10/01/2022
1006676	24/06/2021	31/12/2021
1006691	06/11/2021	Legal Pack
1007209	07/10/2021	06/01/2022
1000266	23/12/2021	12/01/2022
1000269	08/12/2021	07/01/2022
1002064	08/12/2021	05/01/2022
1001274	24/09/2021	Legal Pack
1001282	10/12/2021	05/01/2022
1007445	10/12/2021	Legal Pack
1001598	09/12/2021	Legal Pack
1007093	12/10/2021	Legal Pack
1002845	22/12/2021	05/01/2022
1007412	29/05/2021	Legal Pack
1002593	23/11/2021	06/01/2022
1002644	09/12/2021	05/01/2022
1007649	16/12/2021	Legal Pack
1000239	08/12/2021	Legal Pack
1007327	10/11/2021	07/01/2022
1003890	18/11/2021	Legal Pack

1000666	21/08/2021	12/01/2022
1005379	16/11/2021	Legal Pack
1001643	10/09/2021	Legal Pack
1001645	20/08/2021	Legal Pack
1004925	23/12/2021	06/01/2022
1001186	05/08/2021	Legal Pack
1006353	23/12/2021	07/01/2022
1003839	17/12/2021	23/11/2021
1003866	08/09/2021	Legal Pack
1003867	07/10/2021	Legal Pack
1002509	07/09/2021	11/01/2022
1003941	22/12/2021	04/01/2022
1004659	21/12/2021	05/01/2022
1004670	24/12/2021	07/01/2022
1004671	24/09/2021	12/01/2022
1002857	22/06/2021	Legal Pack
1000163	23/07/2021	Legal Pack
1006386	23/12/2021	12/01/2022
1003410	22/12/2021	Legal Pack
1005030	17/12/2021	04/01/2022
1007620	18/12/2021	Legal Pack
1006475	24/12/2021	07/01/2022
1004062	24/12/2021	Legal Pack
1003633	08/12/2021	Legal Pack
1001835	19/06/2021	Legal Pack
1001862	14/12/2021	05/01/2022
1003032	01/10/2021	06/01/2022
1001228	10/12/2021	05/01/2022

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.

Oil








UPRN	Comments
1004416	Legal Packs
1006529	T&E liaising with tenant as unable to afford oil.
1006521	Legal Packs
1005893	Legal Packs

Asbestos Works





Asbestos	Annual Target	Target for Month	Total to Month	Outstanding	Compliance	
					Annual	Month

Asbestos Surveys (Domestic)	333 (Running total 434)	26	29	0	100% 	100% 
Asbestos Surveys (Communal)	125 (per 1999 blocks)	0	0	0	100% 	100% 
<p>Comment</p> <p>We have already reach the total domestic target surveys for the year. We will continue to carry out asbestos surveys for any works that are required</p> <p>All Communal blocks are now complete. Seven Hills removed from programme</p>						







Electrical Safety

Electrical 5 Year	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Domestic Testing	821 (running total 494)	207	30	177	78% 	12% 
Housemark Data - Domestic EICR certified up to five years old	5695	N/A	N/A	177	97% 	N/A
Non-domestic Testing	133	0	0	0	100% 	100% 
PAT Testing	37	15	10	5	87% 	66% 
<p>Comments:</p> <p>The number of EICRs in month dropped due to staff illness, catch up Q4.</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>Meetings are arranged and additional contractor has been lined up to aid in getting the EICRs completed after the Christmas break</p> <p>PAT testing fell short due is staff isolation appointment being rebooked for January 2022</p>						





Water Safety

Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Legionella	163	34	34	0	100% 	100% 
Gladstone house Bacteria Testing Potable Water	1	1	1	0	100% 	100% 
<p>Comments:</p> <p>All Compliant</p>						









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	9	7	2	97.83% 	77.78% 
Hoist Servicing	30	6	5	1	96.67% 	77.78% 
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	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 (30community rooms inspected monthly)	30	30	0	100% 	100% 

Comments All compliant

Community Room	Issue	Reported to	Date
De Lacy Court	One of the communal toilets not working	CAS	6/12/2021
Trent House	Kitchen still not repaired, all aware.	Repairs	8/12/2021