



## PLACES OVERVIEW AND SCRUTINY SUB-COMMITTEE

**Subject Heading:**

Housing Resident Safety and Compliance  
Performance

**SLT Lead:**

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**Policy context:**

For information only

The report provide details of our performance  
against our statutory duty as a landlord in  
regards to resident safety

### SUMMARY

The report is for information only, no decision is required.

The report provides an update to Places OSSC of the position of LBH Housing services resident safety and compliance programmes against its statutory and regulatory duties.

As agreed by Cabinet on the 16<sup>th</sup> February 2022 Places OSSC will be provided with a quarterly report on the Housing compliance performance as part of the internal governance approach, performance is also scrutinised monthly by both the Compliance board and the Asset Management Sub Steering Group.

### RECOMMENDATIONS

Members note the report

### REPORT DETAIL

LBH owns and manages circa 9,200 homes and circa 2,500 leasehold properties including circa 10 tower blocks and 1,000 medium and low rise blocks.

LBH has a duty to ensure each of these properties are safe and meet all relevant statutory duties around testing and servicing equipment and meets the relevant consumer standards of the Regulator for Social Housing and the requirements of the Building Safety Act monitored by the new Building Safety Regulator

We consider Resident Safety around the six big compliance areas:

- Gas Safety – all gas appliances should be inspected annually and a Landlord Gas Safety Record (LGSR) provided
- Electrical Safety – all social rented properties must have an electrical inspection (EICR) every 10 years, although recent regulation changes require private landlords to have 5 year inspections and this is considered best practice in social rented properties and the approach we have adopted
- Lift Safety – Monthly inspections and planned maintenance regimes and an annual certificate provided by our insurer
- Water Safety – all relevant water systems must be checked for legionella risk, this is based on a risk based approach which can be on a cyclical programme between 1 and 3 years. All actions flowing from the legionella inspection must be completed within prescribed timescales.
- Fire Safety – All relevant properties must have a valid Fire risk assessment (FRA) undertaken on a risk based approach which can be on a cyclical programme between 1 and 3 years. All actions flowing from the FRA must be completed within prescribed timescales.
- Asbestos – under the asbestos regulations all communal areas must have a valid management level asbestos survey which must be held on a relevant asbestos register. In addition we are completing a survey programme of all domestic properties to ensure we manage all risk appropriately, this is not however a statutory requirement under the asbestos regulations.

Alongside the main six areas we also have a duty to ensure compliance across a number of other associated areas such as PAT testing, lightning protection testing, Dry Riser testing and Fire alarm testing and as we bring new properties on stream we will also need to ensure areas such as sprinkler and communal extract systems are included in compliance programmes

Given the seriousness of resident safety all KPIs are set at 100% as shown in Appendix 1.

After a significant programme of work we have been able to complete most programmes and to ensure we have the relevant evidence to support this position.

We have a small number of EICRs to complete, these are our hard to reach properties and are working through approached to resolve these. In addition we continue to work on fully populating our asbestos register for domestic properties.

The introduction of the Building Safety Act has brought a number of additional requirements for landlords, principle around fire and structural safety and only in relevant builds (those above 6 stories or 18m) and we are working to ensure we comply with the new regimes. All action are captures on the Action plan in appendix 2.

We are in the process of determining the appropriate future procurement strategy across all areas of compliance, to ensure we have contracts that deliver a high level of performance whilst meeting the upcoming changes in technology and we will be bringing this strategy to cabinet ahead of procurement exercises commencing later this year.

## **BACKGROUND PAPERS**

Appendix 1 - Performance Report

Appendix 2 – Action Plan