



PLACES OVERVIEW AND SCRUTINY SUB-COMMITTEE

Subject Heading:

Housing Resident Safety and Compliance Performance

SLT Lead:

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Policy context:

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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 16th February 2022 Places OSSC will be provided with regular reports 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 9,400 homes and circa 2,500 leasehold properties including circa 12 tower blocks (including the 2 new towers, Silver Fern Court and Damsel Fly Court at New Greenand plus 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. These figures are for the month of January, which is the latest available at the time need to submit this report, figures will have changed slightly in February.

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 approaches to resolve these. We have had some success in combing EICRS and asbestos surveys and continue to work with the tenancy teams to gain access to the remaining 192 properties In addition we continue to work on fully populating our asbestos register for domestic properties.

The Committee will note that we have now included a full section on compliance of our Private Sector Housing (PSH), homes which we rent from private landlords and place residents.

Whilst we are not the landlord in these properties, (but possibly the freeholder in the blocks these homes are in), and therefore have no legal obligation to undertake compliance programmes, we do have a duty of care to our residents, and are taking a much more robust approach to monitoring compliance by landlords and dealing with those who fail to provide relevant information.

We are now in the process of using the same systems to collate and monitor these figures; these figures are included so the Committee can see the continuing progress of our monitoring and reporting approaches, they do not necessarily reflect current compliance but are reflective of the information we directly hold, this will be fully populated over the coming months.

We have also seen some new legislation introduced which flowed from the Grenfell Enquiry, The Fire Safety Regulations 2022, come into force, and we are introducing some additional checking regimes to ensure compliance, communal doors checked every 3 months and flat front entrance doors checked every 12 months and we will be adding these to the report going forward.

The legislation also introduced some additional requirements around way finding signage requirements, floor plans, lifts and essential firefighting equipment and are working to ensure we comply with these.

To help achieve this we looking to introduce a tool which will allow us to 3D model of each of buildings, which will make identification of all relevant equipment, isolation of services and other relevant information. Once fully populated we will be able to share this with the LFB and residents as part of our engagement strategy. This will also be the core methodology for providing information to the new Building Safety Regulator as part of the building safety case file.

We are in the process of developing documents for the appropriate procurement 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

Demonstration of Twinnedit – 3D safety tool

IMPLICATIONS AND RISKS

Financial implications and risks: None for this report.

Legal implications and risks: None for this report.

Human Resources implications and risks: None for this report.

Equalities implications and risks: None for this report.