

# Agenda Item



Item

## Compliance Update

**To:**

Housing Scrutiny Committee

19 July 2023

**Report by:**

Renier Barnard – Property Compliance and Risk Manager

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**Wards affected:**

All Wards

This report is for information and not for decision.

### 1. Executive Summary

The report provides an update on the compliance related activities delivered within the Estates & Facilities Team, including a summary on gas servicing, electrical testing, and fire safety work.

### 2. Recommendations

The Executive Councillor is recommended to note the progress of the compliance related work detailed within the report.

### 3. Compliance Update

The key compliance areas are Gas Safety, Fire Safety, Asbestos Management, Legionella & Water Hygiene, Passenger & Specialist Lifting Equipment and Electrical Safety.

#### 3.1 Gas Safety

We currently have 1 property (use and occupier) out of compliance. First Time access rate remain reasonably high at 81.71% with a total of 4961 safety inspections and services inclusive of carbon monoxide detector checks since November 2022.

### 3.2 Fire Safety

The following table is the current planned and on-going fire safety works:

<b>Task</b>	<b>Progress</b>	<b>Target Completion</b>
Fire Door Inspection Program and Improvements to Maisonette's above 4.5 meters	Next cycle of inspections has started and a progress report on the program will be provided at the next committee meeting. We aim to improve on the previous reported no access properties. This work will be ongoing/recurring annually with no completion date. We are also looking to provide additional fire door safety information for tenants to assist with essential response repairs.	No Completion Date  Ongoing Works
Fire Alarm - Kingsway	Additional testing has commenced following changes to the cause and affect matrix on the system. Cambridge Fire and Rescue to be involved during the next stage. We have experienced contractor delays.	June 2023
Compartmentation Works - Kingsway	Compartmentation work has started. Target Completion of all 5 Blocks – still to be confirmed.	Ongoing
Fire Risk Assessment Program	Complete 100%	March 2023

### 3.3 Legionella & Water Hygiene

No issues to report regarding the Councils ongoing management of Legionella Risks. All legionella risk assessments will be reviewed in 2023/24.

### 3.4 Electrical Safety

Our contractor is making good progress with over 200 inspections completed since the last reporting period. We are still experiencing some access issues and we are working with housing and tenants.

### 3.5 Passenger Lifts & Specialist Lifting Equipment

1 Lifts are currently out of service across the portfolio. One lift at Kingsway

Flats remains out of service. We are currently awaiting 25 additional supplementary safety inspection as requested by our insurance inspectors HSB Engineering. We have experienced some inspection delays from HSB Engineering due to an internal resourcing issue.

### 3.6 Asbestos Management

Communal area reinspection's are progressing well with nearly 20% reinspected. We have undertaken urgent remedial works removing asbestos in a few communal areas in Ashbury Close, Golding Road, Minerva Way, Molewood Close, Walpole and Wycliffe Road.

## 4. Hanover Court, Princess Court & Kingsway

Risk reduction measures remains in place.

## 5. Compliance Dashboard

The Compliance Dashboard is attached Appendix A

## 6. Condensation, Mould, and Damp work

Since the previous report, there has been a decrease in reported cases of damp, mould, and condensation (DCM) issues, likely attributed to warmer weather conditions. The proactive approach of engaging with tenants, conducting surveys, and implementing preventive measures appears to be yielding positive results.

Key Updates:

1. Reduction in Reports: The recent warmer weather has contributed to a decline in reported cases of DCM issues. This demonstrates the seasonal influence on such problems and supports the effectiveness of interventions.
2. Customer Contact and Survey: The established practice of contacting customers within 2 days of a DCM report continues. We have set a new process for scheduling a DCM Survey inspection within 10 working days. Additionally, a new process introduced for the Tenant Liaison Officers to engage with customers during the initial call to assess the severity of DCM, enabling timely prioritisation of actions, including mould wash treatments.
3. Information Dissemination: A condensation and mould information leaflet is sent to tenants, advising them about DCM issues and preventive measures.

An alert is added to the housing management system to promptly identify and track reported DCM cases.

4. DCM Risk Assessment Survey Report: A new DCM risk assessment survey report has been developed. Surveyors utilise this report to assess risk levels, record findings, outline necessary follow-up actions, and capture relevant survey observations such as potential tenant health issues.
5. Follow-Up and Further Surveys: A follow-up call to tenants is conducted 8 weeks post-survey completion to ascertain if any further action is required.
6. Tenant Engagement: Collaborative efforts are planned with the resident engagement team, scheduled to commence in September. This engagement aims to enhance tenant awareness and involvement in DCM management strategies.
7. Housing Officer and Customer Service Centre Teams Involvement: Housing Officers play an active role by identifying DCM cases and communicating them through the dedicated condensation email address, facilitating effective communication and timely resolution.
8. Action Plan Implementation: The organization continues to fulfill actions outlined in the Cambridge City Council's DCM Self-Assessment Response Action Plan, indicating a commitment to meeting established standards and protocols.
9. Collaborative Initiatives: To establish a working Group with Cambridgeshire Housing Associations to support a cooperative effort to address DCM issues across the housing sector, building on successful collaborations from the previous year.

The reduction in reported DCM cases due to warmer weather is a positive trend. The comprehensive approach involving customer engagement, surveys, preventive measures, and collaboration demonstrates the organisation's commitment to effectively managing and resolving DCM issues. Continued efforts in line with the outlined strategies are likely to yield further improvements.

#### Next Steps:

1. Proactive plan in place to monitor weather patterns and DCM cases for any changes in reported cases.
2. Execute planned meetings with the resident engagement team in September.

3. Maintain proactive communication channels and collaboration with Housing Officers and other stakeholders.
4. Assess the effectiveness of the new DCM risk assessment survey report in capturing relevant data.
5. Continue action plan implementation from Cambridge City Council's DCM Self-Assessment Response Action Plan.
6. Participate actively in the resumed Working Group with Cambridgeshire Housing Associations meetings.

The number of damp, condensation and mould received since the date of the last report (5th June 2023) 99

Number of surveys completed 84

Number of no access 21

Number of reports of DCM by month

December 63

January 83

February 29

March 44

April 41

May 55

June 39

July 43

August 17

## **7. Implications**

### **7.1 Financial Implications**

There are no new financial implications directly relating to the content of this report.

### **7.2 Staffing Implications**

There are no new staffing implications directly relating to this report.

### **7.3 Equality & Poverty Implications**

There are no new equality and poverty implications associated with this report. An EQIA has been developed for the service restructure and is

included within the formal implementation papers.

#### **7.4 Environmental Implications**

There are no new environmental implications directly relating to the content of this report.

#### **7.5 Procurement Implications**

There are no procurement implications directly relating to the content of this report.

#### **7.6 Consultation and Communication**

There are no new Consultation and Communication implications directly relating to the content of this report.

#### **7.7 Community Safety**

There are no new Community Safety implications directly relating to the content of this report.

### **8. Background Papers**

If you have a query on the report, please contact Renier Barnard – Property Compliance and Risk Manager, Tel: 01223 457485, email: [renier.barnard@cambrige.gov.uk](mailto:renier.barnard@cambrige.gov.uk)