

# Better Council Homes

## Housing Repairs, Maintenance and Planned works Policy



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## **1.0 INTRODUCTION**

The aim of this document is to clearly define how the Council will ensure it fulfils its statutory landlord duties as required under current primary and secondary legislation and thus, comply with the Social Housing Regulators Home Standards.

## **2.0 SCOPE**

This document applies to:

- all employees of the council,
- Interim and temporary council employees,
- Consultants working for the council directly or through an agency,
- Contractors
- Subsidiary companies

Contractors and others working on the council's premises will be expected to comply with all the Councils health and safety policies and procedures, all relevant statutory provisions, as well as Approved Codes of Practice (ACoPs) and relevant guidance.

The Council will, whenever possible, work with independent Contractors to assist them in developing health and safety management systems within their own organisations to help them achieve the standards required Council, although the responsibility for doing so remains entirely theirs.

## **3.0 STATUTORY FRAMEWORK**

As a landlord the Council is required to meet the minimum requirements of the below listed Acts and Regulations and Approved Codes of Practice;

- The Landlord and Tenant Act (LTA)
- The Housing Act 2004 The Housing Act 2004 – specifically the Housing, Health and Safety Ratings System; (HHSRS)
- Management of Health and Safety at Work Regulations (MHSWR)
- Environmental Protection Act (EPA)
- The Regulatory Reform (Fire Safety) Order (RRFSO)
- Control of Asbestos Regulations (CAR)
- Furniture and Furnishings (Fire Safety) Regulations; (FFFSR)
- Electrical Equipment (Safety) regulations;
- Dangerous substances and Explosive Atmospheres Regulations (DESAR)
- The Gas Safety (Installation and Use) Regulations (GSIUR)
- Electricity at work Regulations (EWR)
- Water Hygiene ACOP (L8).

- Control of Substances Hazardous to Health Regulations (COSHH)
- Provision and Use of Work Equipment Regulations (PUWER)

In securing compliance, we will also have regard to the needs of our residents including those who are vulnerable.

#### **4.0 AIMS AND OBJECTIVES**

The Council's key aim is to ensure Enfield is the safest Borough in London

To achieve this where reasonably practicable, the Council will seek to comply not only with the minimum statutory requirement governing its operations, but will deliver services in line with British Standards or published national best practice guidelines where practicable

The Council will achieve this by ensuring:

- We develop and implement a safety management system to govern our landlord compliance operations;
- there are documented policies and processes in place governing its landlord operations;
- Staff have the appropriate knowledge, skills and experience to fulfil their role and responsibilities at all level;
- All external consultants and contractors are adequately vetted prior to appointment to ensure they have the appropriate, skills, knowledge, experience and are adequately resourced to fulfil their appointment/ contract;
- There are adequate mechanisms in place to intervene at the early signs of poor or declining service levels;
- There are robust internal and external auditing processes in place to monitor and challenge performance and drive continuous improvement
- Processes and performance are subject to resident scrutiny

#### **5. ROLES AND RESPONSIBILITIES**

The Council recognises the importance of clearly defined management responsibilities to implement a compliance framework and to facilitate, the contribution of individuals to achieve its aims and objectives.

##### **The Leader of the Council and Cabinet**

The leader will:

- Promote a positive health and safety culture throughout the Council by providing strong leadership and a commitment to continuous improvement,
- Set the general strategic direction for the Council's aims and objectives ensuring in relation to social housing that they confirm to the Social Housing Regulators Regulatory Standards,
- Ensure that any decisions made reflects the health and safety intentions articulated in this health and safety policy statement.

## **The Councils Chief Executive Officer (CEO)**

The CEO holds the statutory roles of “Responsible Person” and “Accountable Person”, under current and proposed legislation for fire safety compliance.

As the “Controlling mind” as defined under current Health and Safety legislation, the CEO is also deemed to hold ultimate responsibility and accountability for ensuring the council fulfils its statutory duties as landlord. As such the CEO will:

- Ensure that adequate arrangements are in place for the implementation, maintenance, monitoring and revision of the policy
- Ensuring that health and safety performance is regarded as an integral function of management
- Ensuring adequate resources are made available to help achieve the aims and objectives of this document

## **The Executive Director of Place/ Director of Housing and Regeneration**

Are responsible for:

- Ensuring awareness and compliance with the Social Housing Regulators standards
- Ensuring that their staff are aware of their personal responsibilities and that they (themselves) are aware of their own personal responsibilities;
- Ensuring that health, safety and compliance is embedded in their day-to-day operations, and business planning arrangements;
- Ensuring that all their staff adequately manage the health safety and compliance functional aspects of the work under their control;
- Ensuring that all their staff are made aware of matters which could affect their health and safety at work;
- Ensuring that the training needs for all their staff are assessed and fulfilled;
- Ensuring that all necessary risk assessments are carried out within their department or operations;
- Implementing and monitoring any identified risk management control measures within their designated area(s) and scope of responsibility
- Receiving regular reports from their staff on performance;
- Ensuring that their staff report and investigate incidents as required by the relevant LBE policy.

Exec Directors/ Directors will implement fulfil their role and responsibilities by:

- Ensuring that they have adequate knowledge and/or access to all legislation relevant to their area to ensure that compliance to such legislation is maintained;
- Ensuring that adequate resources are made available to provide safe systems of work. This will include making provision for training, risk assessments, appropriate control measures, raising outstanding concerns, ensuring safe

- working procedures/practices and continual monitoring of these is in place;
- Ensuring that adequate resources are made available to provide health and safety expertise where required;
- Ensuring that employees are released to attend appropriate training sessions for their role as specified in the council' training matrix and that the training is funded
- Ensuring that any contractors (including contract or agency staff) employed on are competent;
- Promoting risk management and health & safety awareness amongst all staff by example, and by ensuring that only properly trained and competent staff are responsible for assessing risks and determining adequate control measures within the working environment
- By proactively monitoring health and safety standards and performance in their areas of responsibility regularly
- Ensuring all staff are aware of the business' emergency and business contingency plans at induction and adequate provisions to ensure that emergencies and incident effecting business continuity are appropriately dealt with.

### **Head of Property Services**

The Head of Property services is responsible for the operational delivery of "Landlord Compliance" across the Councils HRA portfolio.

The role holder is supported by

- the Head of Licensing and Corporate Safety, who fulfils the role of Competent Person for both Health and Safety and Fire Safety.
- The Corporate Asbestos Manager, who fulfils the role of Competent Person for Asbestos Management and;
- The Resident Safety Director.

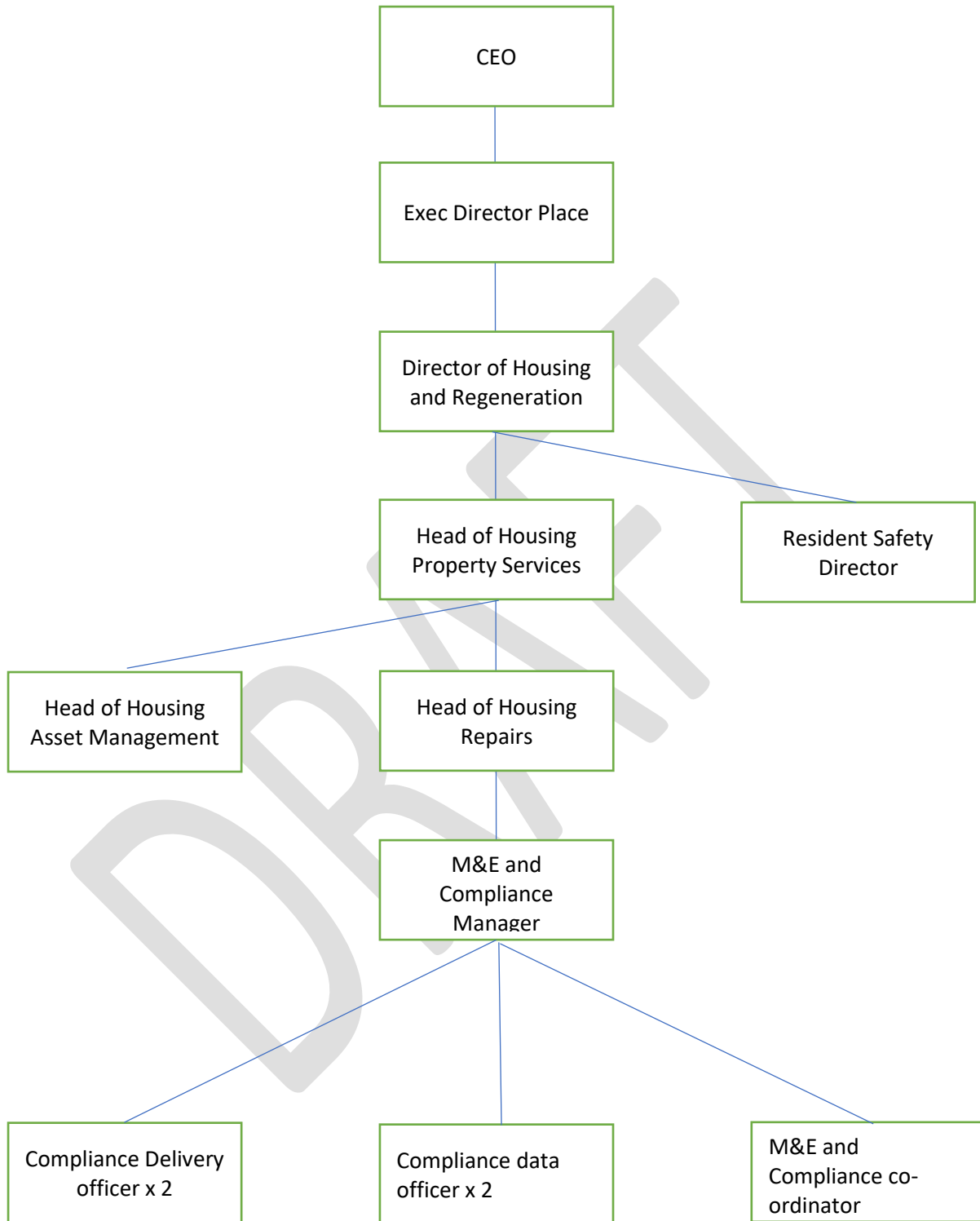
The Head of Property Services is responsible for:

- Ensuring that their staff are aware of their personal roles and responsibilities and ensuring that they (themselves) are aware of their personal responsibilities,
- Ensuring that health, safety and compliance management is embedded in their day-to-day operations, performance oversight and business planning of the organisation
- Ensuring that all they adequately manage the health, safety and compliance requirements of the work under their control
- Ensuring that all their staff are made aware of matters which could affect them health and safety at work
- Ensuring that the training needs of all their staff are assessed and fulfilled
- Ensuring that any contractors (including contract or agency staff) taken on are competent to fulfil their roles and responsibilities

- Ensuring that all necessary risk assessments are carried out within their department or operations,
- Implementing and monitoring any identified risk management control measures within their designated area(s) and scope of responsibility exceptions listed within the policy.
- Ensuring they have adequate resources in place to achieve and maintain performance across compliance areas
- Ensuring that there is adequate monitoring and testing of data to provide assurance as to the quality of data being reported.
- Ensuring that action plans, produced via audit or scrutiny programmes are implemented in appropriate timescales.

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## 6. ORGANISATIONAL STRUCTURE





## **7.0 LANDLORD COMPLIANCE ARRANGEMENTS**

### **Housing Asset Information**

The Head of Housing Asset management is responsible for maintaining a full register of all HRA assets owned by the Council. These will be recorded on the HRAs asset management system (APEX) which will record all relevant property information, on an individual and block basis, including compliance information.

During Quarter 4 of each financial year, the M&E Manager will audit and reconcile the Councils asset list with the servicing register to identify any areas where changes to ownership, systems or appliances may have occurred. This audit will be reviewed by the LBE Data and MI team as part of the annual verification that performance information is accurate and from a valid source.

The Council will make every effort to ensure, that its asset list captures the presence of a live gas supply, gas pipe work, oil tank and supply pipework, LPG and supply pipework, and appliances. All gas, oil, LPG and solid fuel appliances will be added to the servicing programme to ensure compliance with the relevant legislation.

### **ELECTRICAL SAFETY**

#### **Legislation**

Under UK law the Health and Safety at Work etc. Act 1974 (HSW Act) is the primary legislation under which landlords have a duty to protect the Health, safety and welfare of tenants. Additional duties in regards to the safety of electrical installation prior to the letting of flats and during the tenancy, stem from the Landlord & Tenants Act 1985.

Whilst the IET Wiring Regulations 18TH Edition (IETWR18) is non-statutory, they will be used in a court of law to evidence a landlord's compliance with a statutory requirement.

All new electrical installation work undertaken in domestic dwellings must comply with Part B of Building Regulations.

#### **Key Principles & Standards to achieve compliance**

#### **Programme of Works**

The M&E Manager is responsible for implementing an appropriate programme of works in agreement with the Head of Property Services and will instruct the relevant competent contractor to complete the work.

All electrical work in our properties will be carried out by registered electrical contractors. Working live is not permitted.

Works may also be carried out by LBE in-house repairs service, all operative will be suitably qualified and registered with an appropriate registration scheme.

## **Repairs and Rectification**

All electrical installations or equipment which is replaced within domestic dwellings, must comply with the 'Councils Electrical and Fire Safety Performance specification" and conform to the IETWR18.

Except where there is a requirement to undertake emergency repairs (Cat 1) whilst carrying out the inspection and testing regime, no repairs or rectification works shall be commenced without first obtaining the correct authority from the Council M&E Manager.

Category 1 failures will always be completed at the time of the inspection or where this is not possible the system will be isolated and left safe.

Any unauthorised electrical installation alterations/additions carried out by a tenant, which are identified during the test and inspection, could lead to the cost of rectification being recharged to the tenant.

## **New Installations**

All new installations shall be provided with an Electrical Installation Certificate complete with a schedule of inspection and test results. These certificates must be fully completed and in compliance with 'BS 7671: (2015) Requirements for Electrical Installations, Guidance Note 1 (Selection and Erection)' and all current amendments.

All new installation certificates shall be kept on the Asset Management System (APEX).

As standard an electrical installation condition test and inspection shall be carried out not more than 10 years after the initial electrical installation date unless otherwise advised on the installation report.

## **Portable appliance testing**

The Compliance and M&E Manager is responsible for the programme of annual Portable Appliance Testing (PAT) throughout Housing Service's area of responsibility. This will include all portable electrical items in communal areas of properties and halls but not appliances in domestic properties.

Each appliance will be tested annually

## **Frequency of Inspection and Testing**

The frequency of periodic inspection and testing must be determined considering:

- a) the type of installation;
- b) its use and operation;
- c) the frequency and quality of maintenance;
- d) the external influences on which it is subjected.

The Council will aim to undertake electrical mains test and complete an Electrical Installation Condition Report (EICR) at the following intervals:

- Landlords mains (communal) at a minimum of 10 years moving to 5 yearly intervals, (subject to appropriate risk assessment and dependent on the environment and use)
- Domestic systems-
  - At least every 10 years moving to a 5-year programme or
  - at the commencement of a new tenancy.

Partial testing of circuits or installations is not generally permitted. However, should detailed records, test results and drawings be available, the Council may relax the requirements subject to risk assessment. This is especially relevant to properties which may be the subject of short term lets.

The frequency of testing will be increased if the history indicates signs of progressive deterioration. Tests must be carried out on each periodic inspection and test as per BS7671:2015.

Head of Property Services with the M&E Manager will agree an appropriate programme of works, and issue instructions for this to be carried out.

## **Record Management**

### **Labelling**

Labelling will be provided in accordance with BS 7671: 2015 Requirements for Electrical Installations and Guidance Note 3 (Inspection and Testing) including all current amendments.

All portable appliance equipment must have a visible portable appliance test sticker, providing a unique identification code to enable equipment to be referenced and giving the status of the equipment following the test i.e. 'PASS' or 'FAIL'. It must also show the date the equipment was tested together with the re-test period or the re-test date.

### **Records**

Records shall be provided in full accordance with BS 7671: 2015 Requirements for Electrical Installations and Guidance Note 3 (Inspection and Testing), including all amendments.

Additionally, where appropriate associated drawings shall be provided with annotation to illustrate the electrical layout and circuit configuration of the installation following the completion of the Inspection and testing regime and identify areas of any necessary rectification works.

Records of portable appliance testing shall be provided in a report format agreed by the M&E Manager, showing the results of all equipment tested on the electrical inventory.

Original inspection certificates & electrical inventories must be provided to the M&E team, where copies of the reports and certificates of minor works will be uploaded onto the Asset Management System, (Apex).

## **GAS SAFETY**

### **Scope**

The Council will service all gas heating appliances within one year of the previous inspection to ensure all properties have a valid safety inspection certificate, for both domestic and communal systems. They will also undertake annual inspections of all gas carassing in both domestic and communal areas

The Council does not have the same legal responsibilities towards leasehold properties as with tenanted properties however as failures in gas safety may impact on the safety of other residents in the vicinity and the buildings in general, the council requires leaseholder owners to complete and provide copy of an annual gas safety certificate (CP12) for their property.

### **Legislation**

The Gas Safety (Installation and Use) Regulations 1998 (GSIUR) state: -

“(2) Every landlord shall ensure that there is maintained in a safe condition –  
(a) Any relevant gas fitting; and  
(b) Any flue which serves any relevant gas fitting,

so as to prevent the risk of injury to any person in lawful occupation or relevant premises.

(3) Without prejudice to the generality of paragraph (2) above, a landlord shall - ensure that each appliance and flue to which that duty extends is checked for safety within 12 months of being installed and at intervals of not more than 12 months since it was last checked for safety (whether such check was made pursuant to these Regulations or not);”

As such a landlord, the Council has a responsibility to:

- Repair and maintain gas pipework, flues and appliances in safe condition,
- Ensure an annual gas safety check on each appliance and flue,
- Keep a record of each safety check for a minimum of two years.

To fulfil this the Council has procured a commercial and domestic gas servicing repair contract which ensures that an annual gas safety certificate (CP12, LSF SR) is provided for all mains gas appliances in all properties within the Housing Revenue Account.

This service contract does not encompass leasehold dwellings; tenants gas appliances (i.e. cooker) or potable gas appliances. However, the contractor will undertake a visual inspection (only) of any tenant owned appliance and may isolate the appliance if they are found to be faulty. A warning label will be placed on the appliance and the tenant will be advised of the defect.

## **Key Principles & Standards to achieve compliance**

### **Contractor Competence and Registration requirements:**

The Council will ensure that individuals will not be allowed to complete any gas work until the criteria below is satisfied:

- A Gas Safe Registration Certificate and card has been inspected and copied for records and provided to the M&E Manager.
- An Original ACS certificates/qualification have been inspected and copied for records and provided to the Compliance and M&E Manager

The Head of Property Services will ensure that processes are in place to:

- Audit and supervise contractors
- Ensure all service engineers working on behalf of the council are Gas Safe Registered and competent for any servicing, inspection, repair, or replacement activities they are instructed to carry out.
- Ensure auditable records showing effective checks have been carried out to ensure the competence of any contractor or agency staff are available and retain for two year.
- Ensure ACS and relevant qualifications are maintained and renewed, when required, for all service engineers (including agency staff and sub-contractors).
- Guarantee any gas operative whose ACS has expired, does not carry out any work relating to the elements which have expired.
- Ensure any technical updates, changes in legislation and company policy is communicated to gas operatives (including agency staff and sub-contractors).
- Ensure use and correct completion of statutory documentation.
- Ensure work notification takes place when required under building regulations.

## **Programme of work**

### **Cyclical Domestic gas servicing**

The Council will service all gas heating appliances within one year of the previous inspection to ensure all properties have a valid safety inspection certificate.

To ensure adequate time within the servicing procedure to obtain full access to all properties, the council operates a 10-month cycle for servicing. The Head of property services and M&E manager will develop an annual gas servicing programme to ensure that all tenanted properties have been accessed and a Landlords Gas Safety Check

completed and a certificate (CP12) issued to the tenant, within 72 hours of inspection, by post.

The programme will aim to ensure that a new LGSC is issued within 52 weeks of the date of the last certificate. To achieve this access arrangements will be made on or prior to week 42.

Records will be maintained on the councils Asset Management System (Apex)

### **Access procedure**

To mitigate the risk of no access to tenants' homes, the council will start its access process with sufficient time prior to the expiration of the current LGSC. The compliance team will identify properties where access has historically been difficult and commence engagement with the tenant as early as practicable to facilitate access.

Where an appointment cannot be confirmed, or the tenant has not provided access on two consecutive contractor attendances, the council will implement its Gas access process.

Where all the full process of gaining access has been unsuccessful the council will either;

- 1 For properties which have external gas meters, cap the gas until the resident allows access for the appliance to be tested
- 2 For properties with no external gas meter obtain the appropriate legal warrant to force entry to the property.

Where legal proceedings to gain access, are resorted to, the Council will seek to recover, from the tenant, any legal costs incurred. In addition to legal costs, the costs and expenses incurred in undertaking forced entry will be recovered from the tenant.

### **Change of Tenancy**

The Council will undertake a Gas Safety Check each time the status of a property or its tenancy changes. During the "void" period or when a mutual exchange takes place.

A copy of the LGSC will be provided to the in-coming tenants within their welcome pack

### **Landlords (Communal) gas services**

Where a landlord's gas supply is present, serving a communal heating system, an annual test will be undertaken to produce a CP15 certificate.

### **Other Heating and Hot water Systems;**

#### **Electric Heating**

All Electric heating systems will be tested as part of the electric safety checks, any category 1 faults will be rectified immediately, or the system or individual heater decommissioned.

### **Solid fuelled appliances**

Tenants and leaseholders are not permitted to use solid fuelled appliances and open fires within their homes. Where open fireplace is identified within a property, the council will seal and ventilate flues and chimneys.

Landlord consent will not be given for wood or coal burning appliance and should residents install appliances without consent they will be required to immediately remove the items.

Should resident not remove the appliance themselves the Council will remove the appliance and charge the resident accordingly.

### **Oil Fuelled appliances**

Unlike gas appliances there are no statutory requirements that require the Council to maintain oil burning appliances, although best practice is determined by OFTEC. However, to ensure that the risk to residents is effectively managed, within the context of our wider legal responsibilities under the HSWR, all oil-fired appliances, storage tanks, fire break devices and oil lines will be checked annually.

We will undertake the same access process as for gas appliances

### **Ground Source Heat pump systems**

Communal Elements of each system (pumps, pressure valves etc) will be serviced annually by a competent contractor

Heat Interface Units (HIUs) will be service bi annually by a competent contractor

### **Unvented Hot water Cylinders**

All unvented cylinders will be serviced annually for correct operation of the safety devices (pressure relief valves, temperature relief valves and pressure vessels)

Where any part of an unvented cylinder fails it will be decommissioned until the fault is rectified.

### **Unauthorised alterations**

Tenants are not permitted to undertake any work to gas services or appliances within their homes without full Landlords consent Where unauthorised works are identified by the Council, they will immediately be isolated, until such time as the system/appliance can be thoroughly inspected and confirmed as safe.

Any identified unauthorised alterations will be subject to the “Repairs Recharge Policy” whereby tenants will be charged for any works to make the installation safe.

### **Room changes of use**

It is acknowledged that some households within the borough are living in overcrowded accommodation and that in some households, family members are sleeping in rooms designated as living, rather than sleeping accommodation.

Under GSIUR, any gas appliance within a sleeping room where the heat output must be room sealed where the rated heat input is greater than 12.7kW net.

Where rated heat input is less than or equivalent to 12.7kW net, appliances do not need to be room-sealed, but must incorporate a safety control designed to shut down the appliance before a dangerous amount of combustion product spills into the room.

In accordance with the Councils duty of care, under Section 3 of the HSWA, the councils contractor, where it identifies that living rooms are being used as temporary sleeping accommodation (i.e. a lounge or sitting room, or other space not normally designated as a bedroom), where an appliance is not suitably room-sealed or otherwise protected, the contractor will isolate the appliance and inform the Council. The Council will make alternative temporary heating provision, until such time as the boiler/ alternative can be reinstated.

The M&E manager will inform the Neighbourhood Manager and request a home visit be initiated.

### **Unsafe appliances and installations**

Where the Contractor deems an installation, or any part, section or appliance of the installation to be unsafe, the Engineer will advise the tenant and the Council accordingly and issue a ‘Warning’ or ‘Advice Notice’.

This procedure is used whether the equipment is owned by the Council or the Tenant.

The Engineer will leave a copy of the ‘Warning/Advice Notice’ with the Tenant, place a ‘Warning Sticker’ on the installation/appliance and proceed to complete work to prevent its use. If the condemned appliance is owned by the tenant, the Engineer will disconnect the unsafe appliance from the supply; explain to the tenant the reason why the appliance must be disconnected and inform them to either; repair the appliance or replace it.

Where boilers are condemned the council will provide temporary heating, until such time as a new boiler can be installed and commissioned.

In all cases the tenant will be advised and an appropriately registered ‘Gas Safe’ installer must be used by the tenant to remedy their own appliances.



## **Carbon monoxide Detection**

Carbon monoxide detectors will be installed within rooms where there are open flued appliances; gas fires or concealed flues. The Council will provide hardwired combined heat/ Carbon monoxide detection, as part of a rolling programme of fire detection upgrades over the next ten years.

## **Void properties**

Reference is to be made to the Council's Void process regarding the process for gas testing, servicing and repair within void properties.

## **Record Management**

### **Monitoring**

The M&E manager will ensure that there is adequate contract management and supervision in place to ensure the Council's contractor fulfils their contractual requirements, this will include but not be limited to:

- Undertake spot checks of certificates to ensure that they are accurate and bring any deficiencies to the attention of the Contractor
- conduct 10% regular quality audits of Landlord Safety inspections carried out.
- post inspect and audit 10% heating installations;
- review monthly performance reports to enable the Council to verify the completion of Landlord Gas / Oil / Solid Fuel Safety Certificates within the required 12-month period;
- report and monitor actions being taken by the Council to resolve no access properties

### **Record Keeping**

The Council's contractor will;

- maintain a complete servicing database of all the council's property assets.
- maintain a database for the data storage of all inspection information, which must be retained for the duration of the contract.
- check all certificates before releasing them to the Council and ensuring the appointed person has signed and dated the safety certificate (or electronically authorised) to show the record is accurate.
- ensuring all certificates are passed to the Council
- Informing the council regarding "no access" properties, where two consecutive appointments have been missed.

All documents will be kept in accordance with the Data Protection Act 2018 within the Council's Asset management database (Apex)

## **Temporary Accommodation units**

Where the Council places individuals in non-council managed properties (Temporary accommodation), the councils Temporary accommodation management (TAM) team, will ensure that a LGSC has been undertaken by the landlord, before placing the individual.

Where the individual is within the temporary accommodation unit for more than 42 weeks and is likely to remain for 52 weeks, TAM will request that landlord provides a new LGSC at 42 weeks, to allow sufficient time for a new certificate to be attained.

If a new LGSC has not been provided by week 51, the Councils will undertake the LGSC and recharge the Landlord.

## **FIRE SAFETY**

### **Scope**

The Council fulfils the role of “Responsible Person” under the Regulatory Reform (Fire Safety) Order and is responsible for managing the risk to persons within the workplace.

In the context of the council’s operations this duty extends to the communal areas of blocks of flats, community facilities and the councils office accommodation. (NB the councils offices and commercial units, are not within scope of this document).

As Landlord the Council is also required, to ensure the risk from fire, within the dwelling is also controlled, to comply both with the requirements of the Housing Health and Safety Rating system and the Homes Standard.

The Councils Head of Licencing and Corporate Safety fulfils the statutory role of Competent person for Health, Safety and Fire.

Fire Risk Assessments are undertaken by internal Fire Risk Assessor, within the Councils Corporate H&S team. Quality Assurance is provided by the Housing H&S Manager.

FRA's will be transferred into Apex from Quarter 4 2019-20, to enable mobile data capture and workflow management.

The Councils Resident Safety Director is responsible for the prioritisation and packaging of the significant findings from the risk assessments and monitoring and reporting on fire safety performance.

The Head of Property Services is responsible for the procurement and delivery of remediation work programmes and the inspection, testing and maintenance of fire precautions.

## **Legal Requirements:**

Under the Regulatory Reform (Fire Safety) Order the Council is required to;

- undertake suitable and sufficient risk assessments of its buildings within scope
- address any significant findings from the risk assessments, where reasonably practicable to do so, to reduce the risk as low as practicable
- have appropriate systems in place for the testing, inspection and maintenance of active and passive fire precautions
- have an engagement strategy in place to effectively engage and communicate with residents.
- have a process(es) in place to identify and control hazards and risks to residents within their home (Please refer to the Councils Person Centric Risk Assessment process and Safeguarding and Hoarding policy).

Under the HHSRS the council is required to have appropriate measures in place to minimise any fire hazards within the home. The level controls and measures required will vary based on the size of the home; the layout; the construction of the building and the occupancy. As standard the council will provide the following fire precautions within dwellings:

- A certified 30 minute flat fire door set
- In-flat fire detection to tenanted flats to Grade D1 LD3 in accordance with BS5839 Part 6.\*
- Internal notional flat fire doors to the kitchen and habitable rooms. The level of provisions of internal fire doors will be dependent on the internal travel distances and layout of the home. In all circumstances the council will aim to comply with the requirements of BS9991.

No provision is made for in-flat detection in leasehold flats, unless a landlord's system to Grade A L2 is installed within the communal areas and has been extended into the property.

All construction works to build council houses; refurbish existing stock or install new fire active and passive fire precautions will be undertaken by third party certified contractors in accordance with the Requirements of Approved Document B. The council will always seek via good quality design to reduce the risk at occupation to "as low as reasonably practicable" hence compliance with the Approved Documents is deemed to be the minimum standard.

## **Programme of work**

### **FRA significant findings**

The Resident Safety Director in conjunction with; the Head of Asset Strategy and Head of Property Services will agree on a five-year strategic investment strategy, as part of the council's wider investment plan. The five-year plan will be kept under review to enable the Council to respond to new legislation; best practice and incidents, as they arise.

A detailed annual building safety works programme, to deliver both reactive and capital work programmes to enhance fire and building safety standards, will be agreed in quarter 4, for delivery within the next financial year.

The Building Safety Programme Manager will review the outputs from the councils rolling programme of FRAs and other building inspections and prioritise and package works for delivery. Where appropriate additional surveys and inspections are required these will be procured/ delivered by the Building Safety team, to enable work requirements to be fully scoped.

Project briefs will be developed and passed to the Capital project programme manager/ Planned works manager to procure and deliver the required works. Reactive work requirements will be issued via the Building Safety team, directly to the Councils DLO or M&E term contractors, via Civica.

The Building Safety team will monitor and report on delivery against programme and the quality of works across building safety programme.

The Building safety team will update the FRA workflow, as works are completed. A sample of both reactive and capital work will be audited annually to provide assurance that works are being completed in accordance with the Councils quality requirements.

### **New developments quality management**

The building safety team will provide technical support and advice to the Regeneration and Development teams to ensure that all new Council homes are designed and Constructed in accordance with the Councils requirements for building safety.

The Building Safety team will provide a technical quality assurance function during the construction process to ensure buildings are constructed in accordance with the Councils quality standards.

The Building Safety team will act as a gateway consultee as part of the Councils Governance framework to ensure compliance with existing and future regulatory requirements for all new developments of 6 storeys or more.

The Building Safety team will review and audit handover documentation (Regulation 38 and H&S file), prior to the issuing of Practical completion to ensure that all the required documentation is held by the Council for its to manage and register the building for occupation.

### **Inspection, testing and maintenance requirements**

#### **Inspection of passive and active systems**

Neighbourhood inspectors undertake a monthly inspection of the communal areas of all council buildings over 6 storeys or more and collate information regarding the functionality of both passive and active control measures. Defects are reported via Civica to the relevant contract management team for action.

Additional training will be provided to Neighbourhood staff to allow them to fulfil this requirement.

From 2021, the Council will increase the frequency of its FRAs from 12 to 6-month frequencies (12 months, T3 FRA inspection, 6-month interval T2 FRA) in its high-rise blocks (6 storeys and above) to provide additional assurance that adequate management is in place.

## **Testing and maintenance requirements**

### **Active systems**

All active systems are subject to a formal maintenance programme, with tests and inspections undertaken at prescribed intervals as detailed in the relevant British Standard.

The Head of Property Services is responsible for ensuring all systems are adequately maintained.

### **Passive systems**

All fire breaks and seals will be recorded at installation and a schedule for each block will be stored in Apex.

The condition of accessible breaks and seals will be checked during the FRA review process. All council employees and contractors are required to report breaches in compartmentation identified during their day to day operations to the Building Safety team for rectification.

The condition of concealed breaks and seals will be checked, during refurbishment or construction works, where the structure is opened to facilitate the required works.

The Council will develop and implement a rolling programme of flat fire door and communal door set inspection and maintenance, following launch of its borough wide fire door set replacement programme, to ensure that all new third-party certified fire door sets are maintained fit for purpose.

## **Record Management**

### **FRAs**

The Council's FRAs will be hosted in the council's asset management system (Apex) from Quarter 4 2019-2020. Actions will be tracked to completion using the module workflow.

### **Asset information; Building Safety Case files and Golden Thread information**

All property records will be stored in Apex, against individual UPRNs, until Central Government confirm future software and data storage requirements.

## **Testing and Maintenance records**

All inspection, test and maintenance records will be held in the Compliance module of the Councils asset management system (Apex)

## **Monitoring**

The Resident Safety Director and the Housing H&S Manager will report monthly (via Pentana) on the delivery against programme, of the FRA significant findings delivery programmes and the FRA review programme.

The Resident Safety Director will also attend the Council Assurance Board quarterly to provide an update on the wider Building Safety programme.

All managers are individually responsible for ensuring their direct reports complete mandatory fire awareness training. Training status is monitored via monthly performance review meetings.

## **ASBESTOS MANAGEMENT**

### **Scope**

The Councils Corporate Asbestos Manger is the Competent Person, for the Council, as required by the Control of Asbestos Regulations.

Management Surveys are undertaken of all communal areas by the Councils in-house Asbestos Surveyors.

Requirements for the provision of Refurbishment & Demolition; Demolition or air testing are procured via an external UKAS accredited survey and analytical consultant.

The Councils arrangements for the management of asbestos containing materials is detailed in the Councils Asbestos Policy.

From 2020 the Council will procure two new term contracts;

- Survey and analytical services contract for the provision of a rolling programme of in-flat management surveys; full R&D and targeted R&D surveys; air testing and sampling
- Removal and remediation service contract, to enable the removal, remediation (encapsulation) of ACMs and decontamination where damage is identified.

The Council will develop a separate asbestos management plan for the residential portfolio, commencing in 2020.

## **Legal Requirements**

The Councils are required in accordance with the Control of Asbestos Regulations (CAR) to manage the risk from exposure to asbestos containing materials (ACMs) in the workplace. The workplace within the context of the housing portfolio, being defined as the communal areas of blocks of flats and within the domestic dwellings, when they become void.

To fulfil this duty the Council will:

- Complete management surveys to identify the location; type of ACM; its condition and quantify the risk posed
- Maintain a register which details the above
- Undertake a rolling programme of re-inspections to ensure this information remains valid
- Undertake works to remove or encapsulate ACMs where recommended by the management survey programme
- Proactively seek to remove ACMs from flats, when properties have become void

## **Programme of work**

### **Management survey and re-inspection programme**

The Councils Corporate Safety (Asbestos) team are responsible for undertaking a management survey in accordance with HSG for all new properties acquired by the council and creating a new asset register on the council's Asbestos Management system.

The Corporate Asbestos Manager is responsible for developing and delivering a risk based re-inspection programme to monitor the condition of ACM materials across the residential stock.

### **Remedial works programme**

The Head of Repairs is responsible for ensuring all asbestos remediation works, identified via the completion of a new management survey/ or reinspection survey are completed in appropriate timescales, by a licenced asbestos removal contractor and all relevant statutory notifications are issued.

### **Capital works programme**

The Head of Major Works is responsible for ensuring that R&D surveys are procured from a UKAS accredited external supplier for inclusion within Pre-Construction Information Packs (PCIs) to enable the delivery of capital work programmes and ensure the Councils fulfil its statutory duties under the Construction (Design and Management) Regulations (CDMR).

## **In-flat Management Survey programme**

Whilst there is no statutory duty which requires the Council to survey and maintain asbestos registers for individual dwellings, it is acknowledged that to ensure residents are not exposed to risk, through the completion of alterations or DIY works to their homes and that the Council's staff, are able to implement suitable control measures during the completion of in-flat repair works, that information pertaining to the location; type, extent and condition of ACMs within dwellings should be attained and managed as best practice.

The Council will procure a new Asbestos and Analytical survey term contract during the 2019-20 financial year to enable flats to be surveyed over a three-year programme to enable in-flat register to be created. Where access to all flats cannot be attained, sample data will be cloned where appropriate.

Cyclical programme Manager will be responsible for the management and delivery of the three-year programme.

## **Training programme**

All Councils employees are required to complete "Asbestos awareness training" as part of their induction. Refresher training is provided at intervals.

All contractors are required to demonstrate that their operatives have completed appropriate asbestos awareness training; have safe systems of work in place for work adjacent to ACMs and that employees have been informed on emergency arrangements in case of damage or disturbance to ACM materials.

## **Record Management**

### **Management Surveys and Asbestos Registers (Communal and flat)**

The Councils Management Surveys and Asbestos registers are currently hosted on a bespoke Asbestos Management system.

The register will be transferred in the Councils Asset Management System (Apex), to enable mobile data collection and improved workflow management. This transfer is also required to enable the transfer of data and risk information to the council's trades operatives.

### **Refurbishment and Demolition Surveys and Demolition Surveys**

Copies of all R&D surveys or Demolition surveys procured from external UKAS accredited survey companies (pre-implementation of the new Survey and Analytical term contract) are to be passed to the Asset Management team, for upload into Apex.

It is envisaged that the term contractor, when appointed will have access to a contractor's interface which will allow for the collation and issue of survey information directly into the Apex system.



The Asset Management officer(s) (AMO) will upload a PDF copy of the survey; plan and sampling report and photo schedule against the UPRM and will update the buildings register. Should any works be identified the AMO will create an action in the asbestos management workflow and place a work order with the Asbestos remediation term contractor.

## **Monitoring**

The Corporate H&S team will submit a monthly TBC report to via Pentana demonstrating progress of the reinspection programme against target and the status of any high risks identified

## **WATER SERVICES**

### **Scope**

The Council aims to demonstrate that it has sufficiently robust control measures in place to ensure that the risks associated with the supply of hot and cold-water services, such as legionella bacteria, are effectively managed in all homes and communal areas. This includes but is not limited to:

- Cooling towers and evaporative condensers.
- Humidifiers and air washers.
- Domestic and communal showering facilities
- Other plant and systems containing water likely to exceed 20oC and able to release a spray or aerosol.

### **Legal Requirements**

The Health and Safety Executive's (HSE) Approved Code of Practice (ACOP) L8 entitled "The Control of Legionella Bacteria in Water Systems", establishes the water hygiene standards to be adopted in order to comply with legal responsibilities under the Health and Safety at Work Act and the Control of Substances Hazardous to Health Regulations.

### **Programme of works**

### **Management plan**

The Head of Property Services and the M&E manager will develop a legionella management plan and supporting processes that detail the following:

- How the Council will assess sources of risk, by implementing a programme of water hygiene risk assessments
- Appoint a competent contractor to complete the required risk assessments
- Ensure new or refurbished water systems are designed, so far as reasonably practicable, to eliminate/minimise the risk of legionella development within the system.

- Prepare and maintain a written scheme for preventing and controlling the water hygiene risks present
- Implement, manage and monitor all precautions following a water hygiene risk assessment.
- Identify and specify necessary routine water hygiene tasks and checks for each of our buildings.
- Provide training for all staff engaged in routine water hygiene tasks and checks.
- Provide an appropriate level of information and training for those with responsibilities under the management plan.
- Review risk assessments at least once every 2 years, or when the risk assessment is deemed no longer valid e.g. change of use, demographics and water systems upgrades.
- How schematic diagrams for hot and cold-water systems for each of our premises and dwellings, will be captured and collated.

### **Water Hygiene Risk Assessments**

All Council managed premises will be subject to a water hygiene risk assessment carried out by a competent contractor.

The assessments will be conducted in accordance with the 'HSE Approved Code of Practice and Guidance' document L8.

The order and timescales for assessments will be prioritised based on the risks presented. This will be determined by the age of the building, its occupancy and use and any other relevant criteria.

The risk assessment will identify the remedial actions necessary, in order of priority, to ensure the risk of legionnaires disease is minimised.

Following each risk assessment, a re-assessment date will be set as required (at least once every two years), the risk assessment will be reviewed ahead of the planned date whenever there is reason to suspect the assessment is no longer valid.

A copy of the risk assessment (subsequent reviews) and written scheme of control will be held centrally on the Councils asset management systems (Apex).

Where the assessment shows there is a reasonably foreseeable risk, the use of water systems, parts of water systems or systems of work which lead to exposure, will be avoided so far as is reasonably practicable.

Where this is not reasonably practicable, there will be a written scheme for controlling the risk from exposure which will be implemented and monitored by the M&E Manager.

## Written Schemes of Control

A 'Scheme of Control' will be established by the risk assessor to minimise the risks of legionella and ensure good water hygiene for each premises. The 'Scheme of Control' will include:

- A detailed schematic drawing of the hot and cold-water system;
- A description of the correct and safe operation of the system;
- Precautions to be taken;
  - The required routine water hygiene tasks and checks for the building to ensure the system is functioning efficiently;
  - Remedial action to be taken in the event of the current scheme being shown not to be effective;
  - Routine water testing/monitoring where identified for the system e.g. legionella bacteria, other general bacterial testing.

## Water Hygiene Monitoring

### **Communal facilities (specialised housing blocks; staff welfare facilities and community halls):**

Monthly temperature checks are undertaken at all water outlets.

Where the water temperature cannot be used as a control, then additional checks are carried out in the form of legionella tests at the cold-water storage tank, furthest outlet, calorifier outlets, or nearest tap along with the return supply. This will be carried out on a quarterly basis with TVC tests taken in between.

Where present Chlorine Dioxide dosing units will be subject to a formal monthly inspection process.

Should the results of any test be unsatisfactory, then appropriate action will be taken in line with the ACOP recommendations.

Users of highly susceptible occupancy (i.e Specialised housing blocks) will be informed of an unsatisfactory test result. However, users at other sites, where unsatisfactory test results are found, will only be informed if results are considered imminently dangerous (this is in accordance with the ACOP recommendations).

Cold water storage tanks and calorifiers are to be inspected annually.

Weekly temperature monitoring will be conducted at little-used outlets, as identified in the risk assessment such as communal shower / bathrooms or guest rooms.

Inspections and routine maintenance will only be carried out by a competent Water Hygiene Contractor

## Domestic dwellings

Water risk will be completed when a tenanted property becomes void. The Council will complete any required actions identified in the risk assessment, prior to re-letting the dwelling.

Residents are provided with advice via the council's website and welcome pack, regarding the need to:

- Retain hot water temperatures within a safe range
- Clean outlets on a regular basis
- Flush water systems after long periods of absence/ drain down systems, during periods of long absence.
- Maintain water storage tanks

### **Record management:**

#### **Risk assessments and written schemes of work**

All documentation is to be retained in the Councils asset management system (Apex) for a minimum period of 5 years and will include detail of:

- the person responsible for conducting the risk assessment;
- the arrangements for implementing the written scheme;
- the significant findings of any risk assessment;
- the written scheme itself and all monitoring results.

### **Monitoring**

The M&E Manager submits a monthly report via Pentana detailing the number of risk assessments completed against target and the number of actions and their current status.

To manage and minimise the risk from hot and cold-water systems in the majority of our individual residential properties is considered to be low owing to regular water usage and turnover. Cold water will be direct from the mains supply or they will have their own water tank. These tenants are given advice on flushing outlets should they be absent for long periods.

Sites served by a communal water tank and/or housing vulnerable population have been identified as posing a foreseeable risk of exposure to legionella and hence require a legionella risk assessment. These sites include our Sheltered properties and properties with communal services.

## **PROVISION AND USE OF WORKPLACE EQUIPMENT**

### **Scope**

The Council aims to ensure that it has sufficient inspection and maintenance regimes in place to manage the risks posed by the provision and use of workplace equipment.

This will include:

- Lifting equipment – including passenger lifts; platform lifts; stair lifts; hoists and pulleys
- Fall prevention equipment – including edge protection systems; man-safe systems; eye bolts.
- Access equipment – including fixed and unfixed ladders; gantries; walkways; access platforms; cradles

### **Legislative requirements**

The Council has a legal responsibility under a number of primary and secondary statutes, primarily:

- Health and safety at Work Act
- Provision and Use of Workplace Equipment Regulations;
- Lifting Operations and Lifting Equipment Regulations
- Work at Height Regulations

To make adequate provisions to provide a safe place of work; make provision for safe access and egress; and have adequate systems in place to inspect test and maintain workplace equipment.

### **Programme of works**

#### **Fixed systems**

The Head of Housing Asset Management will ensure a register of all fixed systems is maintained on the Council's asset management system and that the condition of such is monitored

This will include:

- Edge protection systems
- External and Internal, gantries; walkways; staircases; access platforms
- Fixed ladders

Any defects identified, will be collated and passed to the Head of Property Services to agree an appropriate programme of works to deliver either repair to or replacement of the element.

#### **Unfixed work ladders**

A register detailing the location and type of ladder, will be held by the Head of Housing Asset Management within the council's asset management systems (Apex).

An annual inspection regime will be completed which will record the condition of each ladder. Each ladder will be identified by a unique asset reference and will be clearly marked with the data of its last inspection and indicate if the ladder passed or failed the inspection.

Ladders which fail, should be taken out of use within 48 hours and repaired and replaced as appropriate. No Council employee or contractor is to use a ladder which has been marked as having failed its inspection.

### **Access and fall arrest equipment**

The Head of Housing Asset Management will hold a register of all access and fall arrest equipment.

Where additional equipment is installed to facilitate maintenance or capital work programme the Head of Repairs; M&E or Major Works as applicable is responsible for providing relevant information to the Asset management team to enable the register to be updated.

The Asset team will issue (via Apex) to the Head of M&E annually a revised asset register, detailing the required inspection; testing and maintenance requirements for each system, as defined by the manufacturer.

Inspection and testing requirements will be fulfilled by a competent contractor.

The M&E and Compliance manager is responsible for ensuring that any defects or remedial works identified via the planned maintenance programme are completed in the relevant timescales and/ or putting temporary control measures in place to ensure systems are not utilised whilst awaiting remediation (i.e. locking off systems and placing clear signage, to prevent use).

### **Passenger lifts**

The Compliance and M&E manager will ensure all passenger lifts within residential building are subject to;

- monthly inspection undertaken by a competent lift engineer
- a 6 monthly thorough examination
- an annual insurance inspection
- a planned maintenance regime in accordance with the manufacturer's recommendations
- a replacement programme in line with expected life cycles or in response to repeated failures

Where defects or actions are identified the M&E Manager will ensure actions are scheduled and completed within appropriate timescales. Where lifts fail their annual check they will be immediately decommissioned until such time as defects are addressed and the inspection certificate issued.

In every high rise block a "PEEP register" of vulnerable tenants with mobility issues will be maintained and available to staff, should any block be without adequate lift

provision for more than 24 hours then appropriate actions will be taken to provide support to all tenants.

### **Platform or stair lifts (within communal areas/ within dwellings)**

The Aids and Adaptations manager is responsible for informing the Head of Housing Asset Management regarding the location of all lifting equipment installed within the residential portfolio.

The Head of Housing Asset Management will ensure an asset register is maintained in the council's asset management system (Apex). A copy of the register will be issued to the M&E Manager annually to ensure a suitable testing and maintenance programme is commissioned via an external competent contractor.

Any lift which is deemed unsafe will be immediately decommissioned until such time as defects are addressed

### **Record Management**

All inspection records; schedules of maintenance; thorough examination and insurance reports, are to be stored against the asset within the Councils Asset management system (Apex).

All records are to be retained for a minimum of two years.

## **8.0 SAFEGUARDING**

The Council will provide its contractors will appropriate training and guidance to enable contractors working in resident's homes to identify and refer residents who may be vulnerable, subject to abuse, hoarding or have a mental health or health condition which places them at risk, to appropriate council services.

## **9.0 DATA ASSURANCE**

The Council is currently putting new software systems in place to improve its data management and reporting capabilities. These new systems will assist the councils in ensuring that the quality of data is robust.

The Head of Housing Asset management and Compliance and M&E manager will provide information to the Data and MI team to allow them to undertake annual reviews of data and reporting to provide additional reassurance.

Further assurance will be provided by programmes of internal and external audit and scrutiny.

## **10.0 PERFORMANCE REPORTING**

The relevant Council officer, will provide a monthly written report (via Pentana) to the Housing & Regeneration Performance Monitoring meeting, indicating the current status of their programmes of work.

The performance target for all compliance programmes is **100%**.

A Service recovery plan (SRP) must be provided where the performance has fallen below 85% detailing the actions which are being taken/ are required to be taken, by the department to address the performance level.

The relevant Council officer will be required to present a monthly update report on the implementation of the SRP until such time as performance is recovered.

The relevant head of service is responsible for ensuring that sufficient resources are allocated to service recovery action plans, to ensure delivery.

Where performance falls below 75% this must be recorded on the departmental risk register and where any service falls below 65% this must be escalated to the Place H&S Committee.

The performance review thresholds will be reviewed annually by the Data and MI team to ensure they provide the appropriate level of assurance.

## **11.0 AUDIT AND SCRUTINY**

### **Internal audit (peer)**

As part of the development of a safety management system for compliance operations, the department will identify and upskill a number of employees to act as an internal audit team. Their role will be to undertake a programme of internal audits across services, to identify service gaps and promote continuous improvement.

### **Internal audit (Governance)**

As part of its risk and governance framework, all services are subject to internal audit by the Councils Corporate Health and Safety team and internal Risk & Audit function.

### **External audit**

The Council is not currently subject to proactive external audit. However, the Council acknowledges that should it fail to meet its statutory duty and by doing so fails to uphold the Home Standard, it would be subject to audit and investigation by the Social Housing Regulator and other external enforcement bodies.

### **Resident Scrutiny**

The Council acknowledges the value of involving residents in the design and monitoring of the services we provide. We will embed the requirement for residents to



participate in designing and scrutinising our services within our Building Safety Resident Engagement Strategy.

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## Version control

	Name	Signature	Date
Prepared by:	Sarah Stevenson-Jones		
Checked by:	Garry Knights		
Approved by:	Joanne Drew		
Document Title:	Landlords Compliance Policy		
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