

# Compliance Report

## September 2023



Pages 2—15

### HOUSING

Overall RAG Rated summary of the  
7 reported metrics

Direction of travel from  
previous month

0



2



5



Pages 16—19

### General Fund

Overall RAG Rated summary of the  
6 reported metrics

Direction of travel from  
previous month

1



1



4



# Performance Summary September 2023

Ref	Compliance	Target	YTD Result	
GD	Percentage of properties with valid gas certificate - Domestic	100.00%	99.98%	↓
GC	Percentage of properties with valid gas certificate—Communal	100.00%	100.00%	↔
ED	Percentage of properties with satisfactory EICR	100.00%	99.17%	↑
FS	Percentage of non domestic assets covered by valid FRA	100.00%	100.00%	↔
AND	Percentage of known asbestos locations re-inspected (communal areas)	100.00%	100.00%	↔
WH	Percentage of water installations covered by risk assessment	100.00%	100.00%	↔
LI	Percentage of communal lifts that require examination (LOLER)	100.00%	100.00%	↔
Items of Additional Oversight				
FRA	Number of Fire Remedial actions		2664	
AR	Number of Asbestos Remedial actions		0	

# Points for noting

Area of compliance	Comments
Building Safety	<ul style="list-style-type: none"> <li>• Works to upgrade all doors at three supported housing schemes has been completed. Two additional tenders for remedial works at supported housing schemes have been awarded with commencement dates to be agreed</li> <li>• Gade Tower improvement works continue to make good progress with 95% of flat entrance doors replaced in September - communal doors, decoration and flooring will follow. Works set to complete in early December</li> <li>• Remedial works for balconies at Kylna Court have been completed. The roof terrace remedial works will commence in October with designs approved and contractor appointed</li> <li>• Resident Engagement Strategies have been developed for high rise residential buildings ready for consultation events to start in October. All leaseholders have been written to reminding them of their responsibilities around gas safety</li> </ul>
Asbestos	<ul style="list-style-type: none"> <li>• Riverside Environmental are undertaking Domestic surveys and the re-inspection programme of communal areas</li> <li>• We will complete all non-domestic re-inspection surveys this calendar year and the outcomes of these surveys and remedial actions are captured in the report. 78% (896 blocks) of the required surveys have been completed since April</li> </ul>
EICR Programme	<ul style="list-style-type: none"> <li>• The number of EICR no access properties has decreased to six</li> <li>• The outstanding six no access properties continue to be the hardest to access and have previous failed appointments. Three of the properties have been progressed to Legal proceedings. We continue to follow a robust six stage auditable access process to support legal proceedings as required</li> <li>• An additional 349 properties where the EICR is out of target was reported as non-compliant in May, this has dropped to 84 in September. The additional contractor and dedicated Lead Officer are focusing hard on these properties in line with the agreed no access process</li> </ul>

### Percentage of properties with valid gas certificates

<b>100%</b>	Target
<b>99.99%</b>	Previous period (August 23)
<b>99.98%</b>	Current
	YTD trend

#### Narrative

- Two properties were out of target in September
- Both properties were subsequently serviced on 3rd October

### Percentage of properties with satisfactory EICR

<b>100%</b>	Target
<b>98.88%</b>	Previous period (August 23)
<b>99.17%</b>	Current
	YTD trend

#### Narrative

- 10,208 properties, 8 (8 in August) have not had an EICR , 2 Unsatisfactory (1) and 6 No Access (7)
- An additional 349 properties where the EICR was out of target was reported in May. This figure has already dropped to 84 in September and will continue to be targeted through the planned EICR programme
- 4041 properties were due for EICR's this year, of which 971 are yet to be completed. For additional information so far this year the number of EICR inspections completed is 4193, which includes voids & mutual exchange properties. There are adequate resources to complete the required number for this financial year.

## No access EICR Properties

### Narrative

- Safer Homes and Tenancy teams collaborate on no access properties to gain access.
- If the tenant misses a booked appointment then they will be referred back to the 6 stage Tenancy process, picking up at the last stage relative to the case.

### No Access Process

- Stage 1 Phone call between 9am- 5pm and 1st tenancy review audit
- Stage 2 Phone call after 6pm
- Stage 3 Phone call between 9am - 5pm and 1st letter
- Stage 4 Phone call after 6pm and 2nd tenancy review audit
- Stage 5 Phone call between 9am - 5pm and 2nd letter
- Stage 6 Phone call after 6pm, 3rd tenancy review audit and 3rd letter

### Legal proceedings

	Current	Previous Month
Stage 1	27	5
Stage 2	12	8
Stage 3	17	6
Stage 4	5	5
Stage 5	0	0
Stage 6	5	1
Appointment Booked	14	73
Void	5	6
Follow On Works	1	4
Legal	3	3
Other *	3	3
To be progressed *	0	0
<b>Total</b>	<b>92</b>	<b>114</b>

- \* Hoarding or wider welfare issues that may require multi agency approach
- \* Three stage contractor process has been completed, now with Lead Officer to commence No Access process.

### Legal Cases

- 2 - Court date agreed (31/10 & 16/11)
- 1 - Court date pending

The legal process is attached as an appendix to this report.

## Percentage of non domestic assets covered by valid FRA



100%	Target
100%	Previous period (Aug 23)
100%	Current
	YTD trend

Narrative
<ul style="list-style-type: none"> <li>All buildings (1,102) have an in date FRA</li> </ul>

## Percentage of known asbestos locations re-inspected (communal areas)

100%	Target
100%	Previous period (Aug 23)
100%	Current
	YTD trend

Narrative
<ul style="list-style-type: none"> <li>New re-inspection programme commenced in April 2023 with new contractor, which will result in new surveys for all non-domestic assets.</li> <li>896 blocks (78%) have been surveyed</li> </ul>

## Percentage of water installations covered by

100%	Target
100%	Previous period (Aug 23)
100%	Current
	YTD trend

Narrative
<ul style="list-style-type: none"> <li>All 42 properties have an in date Water Hygiene Risk Assessment</li> <li>In the month of September 91 PPM's were all completed within target</li> </ul>

## Percentage of communal lifts that require examination (LOLER)

<b>100%</b>	<b>Target</b>
<b>100%</b>	<b>Previous period (Aug 23)</b>
<b>100%</b>	<b>Current</b>
	<b>YTD trend</b>

### Narrative

- 42 passenger lifts were serviced on schedule

## Asbestos Non-Domestic Survey Status

Pre 2000 Non-domestic assets	Completed Compliance Surveys	Compliance Surveys Outstanding	Access Issues
1,086	896	190	0

Total number of actions to date	High Risk Actions	Medium Risk Actions	Low Risk Actions	Very Low Risk Actions
2,093	0	0	675	1418

### Narrative

- With 896 surveys completed this year we are 78% through the programme and on track to have all surveys completed before 2024
- To date we have only identified 17 remedial actions which have all been completed in the month they were raised. This should be viewed as a positive and provide assurance that our processes are robust and that the buildings are managed well
- The 2,093 actions are classed as low or very low risk, meaning the ACM can remain in situ as long as it is monitored and managed, which is what the annual re-inspection programme achieves



## Number of Fire remedial actions

Priority High	Aug	Sep	Timescale to complete
For Review	0	0	1 Month
In Progress	80	61	3 Months
Planned	23	23	12 Months
Deferred / Further	0	0	3 Months
<b>Total</b>	<b>103</b>	<b>85</b>	

### Narrative

#### 2664 live actions within the system:

- 354 In Progress (issued to contractor)
- 0 Open (to be reviewed/issued)
- 2309 Planned (planned programme)
- 1 To be Planned (further investigation required)
- 0 Deferred

#### Of the live actions 85 are classed as high priority:

- 64 In Progress (issued to contractor)
- 0 Open (to be reviewed/issued)
- 21 Planned (planned programme)
- 0 Deferred/To Be Planned

## Narrative

### Building Classification:

- Category 1 - High rise residential buildings and large supported housing schemes
- Category 2 - Medium rise buildings and dispersed supported housing schemes
- Category 3 - Low rise buildings
- Category 4 - Buildings with no common parts

Buildings with no common parts do not require an FRA under the Regulatory Reform (Fire Safety) Order 2005

### Number of buildings per category

Building Priority	Number	Fire Risk Assessment Frequency
Category 1	44	Annual
Category 2	427	Every three years
Category 3	321	Every five years
Category 4	310	No requirement
Total	1102	

### High Priority Actions by building classification

Building Classification	Deferred	In Progress	Planned
Category 1	0	24	12
Category 2	0	40	5
Category 3	0	0	4
Total	0	64	21

## Number of FRA Actions Completed

Completed in August	High	Medium	Low	On-going	Total
Category 1	3	20	4	4	31
Category 2	57	80	39	13	189
Category 3	1	4	0	0	5
<b>Total</b>	<b>61</b>	<b>104</b>	<b>43</b>	<b>17</b>	<b>225</b>

	Jobs Raised	Jobs Completed
June	369	364
July	169	243
Aug	92	144
Sep	154	225
<b>Total</b>	<b>784</b>	<b>976</b>

### FRA Actions

- On average we would expect to see approximately 100/150 FRA actions per month with the number of actions completed in month to be greater than the number created
- We are undertaking some closer analytical work of the outstanding actions in partnership with Manifest Consultants. This will allow us to better track and progress the medium risk actions
- A supplementary SLT report is scheduled for November.**

## TA Compliance Figures

	Gas Domestic
100%	Previous period (Aug 23)
100%	Current (122 assets)
	YTD trend

	Gas Communal
100%	Previous period (Aug 23)
100%	Current (7 assets)
	YTD trend

	FRA's
100%	Previous period (Aug 23)
100%	Current (8 assets)
	YTD trend

	Asbestos Surveys
100%	Previous period (Aug 23)
100%	Current (6 assets)
	YTD trend

	Water Hygiene RA
100%	Previous period (Aug 23)
100%	Current (2 assets)
	YTD trend

	Domestic EICR's
98.44%	Previous period (Aug 23)
99.22%	Current (129 assets)
	YTD trend

	Communal EICR's
100%	Previous period (Aug 23)
100%	Current (8 Assets)
	YTD trend

### Narrative

- A strong compliance performance across all areas
- Of the 129 assets that require a domestic EICR 1 property is out of target. This property will soon be void and the EICR will be completed at this time. The Lead Officer (access) is working with the TA team to gain access to the other remaining property

## Damp and Mould Update



	Pre-2023	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Total
<b>Cases Reported</b>	93	45	73	194	119	75	52	51	43	26	771
<b>No of Inspections Carried Out</b>	29	14	20	56	59	79	134	172	112	59	734
<b>Cases Still Open (Movement)</b>	1 (1)	6 (6)	20 (20)	94 (101)	50 (51)	28 (53)	43 (59)	44 (54)	52 (52)	67	392

### Narrative

- The number of completed cases has increased to 344, with 61 cases closed within the period
- Progress to increase capacity with an additional contractor has been slow, this has been escalated as this is a risk going into the winter period
- All new inspections are now being carried out within 7 days of being reported
- There have been approx.400 low level additional cases which have been reported following inspections as part of the stock condition surveys, these will be added to the October cases once the cases have been cross checked and validated. None of these fall into the Cat 1/2 HHSRS severity
- There are current resource restraints as one of the damp and mould inspectors has now left and the second had to be deployed to support the management of disrepair cases following the surveyor leaving
- Recruitment is currently underway to appoint 2 x temporary surveyors, which is proving very challenging in the current environment.

## Reinforced Autoclaved Aerated Concrete (RAAC) Update

	Pre-2023	Jan 23	Feb 23	Total
<b>Properties Identified</b>	49—61 Pheasant Close	1—29 Hilltop Road	33 —51 Hilltop road	<b>3</b>
<b>Remediation Works Timescales</b>	6 months (including improvement works)	6 months (including improvement works)	6 months (including improvement works)	
<b>Remediation Works Complete</b>	June 2024	June 2024	June 2024	

### Narrative

- Precautionary works were completed 11 September, safety platforms have been installed in all blocks where RAAC has been identified
- Weekly inspection continue to be carried out to ensure there is no deterioration in the condition of the building
- A proposal was submitted on 29th September, further clarity and confirmation of the target costs have been requested and will be received by 13th October
- Improvements works will be taking place which will require a S20 notice, including windows, cladding, roofing etc. (any costs for remediation works will not be included in any S20 notice) It is more cost effective to complete all works together
- The removal of the RAAC will be prioritised and all works phased to follow.
- On receipt of the detailed final programme, the remediation dates shown above will be amended.

## The Elms









### Narrative

- Additional opening up of the façade and the subsequent investigation by independent experts has been completed. The results have been verified and the developers were subsequently written to in September confirming the defects. The developers are in the process of preparing a rectification proposal, but have asked for a time extension. Bevan Brittan having confirmed this request is fair and reasonable and as such the new date for Durkan to submit is the 31 October 2023.
- Quarterly core group and monthly operational meetings are held with building safety, outstanding repairs and day to day issues covered
- Mitigation process updates
  - Line marking in the car park has been completed to keep access for the emergency services clear
  - DENS staff report any issues with internal doors directly to the Compliance Team who will issue an instruction to the relevant contractor
  - Regular site inspections ongoing with representation from the Safe Homes Team and DENS

# General Fund Portfolio

## Performance

Area	Description	Target	Performance	Trend
<b>Fire</b>	Percentage of properties covered by valid FRA	100.00%	100.00%	
<b>Legionella</b>	Percentage of water installations covered by risk assessment	100.00%	99.30%	
<b>Asbestos</b>	Percentage of known asbestos locations re-inspected	100.00%	100.00%	
<b>Gas</b>	Percentage of properties with valid gas certificate	100.00%	100.00%	
<b>Electrical</b>	Percentage of properties with satisfactory EICR	100.00%	100.00%	
<b>Lifts</b>	Percentage of communal lifts that require examination (LOLER)	100.00%	89.00%	

## Key Points

- Strong performance to remediate the outstanding electrical checks which have been outstanding for a number of months due to the need to engage specialist contractors with the relevant and equipment (Confined spaces and Heavy Lifting equipment).
- Both Legionella and Lifts are reporting one site out of compliance at the end of September, both of which are booked to be completed in October.
- The long standing asbestos issue being managed by HCC at Leverstock Green Library has been resolved allowing access to complete the legionella risk assessment.
- Management of lift inspections is transferring to the Building Services team to improve oversight and reporting.



**Commercial Portfolio FRA** - Total number of assets 149 — (105 Council maintained, 44 leaseholder responsibility)



100%	Target
100%	Previous period (Aug 23)
100%	Current
	YTD trend

Narrative
<ul style="list-style-type: none"> <li>On-going process of reviews</li> </ul>

**Legionella Risk Assessments** Total number of assets 149— (109 Council maintained, 40 leaseholder responsibility)

100%	Target
97.24%	Previous period (Aug 23)
99.30%	Current
	YTD trend

Narrative
<ul style="list-style-type: none"> <li>1 outstanding—Leverstock Green Library</li> <li>HCC have confirmed that the asbestos works at the Library are now complete. This will permit the outstanding Legionella risk assessment review to proceed which will be completed by the end of October.</li> </ul>

**Asbestos Inspections** - Total number of assets 149 - (111 Council maintained, 38 leaseholder responsibility)

100%	Target
100%	Previous period (Aug 23)
100%	Current
	YTD trend

Narrative
<ul style="list-style-type: none"> <li>43 buildings with known asbestos content are undergoing annual re-inspection surveys. Asbestos has been discovered in The Old Town Hall following a leak and subsequent electrical works.</li> <li>Remedial works are taking place.</li> </ul>

**Gas Safety** — Total number of assets 149— (123 Council maintained, 26 leaseholder responsibility)



100%	Target
100%	Previous period (Aug 23)
100%	Current
	YTD trend

Narrative
<ul style="list-style-type: none"> <li>On-going process of servicing and inspections</li> </ul>

**Electrical Testing** Total number of assets 149— (107 Council maintained, 42 leaseholder responsibility)

100%	Target
94.39%	Previous period (Aug 23)
100%	Current
	YTD trend

Narrative
<ul style="list-style-type: none"> <li>All commercial assets have now been inspected and electrical installation condition reports (EICR) produced</li> </ul>

**Passenger Lifts** - Total number of assets 9, all Council maintained

100%	Target
100%	Previous period (Aug 23)
89%	Current
	YTD trend

Narrative
<ul style="list-style-type: none"> <li>1 outstanding inspection— Victoria Hall</li> <li>Inspection has been booked for completion in October.</li> <li>The management of the lift inspections is moving from the insurance team to Building Services.</li> </ul>

### Narrative

#### Assets

- The Dacorum Borough Council commercial property portfolio extends to 1200 premises
- This is recorded for compliance purposes by building or structure, of which there are 149

#### Evidence and Oversight

- Spreadsheet **Property List and Compliance Tracker** is a live document, regularly reviewed and updated to monitor building compliance
- At the end of each calendar month, the rules that determine the compliance colour coding are updated
- When information about an aspect is received such as an electrical inspection, the date is entered. Following most inspections, for example electrical inspection, there may be findings to address; details of these findings will be stored in the respective building and aspect folder.
- Compliance is achieved when an inspection, survey, or risk assessment has been completed. The spreadsheet does not record completion of follow up actions; documents provided by specialist contractors are stored in shared folders.

#### Next steps

- Corporate Asset Register, Data centralisation, full process review, GF inclusion in HTIP and read across to TOM