

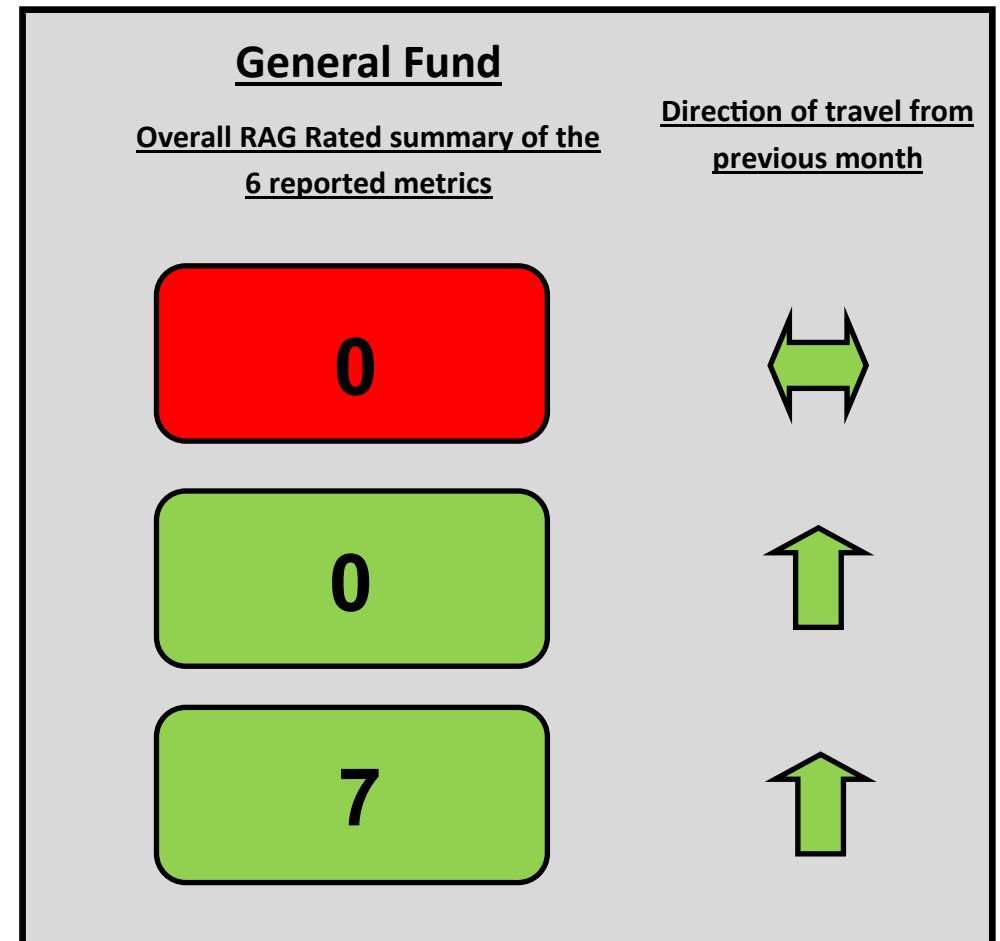
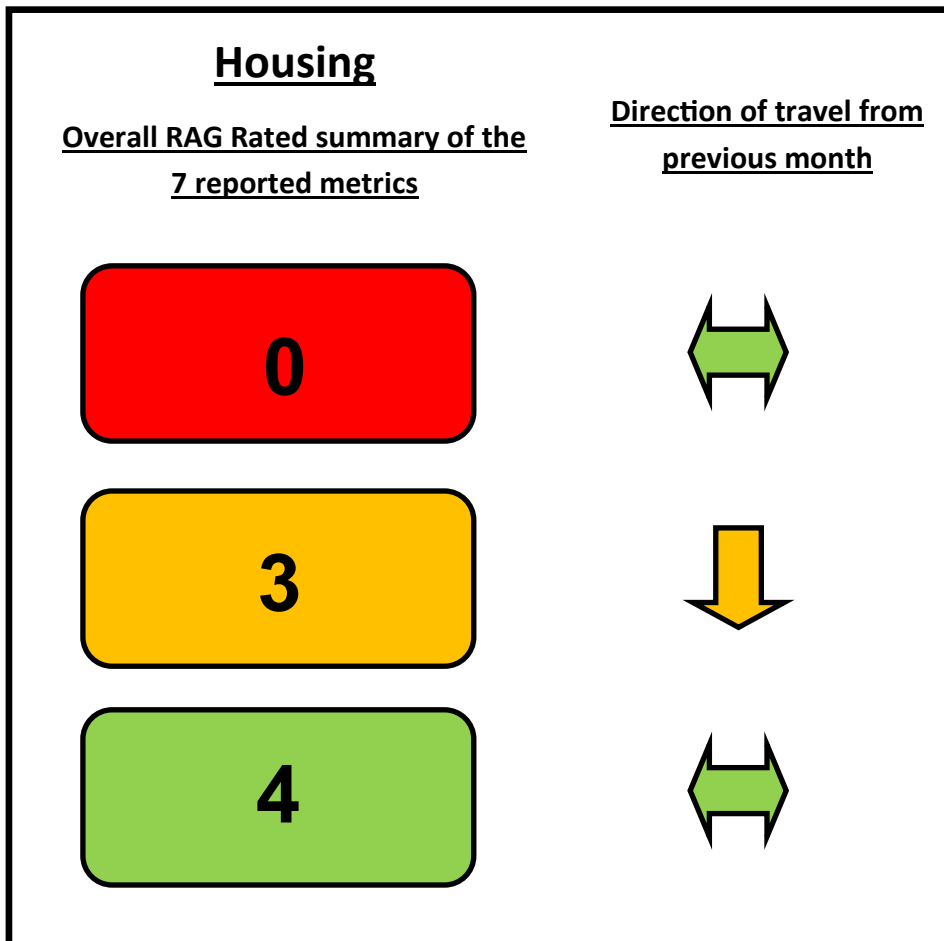
Assurance Report

March 2024



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Performance Summary March 2024

Ref	Compliance	Target	YTD Result	
GD	Percentage of properties with valid gas certificate - Domestic	100.00%	99.90%	↓
GC	Percentage of properties with valid gas certificate—Communal	100.00%	100.00%	↔
ED	Percentage of properties with satisfactory EICR	100.00%	98.59	↑
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%	99.91%	↓
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		1725	
AR	Number of Asbestos Remedial actions		0	

Points for noting

Area of compliance	Comments
Building Safety	<ul style="list-style-type: none"> The roof terrace remedial works at Kylna Court make good progress with both gardens set to re-open in June Quarterly communal fire door inspections in buildings over 11m are being completed by the Safe Homes Team with all activity captured using the Propeller software. Flat Entrance Door inspections commenced in January and attempts to access every property in scope on more than one occasion was completed by the end of March - see slide 14 for more information A new FRA remedial programme commenced in January with Wates appointed and instructed to target a variety of actions across multiple blocks of flats. The project will be closely monitored to determine its success - see slide 13 for more information Two blocks at Eastwick Row are receiving fire safety upgrade works. New door installations and fire stopping will be completed throughout with scope to include decorating and new flooring being explored
Asbestos	<ul style="list-style-type: none"> All non-domestic re-inspection surveys were complete by the end of December and the outcomes of these surveys and remedial actions are captured in the report. 1,071 of the required surveys have been completed since April 23 with a new re-inspection survey regime commencing in March 2024
EICR Programme	<ul style="list-style-type: none"> The outstanding two no access properties have been progressed to Legal proceedings in line with the agreed six stage auditable access process. To date all applications for injunctions have been granted At the end of 2023 we had 373 properties that had an out of target EICR, this figure has reduced to 143 in March. Despite the best efforts of the team and contractors (over 5,000 surveys completed in 2023) we are left with the hard to access or non-engaging properties, but the number is consistently dropping
Gas	<ul style="list-style-type: none"> The Heating and Ventilation tender concluded in December with mobilisation commencing in January for an April 2024 start date. Unfortunately we have experienced some non-compliance with properties that were not successfully progressed by the incumbents. The team and Aaron Services will endeavour to turn this performance around in April



Percentage of properties with valid gas certificates (LGSR)

100%	Target
100%	Previous period (Feb 24)
99.90%	Current
	YTD trend

Narrative

- On boarding the new contractor (Aaron Services) has mainly been positive with servicing commencing as planned on day one of the contract. However, as the incumbents resource withdrew a number of properties were not serviced in line with the LGSR anniversary date.
- Disappointingly we had **9 properties** fall out of target in the month of March. **6 have** since been serviced with appointments raised for the other three
- **Weekly meetings attended by all stakeholders are in place** to recover the position on this usually strong performing KPI

% of properties with satisfactory EICR

100%	Target
97.78%	Previous period (Feb 24)
98.59%	Current
	YTD trend

Narrative

- 10,203 properties require an EICR and **we currently have 2 dwellings** for which we could not evidence an electrical test
- Focus remains on the historical out of date EICR's with 143 (Feb 224) properties now falling out of target. Of the out of target properties 2 have not provided access, 3 are from 2017 and 111 from 2018 and 27 properties have fallen out of target this year. Only 55 dwellings are due for the 2024 programme.
- Re-phasing of the programme completed during the 2023/24 fiscal year will be undertaken to smooth the peak and make the programme more manageable over the 5 year period



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	50	150
Stage 2	11	12
Stage 3	19	10
Stage 4	0	2
Stage 5	1	0
Stage 6	1	1
Appointment Booked	51	40
Void	4	5
Follow On Works	0	0
Legal	6	6
Other *	0	0
To be progressed *	0	0
Total	143	226

- * 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.

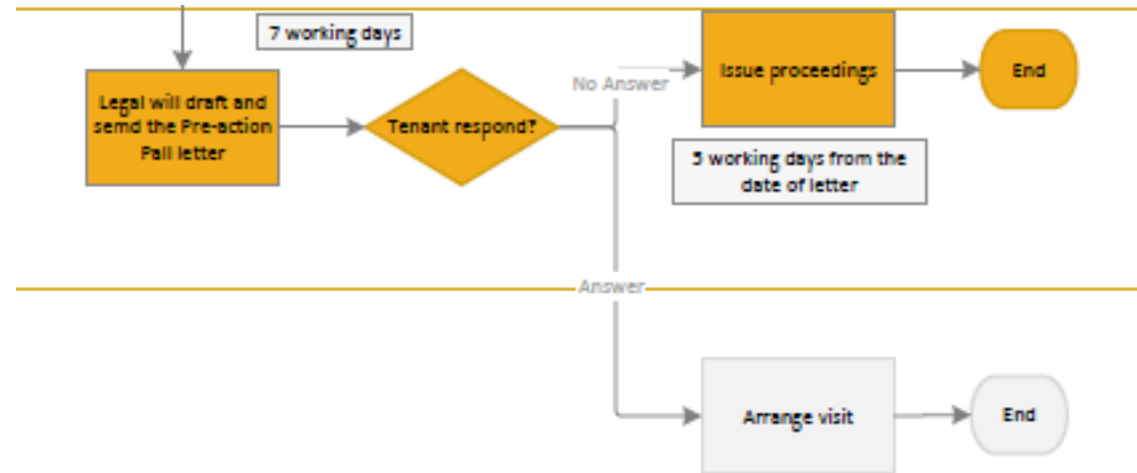
Legal Cases

- 2 - Injunction secured
- 1 - Court date agreed
- 3 - Court date pending

No access Legal Process

Legal Cases

- 2 - Injunction secured
- 1 - Court date agreed
- 3 - Court date pending



- **14 Quatermass Close** – An injunction was granted and access gained as a result. The property is completely hoarded. A clearance is currently taking place and the elderly tenant is being transferred to supported housing
- **25 Rosebery Way** – Injunction obtained but no access gained. A NoSP will be served asap as a proportionate action. If access is still not gained we can take the case back to court for breach of the injunction (fine and/or prison). NOSP SERVED – NO RESPONSE FROM TENANT TO DATE
- **58 Pescot Hill** – Injunction listed for 30th April
- **94 Westfield Road** – Legal Team preparing paperwork
- **47 Hobletts Road** - Legal Team preparing paperwork
- **39 Bennetts End Road** - Awaiting court date

Percentage of non domestic assets covered by valid FRA

100%	Target
100%	Previous period (Feb 24)
100%	Current
	YTD trend

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

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

100%	Target
100%	Previous period (Feb 24)
99.91%	Current
	YTD trend

Narrative	
<ul style="list-style-type: none"> All 1071 blocks received a non-domestic asbestos survey in 2023 The re-inspection programme commenced in March 2024 One building (Holly Tree Court) was not re-inspected as planned in March, it has been booked in for April 	

Percentage of water installations covered by risk assessment

100%	Target
100%	Previous period (Feb 24)
100%	Current
	YTD trend

Narrative	
<ul style="list-style-type: none"> All 42 properties have an in date Water Hygiene Risk Assessment In the month of March 117 Planned Preventative Measures (PPM) were all completed within target 	

Percentage of communal lifts that require examination (LOLER)

100%	Target
100%	Previous period (Feb 24)
100%	Current
	YTD trend

Narrative

- 41 passenger lifts were serviced on schedule
- One lift at Gade Tower has been replaced and the works to replace the second lift are in progress
- Greater scrutiny of the insurance inspections (HSB portal) has identified some repairs and observations that need completing or closing off. The team will work on reducing the historical actions and HSB have additional contact points to ensure access is always achieved
- There are no time qualified defects on Housing assets in March



Asbestos Non-Domestic Survey Status

Pre 2000 Non-domestic assets	Completed Compliance Surveys	Compliance Surveys Outstanding	Access Issues
1,071	1,070	1	0

Total number of actions to date	High Risk Actions	Medium Risk Actions	Low Risk Actions	Very Low Risk Actions
2,505	0	0	749	1756

Narrative

- All 1071 blocks received a non-domestic asbestos survey in 2023
- Of the blocks surveyed we identified 837 buildings with a positive sample of asbestos. This forms our re-inspection programme that commenced in March. **One building (Holly Tree Court)** was not inspected as planned in March as the scheme manager asked for the survey to be re-arranged. This should not have been allowed and advice has been provided to prevent this from happening again
- The 2,514 identified actions are classed as low or very low risk, meaning the Asbestos Containing Materials (ACM) can remain in situ as long as it is monitored and managed, which is what the annual re-inspection programme achieves
- To date we have only identified 20 remedial actions, 19 of which have been completed. The outstanding action (high level AIB soffit) is currently being remediated. The ACM is not located in a habitable part of the building and therefore poses no direct risk to residents, but still require remediation. These low numbers are really positive and provide assurance that our processes are robust and that the buildings are managed well

Number of Fire remedial actions

Priority High	Feb	Mar	Timescale to complete
For Review	0	0	1 Month
In Progress	59	53	3 Months
Planned	23	21	12 Months
Deferred / Further Investigation	0	0	3 Months
Total	82	74	

Narrative

1725 live actions within the system:

- 205 In Progress (issued to contractor)
- 0 Open (to be reviewed/issued)
- 1520 Planned (planned programme)
- 0 To be Planned (further investigation required)
- 0 Deferred

Of the live actions 74 are classed as high priority:

- 53 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 two years
Category 3	321	Every five years
Category 4	310	No requirement
Total	1102	

High Priority Actions by building classification

Building Classification	Open	In Progress	Planned
Category 1	0	29	16
Category 2	0	24	5
Category 3	0	0	0
Total	0	53	21



Number of FRA Actions Completed

Completed in March	High	Medium	Low	On-going	Total
Category 1	14	16	3	9	42
Category 2	5	6	2	3	16
Category 3	4	4	1	3	12
Total	23	26	6	15	70

	Jobs Raised	Jobs Completed
Dec	150	317
Jan	250	225
Feb	99	192
Mar	50	70
Total	549	804

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
- The work stream to address the number of remedial repairs commenced in March 2024 - further information on next slide

Fire Remedial Assurance



Narrative

- In November SLT approved a short term FRA action remediation plan designed to target our oldest outstanding actions. This is in addition to the existing planned works programme that manages high risk actions as early as possible
- Following SLT approval the Safe Homes Team developed a remediation programme that focused on moderate actions dating back to 2020 and engaged Wates, who are the number one ranked contractor on our FRA framework, to undertake the work
- We have allocated an initial £500k of capital funds to the project. Finance colleagues have approved the capitalisation rationale and funds have been secured to deliver the project. A second phase may follow on in 2024/25, providing budget and sign off is approved
- Pilot door replacements commenced in January 2024 in line with our Asbestos Management Plan. This identified no asbestos present in non-accessible areas and the door programme was able to continue unhindered
- Remediation works have now been completed at the initial four locations - Gadebridge Road, Galley Hill, Long Chaulden and Fletcher Way. Two blocks over 11 metres in Longlands were also added to phase one
- The two large blocks at Eastwick Row have also been added to the programme for remediation works and work has progressed well in March with all communal doors and the majority of flat entrance doors being replaced
- The project has been successful and so far we have managed out 213 actions at a cost of £400k
- In addition The Safe Homes Team are exploring the option of procuring a fire remedial contractor to assist with smaller one-off jobs that do not naturally fit in to larger targeted projects. The Heads of Safe Homes and Commercial Contracts are working on a proposal that will be presented to Commercial Board in due course
- We currently have 1725 open fire safety actions. We constantly and consistently re-assess our buildings in line with our Fire Safety Policy, which in turn generates new actions.
- **It is worth noting that in March 2023 there were 2755 open actions**

Buildings Safety Act - Fire Door Inspections



Narrative

- New requirements to inspect doors at buildings over 11 metres was brought in under the Building Safety Act 2022
- From April 2023 all communal doors require a quarterly inspection and all flat entrance doors (council owned and leasehold) require an annual inspection
- To satisfy this requirement one of the Compliance Officers has been upskilled so that they can undertake the inspections and we have invested in specialist software (Propeller) to track and monitor progress
- As there are no access issues with communal doors we are able to complete quarterly inspections without any issues and we are currently 100% compliant in this area
- Flat entrance door inspections are producing mixed results (see table below), but all residents have received at least two visits and been written to three times. We are pursuing the remaining properties via our established access process, which could lead to injunctions

	Site	No. of properties	No. Successful Inspections	Success Percentage (%)	Outstanding
General Needs	Pelham 1-38	38	24	63.2%	14.00
	Pelham 39-76	38	28	73.7%	10.00
	Gade Tower	40	23	57.5%	17.00
	Fennycroft 43-89	24	13	54.2%	11.00
	Kylna 1-79	72	36	50.0%	36.00
	Magenta 7-18	12	8	66.7%	4.00
	Magenta 19-29	9	7	77.8%	2.00
	Old School House 1-19	19	12	63.2%	7.00
	Longlands 191-203	10	9	90.0%	1.00
	Longlands 177-189	10	7	70.0%	3.00
	Total	272	167	61.4%	105.00
Sheltered Housing / Dens	Betty Patterson 1-30	30	26	86.7%	4.00
	Elizabeth House 101-321	50	35	70.0%	15.00
	The Elms 101-310	44	44	100.0%	0.00
	Total	124	105	84.7%	19.00
All Properties in scope	Total	396	272	68.69%	124.00

TA Compliance Figures

	Gas Domestic
100%	Previous period (Feb 24)
99.18%	Current (122 assets)
	YTD trend

	Gas Communal
100%	Previous period (Feb 24)
100%	Current (7 assets)
	YTD trend

	FRA's
100%	Previous period (Feb 24)
100%	Current (8 assets)
	YTD trend

	Asbestos Surveys
100%	Previous period (Feb 24)
100%	Current (6 assets)
	YTD trend

	Water Hygiene RA
100%	Previous period (Feb 24)
100%	Current (2 assets)
	YTD trend

	Domestic EICR's
100%	Previous period (Feb 24)
100%	Current (129 assets)
	YTD trend

	Communal EICR's
100%	Previous period (Feb 24)
100%	Current (8 Assets)
	YTD trend

Narrative

- One property fell out of target for gas servicing in March, this has been appointed for completion in April
- A strong performance in all other areas

Damp and Mould Update



	Pre-2023	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	March 24	Total
Cases Reported	93	45	73	194	119	75	52	51	43	26	82	123	117	157	137	68	1455
No of Inspections Carried Out	29	14	20	56	59	79	134	172	112	59	77	130	107	144	172	108	1472
Cases Still Open	0	0	3	27	22	11	20	23	20	12	43	65	66	121	131	67	516

Narrative

- The number of cases being reported has slightly reduced as we are coming out of the winter period.
- The number of completed works has increased to 824 jobs during this period.
- These works/cases are monitored at monthly performance meetings.
- We have now recruited 2 x permanent Damp and Mould Surveyors . Cardo have recruited two dedicated operatives to complete mould washes.



Reinforced Autoclaved Aerated Concrete (RAAC) Update

	Pre-2023	Jan 23	Feb 23	Total
Properties Identified	49—61 Pheasant Close	1—29 Hilltop Road	33 –51 Hilltop road	3
Remediation Works Timescales	7 working days	7 working days	7 working days	
Remediation Works Complete	1 March 2024	29 March 2024	22 March 2024	

Narrative

- Works to remove and replace the RAAC at 49-61 **were completed** 1 March 2024
- Works to remove the RAAC at block 33-51 **were completed on** 26 March 2024. Replacement works are underway.
- Works to remove the RAAC at block 1-29 **were completed on** 26 March 2024. Replacement works are underway.

It is proposed to remove this slide from the next reporting period.

The Elms



Narrative

- MDA have supplied a costing c£250k for the Turn Key solution. This would result in a very rough estimated cost c£3.5m to remediate the building including professional fees should DBC take the decision to undertake the works tangentially with any litigation process.

Additional Information

- Durkan have now instructed legal representation, Pinsent Masons LLP who provided a narrative to say we would receive a response by the 12 April. As of the 15 April Bevan Brittan / DBC had not received a response.
- Bevan Brittan LLP on receipt of the letter will advise next steps, however are suggesting we proceed with an alternative parallel to litigation

Recommendation

- That SLT **approve the commissioning** of MDA; **Steps 1 & 2** below to design a solution up to procurement stage to remediate all defects and replace the non compliant façade. Steps 3 and 4 will be required if we commission all works ahead of potential litigation / Durkan outcome.
1. Measured Survey—**£2500**
 2. The design and preconstruction — **c£80k**
 3. Tender documents, evaluation and contract - **c£45k**
 4. Construction phase (professional fees) - **c£125k**

(Given the specialist nature and knowledge of these works would SLT require this to go through Commercial Board in the first instance?)



General Fund Portfolio

Performance

Area	Description	Target	Performance	Trend
Fire	Percentage of properties covered by valid FRA	100.00%	100.00%	
Legionella	Percentage of water installations covered by risk assessment	100.00%	100.00%	
Asbestos	Percentage of known asbestos locations re-inspected	100.00%	100.00%	
Gas	Percentage of properties with valid gas or combustion certificate	100.00%	100.00%	
Electrical	Percentage of properties with satisfactory EICR	100.00%	100.00%	
Lifts	Percentage of passenger lifts with current examination certificate	100.00%	100.00%	
Heating	Percentage of properties with current insurance inspection	100.00%	100.00%	

Key Points
<ul style="list-style-type: none"> All areas of compliance now being maintained

Commercial Portfolio FRA - Total number of assets 150 — (97 Council maintained, 53 leaseholder responsibility)



100%	Target
100%	Previous period (Feb 24)
100%	Current
	YTD trend

Narrative	
•	On-going process of reviews
•	FRA for 4 x sports pavilions and 2 x shopping centres underway

Legionella Risk Assessments Total number of assets 150— (102 Council maintained, 48 leaseholder responsibility)

100%	Target
100%	Previous period (Feb 24)
100%	Current
	YTD trend

Narrative	
•	On-going process of reviews

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

100%	Target
100%	Previous period (Feb 24)
100%	Current
	YTD trend

Narrative	
•	A refurbishment and demolition survey has been completed at Hemel Hempstead Bowls Club, in preparation for the Leaseholder to submit plans in support of a request for Landlord’s permission to conduct building modifications.

Gas Safety — Total number of assets 150— (122 Council maintained, 28 leaseholder responsibility)



100%	Target
100%	Previous period (Feb 24)
100%	Current
	YTD trend

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

Electrical Testing Total number of assets 150— (100 Council maintained, 50 leaseholder responsibility)

100%	Target
100%	Previous period (Feb 24)
100%	Current
	YTD trend

Narrative
<ul style="list-style-type: none"> Electrical inspections completed at Highfield Community Centre, Woodhall Farm Community Centre, Kylna Business Centre, and Lower Kings Road Car park.

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

100%	Target
100%	Previous period (Feb 24)
100%	Current
	YTD trend

Narrative
<ul style="list-style-type: none"> Asset list being updated with HSB

Heating Systems Insurance Inspections Total number of assets 19 — (16 Council maintained, 6 leaseholder responsibility)

100%	Target
100%	Previous period (Feb 24)
100%	Current
	YTD trend

Narrative
<ul style="list-style-type: none"> Asset list for HSB Insurance Inspections being updated