

**CLYDEBANK HOUSING ASSOCIATION LTD.**

**TO:** Management Committee

**DATE:** 24.04.2020

**FROM:** Chief Executive

**SUBJECT:** **Coronavirus Update 6 to 24 April 2020 (Decision Required)**

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I have detailed below the updated position at CHA and activities over the last week.

This information note contains information on the following: -

- 1) **Recap of decisions agreed at last update**
- 2) **CHA Services to tenants, associated existing and emerging risks and current Policy deviation** (from section heads) **(Decision Required)**
- 3) **Staffing Position**
- 4) **Office Closure and back to work plan**
- 5) **Government/SHR/SFHA/EVH/GWSF advice and requirements including Notifiable Events**
- 6) **Future Meeting Schedule**
- 7) **Development Update**
- 8) **Others** (Coronavirus additional costs, Internal Audit, ██████████, Housing Providers Forum)



**1) Recap of decisions agreed at last update**

There were no decisions required for the last report.

**2) CHA Services to tenants including IT and Communications and associated existing and emerging risks and current Policy deviation**

Updates are detailed below on the current position of each aspect of our service.

**a) Housing Management & IT and Telephony Allocations & Lettings**

Although no one else in the district or indeed the wider area seems to be letting houses, we have been trying to let as normal. We currently have three applicants on offer for houses who are desperate to sign up for their new tenancy with full agreement to pay their first month's rent up front. Virtual viewings have all been successful and on repairs completion we intend to carry out a contactless let. This has been of interest to the GWSF and we have been updating them on our progress. If successful this will allow us to save on void letting and void loss timescales.

**Deviation from Policy (Decision required)** – approval is sought to let any houses which we are unable to let through the method above (because applicants are unwilling or unable to move into them) as short term emergency accommodation to West Dunbartonshire council.

This would involve the signing of a short term lease and ensure rental income for the duration of the 'void' period. In these circumstances, the CHA applicants originally offered the houses would sign up for them when the lockdown situation is lifted and the temp accommodation is no longer required.

On the basis above, we continue to allocate as normal.

### **Support to tenants**

- Increased signposting to support agencies (mainly tenants with rent concerns)
- Estate caretaker assisting with food bank deliveries
- Sympathetic rent arrears approach with no legal action being taken
- Assistance being provided/information being emailed to tenants contacting with rent payment concerns
- Direct link to CHA tenant phone around being carried out by Centre81 staff and follow up information, advice and assistance being provided by HM staff.

### **Risks - Housing Management**

- Rental income (rising rent arrears) – We continue to monitor arrears trends daily and will measure the impact week to week during this time. Information as above.
- Unable to let houses as prospective tenant sick or self-isolating – No issues so far, monitoring.
- Void and letting processes could be elongated due to need to sanitise before entry and low contractor levels (potentially) – Legionella contractor now appointed which should push voids to ready to let stage.
- Applicants may not be able to move in despite coming up for offers of housing thus increasing void loss – no issues at the moment, monitoring continues

### **IT and Telephony**

Our new Data Protection and Compliance Officer has been doing a sterling job of ensuring that all forms of communication are operational.

We are looking at reactivating our phone switchboard next week, which will allow the transfer of calls from receptionist directly to staff. At present messages are being taken and emailed. This will allow improved customer service.

Our move towards virtual meetings via Zoom is currently being tested for both staff and committee meetings and when up and running, will be continually monitored.

### **Risks - IT and Telephony**

- Potential strain on systems if too many remote users online at any one time. No issues, monitoring.

- No IT support if Clearview and/or CHA staff off sick – no issues, monitoring.
- Loss/reduction of remote system capability due to country wide strain on broadband – no issues, monitoring.
- Internal backup can't be taken if no staff available – nightly offsite backup in place – no issues, monitoring.
- Offsite backup, virus checking etc threatened if Clearview staff off sick – no issues, monitoring.
- Not enough remote working capacity if more than 20 (or maximum workable number) of staff have to work out of then office – no issues as mitigated by the above.

## **b) Maintenance**

**Health and Safety** – please refer to table at the end of the report, which outlines current position.

### **Maintenance**

#### **Services to Tenants**

##### **Overall maintenance service**

Tenants are still reporting repairs by telephone, email or through our website. We are responding to all reports or enquiries from tenants and offering appropriate advice or instructing contractors to attend. Tenants are asked to confirm whether they have Covid-19 symptoms or are self-isolating and this information is then relayed to our contractors and risk assessed as necessary.

We are also continuing with all other non-reactive tasks e.g. arranging cyclical testing and inspections, ARC checks and preparation of Sub-Committee reports.

Due to the financial year end, we have also been heavily involved in processing invoices. There was a bit of a backlog due to new procedures put in place for working at home on laptops, however the backlog has now been cleared and we are reviewing the new procedure to enable the process to be more streamlined.

Staff have not raised any concerns relating to service delivery to tenants and feedback from tenants has been positive and complimentary.

#### **Contractors**

The following contractors are still able to provide service to us:

- WDC – emergency out of hours
- City Technical – full cover for central heating breakdowns and annual services
- GOC Engineering – emergency breakdowns of CHP in tenants flats
- Eti – electrical emergencies and void works
- Hi-Flow – urgent plumbing and joinery
- ASAP – cleaning, choked chutes, bulk uplifts and voids
- Homework – urgent joinery

- Regency Glazing – common areas and voids
- C. Hanlon – multi-trade – only have skeleton staff and prioritizing emergencies but still responding to essential and urgent repairs
- CHP station contractors – all ok for emergencies
- Averton Landscapes – open space maintenance works in all areas

As anticipated some contractors are experiencing problems sourcing materials but this has not reached a critical stage as yet. It has mainly involved components for major repairs in voids e.g., kitchens, and such works will require to be put on hold.

### **Caretaking service at multi-story flats**

We are continuing with a reduced service to ensure the health & safety of tenants. The service includes:

- Rotation of bins in bin room
- Clearing of choked chutes
- Cleaning of foyers and lifts and external litter picking
- Checking common areas to ensure no fire hazards
- Reporting any common emergency works to office staff
- Giving help and advice to tenants by responding to phone calls or signposting them to appropriate member of staff
- From 6 April 2020 all laundries have extended opening hours till 9 p.m. Monday to Friday to allow tenants more safe distancing when using the facilities.

### **Procurement**

- Pre-start meetings with proposed contractors for rewiring & electrical inspection contracts have been postponed due to lockdown.
- The open space maintenance contract was advertised on the Public Contracts Scotland website and the closing date was 17 April. Five tenders were submitted and the evaluation process will now begin to enable a tender report to be prepared for consideration by the Housing Services Sub-Committee.
- Legionella contract – update contained within Health & Safety report attached to today's email
- Our consultants, NBM, are currently preparing the second stage of the procurement process to issue tender documents for the repairs & maintenance contract and we aim to have these issued by the end of April at the latest.

### **Risks**

- Contractor pool begins to diminish even more – no issues at the moment, however we are continually monitoring
- Insufficient PPE for our key staff – no current issues, inventory being monitored and re-order levels being adhered to
- Only able to offer emergency repairs service but unlikely to complete these within 4 hour maximum timescale – no issues at the moment and this scenario is unlikely given the current pool of contractors available to us – we continue to monitor

- Unable to obtain materials to carry out repairs – no issue at the moment but monitoring
- Some staff succumb to the virus putting pressure on others – no issues so far but monitoring
- Being unable to fulfill statutory obligations, particularly in relation to tenant health and safety – daily monitoring and recording of information

**c) Finance and Corporate Services**  
**Services to tenants/customers/staff**  
**Customer Service**

The call round service to check on our tenants is going well and alongside the Clerical Officer, we now are allocating other staff members to this task where they have the capacity. The number of customers contacted can be seen below along with the additional services we are providing and the main concerns being raised:

207 tenants have now been contacted
96 (49 last week) have reported that they are self-isolating
28 (14 last week) tenants have received food parcels we have organised alongside WDC Foodshare at Centre81
<p>Areas parcels have been delivered to:</p> <p>MSFs  Bannerman Place  Kirkwood Avenue  Jean Armour Drive  Attlee Avenue  Bell Street  West Thomson Street  Westwood Quadrant</p> <p>Volunteers are delivering these packages alongside our Estate Caretaker and C81 Project Officer in our electric vehicles.</p>
3 tenants formally referred to the WDC Crisis Referral Team for ongoing support with mental health, food and prescription deliveries.
<p><u>Main concerns and comments from the tenants this week:</u></p> <ul style="list-style-type: none"> <li>• Grateful and appreciative for the support from CHA.</li> <li>• Thankful for the delivery of the food parcels – “what a service”</li> <li>• Tenants worried about their health</li> <li>• Feeling lonely/depressed</li> <li>• Repairs noted and passed onto maintenance teams. Door in bin area won’t close, dog fouling issues and broken fences.</li> </ul>

## Centre81

Centre81 continues to be the heart of its Community, staying open and providing a base for necessary foodbank services. The C81 Foodshare Co-Ordinator has advised that they are under increasing pressure for resources and supplies – “in all my ten years of running a food bank I never seen the older generation reach out in such a vulnerable way”. A rota system for deliveries of readymade meals and essential provisions to the older tenants is being devised and we continue to support in any way we can. The Foodshare team is also encouraging hand written letters to be delivered to the older communities and we will advertise this idea to create an ongoing pen pal system.

Our application to the Wellbeing Fund is currently being drafted and we hope to submit on Monday. The application builds on the services currently being delivered at Centre81 by the Steering Group and Cafe81.

## Communications

The new 4-week Plan has been started and has continued to focus on daily and weekly updates alongside the dedicated Covid newsletter for all customers which has now been delivered and shared on our media channels. Staff members have also been working on the installation of Zoom for staff and committee meetings

## Risks - Finance & Corporate Services

Additional Risks Identified	Mitigation/Actions
<p>Increasing Arrears (rent, rechargeable repairs, and CHA Power accounts)</p> <p>A number of housing associations have been advised by DWP contacts that the current third party deductions for arrears and applications for deductions have been suspended, though there has not been a formal notice.</p> <p>We currently received these payments for the above housing accounts.</p>	<p>Monitor closely and initiate immediate contact with tenants. 2 finance staff members and 3 housing services staff members have mobile payment machines to allow customers to make payments over the phone.</p>
<p>Association may find itself liable in the event of an incident in a property where the gas check has been delayed.</p>	<p>Housing Manager to provide details of property where gas check has been denied and to inform insurance company.</p>
<p>Unoccupied offices throughout the day. Current alarm provider currently have furloughed all their engineers and are unable to provide staff to deal with any issues.</p>	<p>Looking at alternative provider. We have adequate CCTV coverage and staff are monitoring the premises regularly. Will notify the insurance company to inform them.</p>

### 3) Staffing Position

No staffing issues to report and staff still remain upbeat and are doing a fantastic job of providing “business as usual” during these unprecedented times. We are receiving many compliments from our service users and this is really heartening for all the staff.

It is proving that working from home means it is slower to carry out some processes, especially new ones which have been introduced since lockdown but I have re-assured staff that this is understandable and not to worry about this. Regardless, they are getting the job done. I also take my hat off to those staff with young children who are managing to juggle home schooling, amongst other things, with their job. The senior staff team are also doing really well ensuring they are in regular contact with their teams offering support and to ensure any concerns are addressed as quickly as possible.

As key workers, the caretakers are still providing a limited service to tenants, primarily ensuring their health and safety and to ensure as much as possible, that the virus is not spread at our Multis. They currently have the appropriate PPE to make sure that this work can be carried out safely so that they and their families are protected. We still only have 2 caretakers on site at the moment who are coping well with their duties and we are checking in on them regularly to address any issues they may have. We are hopeful that we will be back up to 3 by early May.

Our PPE Inventory is being regularly monitored to ensure our stock remains at a satisfactory level for all caretakers including the Centre81 caretaker and Centre81 volunteers who are providing essential support to our tenants and other members of the community at this time.

Our first full staff meeting via Zoom has been scheduled for next Wednesday which will be great for all staff to engage with other staff out with their teams – I’ll let you know how this goes in my next update.

The staff position as at today’s date is as follows: -

Self-Isolation - home working	0	
Self-Isolation - no home working	0	
Underlying Medical - home working	6	16%
Underlying Medical - no home working*	2	5%
Furloughed Staff	3	8%
Agreed Home working	18	49%
In Office/Centre81/Caretakers	4	11%
Sickness (Other)	4	11%
<b>Total staff</b>	<b>37</b>	<b>100%</b>

\*2 Project Staff cannot not be furloughed (receipt of Govt. funding)

#### **4) Office closure**

The temporary office at 63 Kilbowie Road closed to the public on Tuesday, 17 March and all staff left the building today (27 March). The Senior Staff team will be focussing on a back to work plan in the coming weeks which will enable us to focus on what needs to be done and when to enable a phased return to work when the lockdown is finally lifted. We are currently reviewing the Scottish Government's recent Coronavirus Framework for Decision Making Paper which can be found at the following link -

<https://www.gov.scot/publications/coronavirus-covid-19-framework-decision-making/>

A Notifiable Event was lodged with the Scottish Housing Regulator informing them of our office closure. I continue to update the SHR with our health and safety position as requested at the time of our Notifiable Event.

The refurbishment work to our offices at 77-83 Kilbowie Road has ceased until further notice.

#### **5) Government/SHR/SFHA/EVH/GWSF advice and requirements**

I will continue to email you and upload on the Intranet, information received from the Scottish Government, Scottish Housing Regulator and from Scottish Federation of Housing Associations (SFHA), Employer's in Voluntary Housing (EVH) and Glasgow and West of Scotland Forum (GWSF) to ensure you are kept abreast of the fast changing circumstances. There is also now a dedicated Coronavirus page on our website at <https://www.clydebank-ha.org.uk/cha-news/coronavirus-information/> with lots of useful information.

##### **a) Scottish Housing Regulator (SHR)**

###### **Annual regulatory returns - Reminder**

The Annual Return on the Charter (ARC) for all landlords, and Five Year Financial Projections forms for RSLs open on 1 April each year and the RSL Loan Portfolio return opens on 1 May via the SHR Portal.

Normally the deadline for the ARC return is by the end of May and June for the Five Year Financial Projections and Loan Portfolio, however in their 18 March announcement, the return dates were extended to the end of July.

The returns are open on the SHR Portal and I can confirm that all teams are working hard to complete and submit by the original end of May date (approval of submission scheduled for May MC meeting) but the extended submission dates are welcomed nevertheless.

###### **Notifiable events**

We have already used the Notifiable Events Portal to inform the Regulator of our office closure and to update them on the Association's approach to health and safety/service delivery during this time.



They have asked that we continue to provide them with Notifiable Events as our response to the pandemic develops, including in the following circumstances:

- If we reduce or further reduce our service levels as a response to the Coronavirus pandemic
- We are unable to deliver a minimum service, including statutory health and safety requirements, because of staff absences or other factors, such as contractors withdrawing services
- staff absences means we cannot maintain safe levels of staffing in care or supported accommodation – n/a to CHA
- there is an imminent risk to our solvency, including any issues that arise from unregistered subsidiaries
- our governance contingency arrangements does not operate effectively
- we experience a significant reduction in the capacity of our senior leadership team

### **Monthly Coronavirus information return to the Scottish Housing Regulator**

The monthly return for all social landlords is expected to be received from the Regulator soon with a submission date of 07 May 2020. The aim of the return is to gather critical information from each landlord to help understand the scale and nature of disruption and to help plan co-ordinated responses. The information which will be required is detailed below and the details of our return will be reported to the Management Committee via my weekly Update Report: -

**Staff absence levels** on the last day of the month;

- Total number of staff (full time equivalent);
- Total number of staff absent (FTE) i.e. the number of staff (FTE) not available to work, because of ill-health, care responsibilities, compassionate leave, other reasons;
- Number of staff placed on furlough - in accordance with the UK Government's furlough scheme.

**Cash balance** as at the last day of the month.

**Arrears** - Gross rent arrears (all tenants) as at last day of the month as a percentage of rent due for the reporting year. (Definitions and calculations as per ARC Technical Guidance)

**Empty homes:**

- The number of empty dwellings that arose during the last month in self-contained lettable stock. (Definitions and calculations as per ARC Technical Guidance)
- The total number of empty dwellings in self-contained lettable stock on the last day of the reporting month.

**Total lets** - Number of lets during the reporting month

- Lets to homeless (SST)
- Lets to homeless (short SST)
- Lets to homeless (leased to relevant LA)

**Advisory Guidance ‘Coronavirus – advice for governing bodies**

The SHR recognises the unprecedented challenges Management Committees are facing because of the Coronavirus pandemic and have published the above Advisory Guidance. The Advisory Guidance (which can be found at the link below) covers advice about issues and questions that have been communicated to the SHR by landlords.

<https://www.housingregulator.gov.scot/for-landlords/advisory-guidance/recommended-practice/coronavirus-advice-for-governing-bodies>

The areas covered are as follows: -

1. Coronavirus – Advice for governing bodies
2. The governing body is unable to meet or achieve a quorum
3. RSL governing body members falling below the minimum number required.
4. RSL is unable to update its constitution at its next AGM (a key concern right now for Associations with a 31 December year-end)
5. RSL is unable to hold its AGM (a key concern right now for Associations with a 31 December year-end)
6. RSL cannot complete its accounts on time

Please let me know if you have any questions regarding the guidance and I will go over briefly at the meeting. A full report on our proposals for our AGM will be presented to the May Management Committee meeting and I can confirm that I have no concerns in terms of governance at this point in time.

**b) SFHA Info  
Gas Safety**

No further updates on this issue, however, I have left the information in this Update for reference.

Housing associations and co-operatives are having concerns and questions about gas safety inspections and maintenance during the outbreak, and it is an issue that the SFHA has been raising with both the UK and Scottish Governments.

Together with other national organisation, the SFHA wrote to the Chief Executive of the Health and Safety Executive (HSE), to press for a six-month extension to the annual gas safety inspections, giving leeway of 18 months.

The also asked for clarity on what social landlords should do if there are no available gas engineers to perform statutory gas safety checks due to

coronavirus, if there is a lack of PPE equipment, and what to do if landlords can't access a property for 12 weeks due to a tenant self-isolating. On Tuesday 7 April, HSE published guidance which maintains their position that landlords should continue to attempt to carry out checks currently as well as suggested scenarios for working with specific groups e.g. those who are self-isolating. This is attached to the email for your information.

They are continuing to engage with both governments on this issue and will provide an update when available.

### **Evictions**

No further updates on this issue, however, I have left the information in this Update for reference.

The Coronavirus (Scotland) Act introduces new emergency powers, including adjustments to the law regarding evictions for social housing tenants.

While they (and we) agree with evictions being suspended for those experiencing financial hardship caused by the coronavirus outbreak, the SFHA is impressing on the Scottish Government that it considers the possible effect this may have on housing associations and co-operatives in terms of the almost inevitable impact on income that will result from the crisis. We continue to focus on ensuring that tenants who are able to still pay their rent do so as well as trying to do everything we can to provide services that help those who are facing difficulty.

The monthly return to the SHR will undoubtedly highlight the financial impact on the Association in terms of cash balances and arrears levels.

### **The Social Housing Resilience Group (SHRG)**

The Social Housing Resilience Group (SHRG) convened by SFHA in response to the coronavirus outbreak, recognises the human impact of this global crisis. The SHRG aims to deal with the significant challenges the outbreak is causing so that social landlords can continue to provide the support which their tenants and communities need.

Per weekly update no. 5 (full details), the SHRG continues to focus on, and address, PPE, gas safety compliance, advice and protocols, key worker framework, support for RSLs, community and humanitarian support, rent and evictions, amongst other issues on behalf of all RSLs.

### **6) Future Meeting schedule**

Following consultation with the Chairperson, a revised draft meeting schedule is included with the meeting papers for discussion.

### **7) Development Update**

A full development update is contained in the Management Committee papers.

## 8) Other

### Coronavirus – Additional Costs

Finance and Corporate Services has recorded all additional costs in relation to our additional requirements as a result of the Coronavirus and full details so far are detailed below: -

<u>Details</u>	<u>Cost</u>
MSF fit hand sanitisers	£ 126.00
Hand sanitisers for MSFs	£ 328.50
Face masks PPE for MSFs	£ 151.20
Hand sanitizers for staff and reception areas	£ 74.70
14 x hand sanitisers for MSF	£ 117.43
Antibacterial supplies	£ 98.63
Wash hands signs	£ 95.76
22 x Microsoft Office licences (including software insurance)	£ 818.40
Wall brackets for hand sanitizers x 17 (14 MSFs, 3 office locations)	£ 140.94
A4 Display Board Sign for outside office	£ 31.00
advert for the Clydebank Post	£ 450.00
4 X Mobiles Phones (SIM Free ALBA Mobile Phone) from Argos	£ 79.80
1 X Mobiles Phones (SIM Free ALBA Mobile Phone)	
3 x SIM Free Alcatel 1066G Mobile Phone	
1 x SIM Free Nokia 105 Mobile Phone	£ 86.70
SIM cards - monthly contracts x 9 (30gb)	£ 117.00
5 adverts	£ 1,800.00
5 mobile phones	£ 89.75
3 x monthly licences for Adobe Pro (LL, Amacf, FCW)	£ 51.55
desktop printer for remote working (GW)	£ 109.24
desktop printer for remote working (JD)	£ 109.24
desktop printer for remote working (LL)	£ 109.24
Protective face masks for staff	£ 54.98
Overalls for staff x 6	£ 111.77
shoe coverings, safety goggles and binbags	£ 64.43
2 x power lead for remote working printers	£ 20.36
IT Homeworking equipment	£ 42.49
Licence for 40 mins+ capability	£ 10.00
Ink for remote printer	£ 84.98
Phone headsets for staff members	£ 14.00
wireless mouse, keypad and footrest	£ 63.11
Carpet mat for home working	£ 29.94
	£ 5,481.14

## Internal Audit

An internal audit took place last week and covered the following areas: -

- Freedom of Information
- GDPR
- Follow up on previous recommendations

The Internal Audit Report will be available for the May Management Committee meeting.



[Redacted text block]

## Housing Providers Forum

A conference call was organised by WDC on Wednesday and it was attended by 6 of the local housing associations including myself. It was great to hear what other RSLs are doing at this time [Redacted]



[Redacted text block]

Stephen Brooks from WDC Working4U team gave detailed information on the new Crisis Support Team and the services available to our tenants and the WD community as a whole. Some information that we are giving out tenants via our 'check-in' phone calls is below: -

### West Dunbartonshire Council Crisis Support Team

For regular food parcels, please contact the WDC helpline to set up a free weekly deliveries of supplies on 01389 738282 (press option 5).

Alternatively text the word 'help' to 07800 002 582

Or Email: [crisissupport@west-dunbarton.gov.uk](mailto:crisissupport@west-dunbarton.gov.uk)

For other assistance with practical tasks including collecting and delivering medicines; walking pets or being a friendly and reassuring voice at the end of the telephone - the helpline can help with that too.

Please call 01389 737535 or by texting the word 'help' to 07800 002 582.

The support team can also be contacted using the following website referral form:

[https://my.west-dunbarton.gov.uk/AchieveForms/?mode=fill&consentMessage=yes&form\\_uri=sandbox-publish://AF-Process-29806132-1d2d-482e-88d2-31d868fb8e3f/AF-Stage-e2b096b0-a1eb-49bc-9667-ae1b14ce4cb8/definition.json&process=1&process\\_uri=sandbox-processes://AF-Process-29806132-1d2d-482e-88d2-31d868fb8e3f&process\\_id=AF-Process-29806132-1d2d-482e-88d2-31d868fb8e3f](https://my.west-dunbarton.gov.uk/AchieveForms/?mode=fill&consentMessage=yes&form_uri=sandbox-publish://AF-Process-29806132-1d2d-482e-88d2-31d868fb8e3f/AF-Stage-e2b096b0-a1eb-49bc-9667-ae1b14ce4cb8/definition.json&process=1&process_uri=sandbox-processes://AF-Process-29806132-1d2d-482e-88d2-31d868fb8e3f&process_id=AF-Process-29806132-1d2d-482e-88d2-31d868fb8e3f)

### **Scottish Government helpline**

There is a Scottish Government helpline that has been set up for supporting vulnerable people in high-risk shielding categories. The number for this service is 0800 111 4000.

	Area	Legislative/ Regulatory Requirements	Complying as of date of report (Y/N)	Details if not complying	Current Risk High/Medium/Low	Mitigation Strategy/Plans (if applicable)
1	<b>Fire</b>	<ul style="list-style-type: none"> <li>• Dry riser testing</li> <li>• Inspections of common areas</li> <li>• Servicing of fire vent windows</li> </ul>	Y	<ul style="list-style-type: none"> <li>• N/A – all tests being carried out as required</li> <li>• Although smoke detector contract has been put on hold the legislation relating to these does not come into effect till Feb 2021</li> </ul>	Low	N/A
2	<b>Gas</b>	<ul style="list-style-type: none"> <li>• Annual gas safety services</li> </ul>	N	<ul style="list-style-type: none"> <li>• 1 failure as of today's date – tenant refused access for service even though sanitisation process offered – all written and verbal comms with tenant have been recorded. Continuing contact with tenant to ensure service completed as soon as possible</li> </ul>	Medium	<ul style="list-style-type: none"> <li>• Tenants unable or unwilling to give access – records will be kept of any instances and we will continue to follow up/agree access as soon as practicably possible</li> <li>• Gas management procedures being updated to include timescales to ensure services in failures are completed in line with HSE guidance. Full report to HSSC on 1 May.</li> </ul>
3	<b>Water Systems/ Legionella</b>	<ul style="list-style-type: none"> <li>• Monthly/quarterly/bi-annual/annual inspections and treatment of water tanks, temperature testing</li> </ul>	Y	<ul style="list-style-type: none"> <li>• All cyclical inspections to 17 April 2020 have been carried out</li> </ul>	Low	<ul style="list-style-type: none"> <li>• We have now sourced 2 potential contractors who would be able to deliver these services going forward. One from SPA Framework and one from our files. Inspections due in April can now be carried out as scheduled</li> </ul>
		<ul style="list-style-type: none"> <li>• Random checks in individual multi-storey flats</li> </ul>	N	<ul style="list-style-type: none"> <li>• Random checks in individual multi-storey flats unable to be carried out due to safe distancing measures (contractor availability). Not carried out since February 2020.</li> </ul>	High	<ul style="list-style-type: none"> <li>• Alternative contractors sourced and we will hopefully be able to carry out checks due in April should tenants allow access. Awaiting programme from contractor</li> <li>• In the meantime, advice given to</li> </ul>

						tenants via posters in foyers to advise them to ensure all taps, that haven't been run for 7 days, are run for 5 minutes before use and to advise us of any problems with water temperature
		<ul style="list-style-type: none"> <li>• Risk assessments in void properties</li> </ul>	Y	<ul style="list-style-type: none"> <li>• New contractor has been issued with orders to carry out risk assessments in current void properties which will allow them to be re-let.</li> </ul>	Low	<ul style="list-style-type: none"> <li>• Back-up contractor now available and risk assessments in 6 voids being carried out on 29 April.</li> </ul>
4	<b>Electrical</b>	<ul style="list-style-type: none"> <li>• Electrical inspections in common areas at multi-storey flats</li> <li>• Electrical inspections in void properties</li> </ul>	Y	<ul style="list-style-type: none"> <li>• N/A – all inspections being carried out as required</li> </ul>	Low	N/A
5	<b>Lifts</b>	<ul style="list-style-type: none"> <li>• Monthly servicing and safety checks</li> </ul>	Y	N/A – all checks being carried out as required	Low	N/A
6	<b>Asbestos</b>	<ul style="list-style-type: none"> <li>• Management and refurbishment surveys</li> <li>• Annual re-inspections</li> </ul>	Y	N/A – no MR surveys ongoing and annual inspections being carried out as scheduled	Low	N/A