

## **CLYDEBANK HOUSING ASSOCIATION LIMITED**

To: Management Committee  
From: Acting Housing Services Manager  
Subject: **Health and Safety/Compliance Report**  
Date: 27 April 2021

---

### **Purpose of Report**

The purpose of the report is to update and inform the Management Committee on our compliance with our legal obligations on employee and tenant/resident safety, to allow consideration of the information and any recommendations and arrive at decisions where required.

### **Potential impact on tenants and service users/Tenant Consultation requirements**

Failure to comply with our legal obligations could result in potential endangerment of employees, tenants and residents.

### **Value for Money**

**CHA considers Value for Money in all aspect of its business including: -**

- Managing our resources to provide quality services and homes to meet the needs of customers and the local community.
- Delivering the right service at the right time at the right cost.
- Planning for and delivering year on year improvements on our services based on customer priorities.
- Getting the most out of our assets and staff by operating efficiently and effectively.

### **Risk**

Non-compliance with statutory legislation could result in a notifiable event to the Regulator, intervention by the Regulation and/or intervention by the Health & Safety Executive resulting in fines or prosecutions.

### **Legal/constitutional Implications (Reference to Model Rules)**

Relevant legislation, e.g. Building (Scotland) Regulations 2004, Health & Safety at Work etc. Act 1974, Control of Asbestos Regulations 2012, Electrical Equipment (Safety) Regulations 1994, Fire (Scotland) Act 2005, Gas Safety (Installation and Use) Regulations 1998, Lifting Operations & Lifting Equipment Regulations (LOLER) 1998, the Control of Substances Hazardous to Health Regulations 2002, Corporate Homicide Act 2007.

There are no adverse legal implications as a result of this report and/or any decision required.

### **Relevant CHA Objectives:**

- To provide quality, affordable housing that meets the changing needs of our customers and to ensure fair access to housing within our area.

- To provide a first class maintenance service which offers value for money and ensures the comfort and safety of our residents while maintaining high levels of satisfaction.
- To ensure local decision-making and community control, we will encourage our tenants and other customers to influence our policy and participate in decisions, which may affect them.
- To ensure that our resources are adequate to deliver our objectives by investing in our people, demonstrating value for money and through robust procurement practices.
- To promote social inclusion by applying principles of equality and diversity to everything we do.

#### **Relevant Scottish Social Housing Charter outcomes:**

- Equalities - Social landlords perform all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.
- Communication - Social landlords manage their businesses so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.
- Participation - Social landlords manage their businesses so that tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.
- Housing quality and maintenance – Social landlords manage their businesses so that tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (EESH) by December 2020.
- Repairs, maintenance and improvements – Social landlords manage their businesses so that tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

#### **Relevant SHR Regulatory Standards of Governance and Financial Management**

- The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.
- The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these objectives.
- The RSL manages its resources to ensure its financial well-being while maintaining rents at a level that tenants can afford to pay.
- The governing body bases its decision on good quality information and advice and identifies and mitigates risks to the organisation's purpose.
- The RSL conducts its affairs with honesty and integrity.
- The governing body and senior officers have the skills and knowledge they need to be effective.

*The Management Committee will require to confirm that the contents of this report and decisions required do not constitute a breach, material or otherwise, of the above Standards and there is no requirement to report a Notifiable Event to the Regulator.*

## 1.1 Employer Health & Safety Control Manual – Version 3

An electronic version of the manual can be found on the intranet. A hard copy is also kept in the Board Room.

The manual is divided into the following sections:

- Policy and organisation
- Buildings
- People
- Work carried out by employees
- Work carried out by external contractors
- Sheltered housing
- Appendices

Please contact me directly if you wish clarification on any of the items contained within the manual.

As per previous training, the Management Committee is aware of its duties outlined within the Health and Safety Control manual and have signed relevant sections of the manual to confirm this in November 2020. A copy of the health and safety control manual has been sent to all members, due to COVID-19 we ask that members acknowledge that they are aware of the responsibilities noted within via e-mail before the end of the current month. An electronic version of this manual can be found on the intranet. A hard copy is also kept in the Board Room.

### Intranet

There is a dedicated Health & Safety tab on the intranet. Within this location the following folders can be found:-

- Employee Handbook
- Control Manual
- Risk Assessments
- Policies
- Disaster Recovery Plan
- Advice Notes
- Training Notes

Management Committee and staff are encouraged to check this section of the intranet on a regular basis for up to date information / advice on health and safety matters.

### Personal Protective Equipment (PPE)

The Covid-19 outbreak has resulted in us having to supply staff with more PPE than usual. At present we have adequate stocks of the following and an ongoing inventory is being prepared to ensure we maintain our stock by re-ordering timeously.

- 3 ply face masks
- Boiler suits

- Alcohol hand gel
- Shield Masks
- Latex Gloves

In accordance with the updated RAMS goggles and latex gloves are not a requirement for staff to use for general duties as both can increase the risk of the virus spreading through touch. These items however will be available to staff for situations which require enhanced protection such as administering first aid.

## **1.2 Updates**

At present no updates have been received or uploaded to the EVH website, CHA staff will continue to monitor this and make any changes to the Control Manual once updates are required.

The document is reviewed on an annual basis and updated with all members of the Management Committee and relevant CHA staff.

## **1.3 Landlord Safety Manual**

As per previous training, the Management Committee is aware of its duties outlined within the Landlord Safety manual.

The document is reviewed on an annual basis and updated with all members of the Management Committee and relevant CHA staff. The manual was last updated in November 2019 and will be updated prior to the anniversary date.

## **1.4 Training**

The majority of this year's scheduled training, detailed below, was placed on hold until the Covid-19 restrictions were eased and training facilitators return to work. Where possible training sessions are being carried out using digital formats, the following training sessions have now been completed;

- 07/10/2020 Asbestos Awareness – Maintenance Assistants and Estate Caretaker
- 13/10/2020 Sharps Awareness – Estate Caretaker
- 08/12/2020 Legionella Awareness – Apprentice Estate Caretaker
- 08/01/2021 First Aid Training – Clerical Assistant (Maintenance)
- 13/01/2021 Asbestos Awareness – Apprentice Estate Caretaker
- 18/03/2021 Fire Safety Awareness and Warden Training – Estate Caretaker, Apprentice Caretaker, Admin Assistants and Reception Staff
- 22/03/2021 Manual Handling – Estate Caretaker, Apprentice Caretaker and Admin Assistant.

The following training courses have also been scheduled to be completed;

- 18/11/2020 Working at Height/Safe use of Ladders – Estate Caretaker (Cancelled by training provider)

Following a recent meeting, the Association will now be utilising the services of online training provider, iHasco, to provide certified Health and Safety and HR courses to staff. All staff will have access to the portal and use will be monitored by the Acting Housing Services Manager. Course available to all staff via this platform include;

- Asbestos Awareness
- Display Screen Equipment
- Fire Awareness
- First Aid Appointed Person
- Ladder Safety
- Legionella Awareness
- Managing Anxiety
- Mental Health Awareness
- Returning to Work (during/after COVID-19)
- Sharps Training
- Working from Height

In addition to the above enquiries have been made with regards to the following training courses;

- NEBOSH (General Certificate) – Acting Housing Services Manager and Officer
- Asbestos Awareness Minor Works – Maintenance Assistant
- Gas Safety Awareness – Maintenance Officer, Maintenance Assistants and Admin Assistant (Originally booked however course was cancelled by course provider).

Staff members will be booked onto courses as soon as they become available.

## **2.0 CHA non-domestic premises (Office, SEC, Centre81 and CHP Station)**

The following works/testing/inspections were last carried out in March.

<b>Description</b>	<b>Location</b>	<b>Results</b>
Water Temperature Testing	Radnor Park	Satisfactory
Legionella Tests	Radnor Park	Satisfactory
Water tank cleaning	Radnor Park	Satisfactory
Water Temperature Testing	Social Economy Centre	Satisfactory
Legionella Tests	Social Economy Centre	Satisfactory
Water Temperature Testing	Centre81	Satisfactory
Legionella Tests	Centre81 Gents Showers	Satisfactory
Legionella Tests	Centre81 - All Other Outlets	Satisfactory
Water Temperature Testing	CHA Office	Satisfactory
Legionella Tests	CHA Office	Satisfactory

## **2.1 Accident & Near Miss Register**

The Association complies with the duty placed on it by legislation to inform the appropriate authorities of any persons injured whilst carrying out work performed for

or on behalf of the Association. In this regard accurate records of all accidents, incidents and “near misses” arising are maintained.

Any such accidents or near misses, whether reportable to the enforcing authority or not, will be notified to the Committee on a monthly basis.

The following near miss was recorded on 18<sup>th</sup> August 2020;



While carrying out annual water management works within a pre-1919 tenement property an [REDACTED]. No one was hurt during the incident however CHA immediately arranged for the area to be made safe and repairs carried out. An independent building surveyor carried out an inspection of the loft area on 24<sup>th</sup> August 2020 and no issues were noted within the report. The contractor has received a copy of the report and are satisfied with the actions taken.

The following accident was recorded on 19<sup>th</sup> November 2020;



While carrying out duties within the office the [REDACTED] was retrieving information from the stationary cupboard when a box fell causing injury to [REDACTED] wrist. First Aid was applied to a minor injury and adjustments made to minimise future risks. The staff member has been notified of manual handling and training will be provided as soon as possible.

### 3.0 Landlord

#### Public Liability Claims



[REDACTED]

### 3.1 Risk Management & Compliance

This section of the report covers the 6 main landlord compliance subjects i.e. fire safety, asbestos management, water systems management, electrical safety, gas safety, lift safety. This report should be read in conjunction with the Health and Safety Compliance Report in light of Covid-19. These headings will appear on each monthly report with updates or actions when applicable.

We have adopted the model policies within the Landlord Safety Manual on these subjects, however we are now developing standalone, CHA specific policies.

### 3.2 Fire Safety

#### Fire Risk Assessments at Multi-Storey Flats

The original fire risk assessment was carried out at Lusset View in July 2017.

A number of recommendations contained within that assessment have been programmed into our major repairs programme from 2019-2026 as follows:

- Common fire doors – Commencing in 2020/21 over 3 years
- Flat entrance doors – Commencing in 2020/21 over 3 years
- Installation of smoke alarms in roof space & laundries –In progress.
- Landing carpets – Programmed for replacement in 2026
- Raised thresholds at some escape routes – will be incorporated in common fire door renewal contract
- Burn damage to lights in stairwells – individual fittings being replaced as required

The above will remain on the monthly report until each action has been completed.

### Leven View

As reported previously a fire risk assessment was carried out by ACS on 25 September 2019. All recommended actions have now been completed.

### Castle View

Fire Action Plan - Castle View				
				Work outstanding
				Work Completed
Task	Location	Action	Target completion date	Notes
Replace missing conduit	Bin Room, laundry and cage area.	Works order to be raised	17/02/2021	Works order raised to replace missing conduit. Completed 17/02/2021
Resecure electric socket	14th floor electric cupboard	Works order to be raised	17/02/2021	Works order raised to replace missing conduit. Completed 17/02/2021
Replace missing electrical cabinet door	14th floor electric cupboard	Works order to be raised	17/02/2021	Works order raised to replace missing conduit. Completed 17/02/2021
Resecure door	10th floor aerial cupboard	Works order to be raised	17/02/2021	Works order raised to replace missing conduit. Completed 17/02/2021
Consumable items in electrical cupboard - needs moved	electrical cupboard in foyer	N/A	18/02/2021	Items removed on day of assessment by caretaker.
Electrical testing labels should be on everything tested not just distribution board	Block	MO emailed electrical contractor	Jun-21	Contractor e-mailed. Labels to be provided at next inspection.
Arrange for a fire door fitter to inspect balcony doors as some doors have been repaired to reduce the gap at the bottom. Make sure they meet fire safety regs.	Block	Included In Major Repair Contract	N/A	Inspections carried out by fire brigade and repairs highlighted within daily caretaker sheets. Doors to be replaced during upcoming windows/doors contract. Repairs will continue to be carried out in mean time.
Recommend pipe chase and holes are adequately fire stopped to BS EN1366-3 2009 with tested and proven fire-resistant materials and/or intumescent collar	Block	Included In Major Repair Contract	31/03/2024	Included within specification for door replacement programme currently being procured.
Supply & fit trip hazard signs at fire doors escape route	All floors	Works order to be raised	03/03/2021	Works order raised to supply & fit signage. Complete 17/02/21
Final fire exit doors to be installed with push bar to open and signs put up	Foyer	Included In Major Repair Contract	31/03/2024	Included within specification for door replacement programme currently being procured.
"fire door keep locked shut" sign to be fitted	Foyer	Works order to be raised	03/03/2021	Works order raised to supply & fit signage. Complete 17/02/21
Fire extinguisher label last dated 2018	Foyer	E-mail sent to contractor	30/06/2021	Contractor to return and update labels.
Dry riser testing	Foyer	N/A	N/A	Completed December 2020. Next inspection due June 2021
Check all fire doors and repair to make sure they close properly	All floors	Works order to be raised	03/03/2021	Completed by contractor 12/02/2021.

## 1-18 Attlee Place

Fire Action Plan - 2-18 Attlee Place					Work outstanding
					Work Completed
Task	Location	Action to be Taken	Date order raised	Target Completion Date	Notes
Replace missing conduit	Electrical cupboard	Works order to be raised	04/02/2021	17/02/2021	Works order raised to replace missing conduit. Complete 10/02/2021
Resecure cover on junction box	Electrical cupboard	Works order to be raised	04/02/2021	17/02/2021	Works order raised to resecure cover on junction box. Complete 10/02/2021
Inspect the electric conduits, and cable management and carries out any work necessary	Corridor/balcony	Works order to be raised	04/02/2021	17/02/2021	Works order raised to inspect electrical works listed. Completed 10/02/2021.
Consumables left	Drying area/landings	Email Estate Caretaker	04/02/2021		Removed by estate caretakers. Increased inspections to be carried out.
Resecure panel at pipechase	Electric room	Works order to be raised	04/02/2021	17/02/2021	Works order raised to resecure panel. - complete 09/02/21
Cover hole in ceiling	Top floor	Works order to be raised	04/02/2021	17/02/2021	Works order raised to cover hole as noted - complete 09/02/21
Steel security gate at back of building with lock - means tenant need to unlock it in event of a fire. Not ideal	Block	Quotes to be requested	17/02/2021	26/02/2021	2x Quotes requested from contractors to carry out works. Owners meetings will be required due to the cost of the works.
Steel security gate at top of stairwell with lock - means tenant need to unlock it in event of a fire.	Block	Quotes to be requested	17/02/2021	26/02/2021	2x Quotes requested for push bar to be installed.
Supply & fit "fire exit" signage above all fire exit doors	Block	Works order to be raised	04/02/2021	17/02/2021	Works order raised to supply & fit signage - complete 09/02/21

## 19-34 Attlee place

Fire Action Plan -19-34 Attlee Place					Work outstanding
					Work Completed
Task	Location	Action to be Taken	Target completion date	Notes	
Replace junction box cover - holes in side and cover off	Ground floor pram room	Works order to be raised	18/02/2021	Completed 17/02/2021	
Resecure panel at pipechase	Drying room	Works order to be raised	18/02/2021	Completed 17/02/2021	
Replace missing conduit	Ground floor pram room	Works order to be raised	18/02/2021	Completed 17/02/2021	
Inspect the electric junction box ,conduits, and cable management and carries out any work necessary	Corridor/balcony	Works order to be raised	18/02/2021	Completed 17/02/2021	
Replace missing cover at pipechase	Corridor/balcony	Works order to be raised	18/02/2021	Completed 17/02/2021	
Cover holes in wall made for pipes	Corridor/balcony	Works order to be raised	18/02/2021	Completed 17/02/2021	
Supply & fit "fire exit" above common fire exit doors	Block	Works order to be raised	18/02/2021	Completed 09/02/2021	



## Ian Smith Court

Fire Action Plan - Ian Smith Court				
				Work outstanding
				Work Completed
Task	Location	Action to be Taken	Target completion date	Notes
Supply & fit fire exit signage above fire exit doors	Block	Works order to be raised	18/02/2021	Works order raised to supply and fit fire signage to all blocks at Ian Smith Court. Complete 26/02/21

## Glasgow Road

Fire Action Plan - 181 Glasgow Road				
				Work outstanding
				Work Completed
Task	Location	Action to be Taken	Target Completion Date	Notes
Annual visual electrical inspection	Attic	Works order to be raised	27/02/2021	Works order raised to carry out visual electrical inspection and works added to the cyclical programme works.

## Cart Street

Fire Action Plan - 21 Cart Street				
				Work outstanding
				Work Completed
Task	Location	Action to be Taken	Target completion date	Notes
Timber cladding at rear - no evidence to show this is non combustable. If not then it needs to be coated with flave reluctant paint/varnish	Block	Included within painterwork programme	TBC	Works will be carried out in the painter programme that is due.
Repair to fire door - not closing due to door top at top of door	Ground floor	works order to be raised	18/02/2021	Works order raised. CHA awaiting confirmation of completion.- complete 19/02/21
Supply & fit signage to sign post above all fire exit doors	Block	works order to be raised	18/02/2021	Works order raised. CHA awaiting confirmation of completion. - complete 19/02/21
Annual dry riser pressure test	Block	Cyclical programme	N/A	Complete December 2020
Smoke vent maintenance works	Block	Cyclical programme	N/A	Complete October 2020
Monthly testing of emergency lights	Block	Cyclical programme	N/A	Completed as part of Cyclical programme.

## 5B Graham Ave

Task	Location	Action to be Taken	Target Completion date	Notes
Evidence of smoking in close - no smoking signs to be put up on every level	All floors	Passed to Housing Team.	18/02/2021	Passed to Housing Officer for investigation. Signs to be erected in close - complete 19/02/21
Consumables in landings to be removed	block	Emailed Estate caretaker to sort items	N/A	Removed by estate caretaker. To be monitored on an ongoing basis.
Monthly testing of emergency lights	Block	Cyclical programme	N/A	Works carried out as part of cyclical programme.
Supply & fit notices for fire exits above the fire exit doors	Block	Works order to be raised	18/02/2021	Works order raised to supply & fit signage. CHA await confirmation of completion - complete 19/02/21
Annual dry riser pressure test	Block	Cyclical programme	N/A	Completed bi-annually. Last test December 2020
Smoke vent maintenance works	Block	Cyclical programme	N/A	Works orders raised as part of cyclical programme.

### Smoke, heat and carbon monoxide alarms systems – total installations due 1026

The first phase was split into two lots awarded as follows:

Lot 1 – Multi-storey flats (391 properties) + (7 communal) – City Technical Services

Lot 2 – All other properties (480) – Belac Group

Between 2 March 2020 and 31st March 2021 these contractors fitted a total of 776 systems, including the additional Radnor Park communal system. This leaves 102 still to be fitted. All properties within the contract have been visited a minimum of twice and the programmed maintenance team are currently working with the contractors to gain access to the remaining properties.

There are a further 148 systems are to be installed in properties as part of a rewiring contract. A programme of work is due to commence in the near future with pre-surveys currently being carried out.

To summarise there are 1,026 systems to be fitted with 776 completed to date i.e. 73.31%.

The legal deadline for fitting these systems in our properties has been extended by the Scottish Government to February 2022. Following discussion with the contractor works have been placed on hold until COVID-19 restrictions are lowered with the exception of void properties or where current system.

The legal deadline for fitting these systems in our properties is February 2022. Contractors carrying out the works have been made aware of the Association's requirements and have confirmed that they have the capacity to complete these works prior to the deadline.

### Communal Smoke Alarm Installations

Following approval by the Housing Services Sub-Committee, smoke alarm systems have now been installed in all common areas at Radnor Park with limited access *i.e. motor room and cage areas*.

Communal smoke alarms have been added to the Aico portal and relevant staff now receive notification of any issues to ensure compliance on a live basis.

### Scottish Fire & Rescue Service

Scottish Fire & Rescue carry out periodic inspections at the multi-storey flats to check the dry risers, emergency lighting, common fire doors etc. and advise us if there are any deficiencies that require to be rectified.

No reports were received in March.

## Cyclical Testing & Inspection

The following testing and inspections took place during February 2021:

- Lift Servicing & Maintenance – Radnor Park
- Water temperature testing – Radnor Park
- Inspection and clean of Thermostatic Mixer Valves – Radnor Park
- Monthly temperature testing – CHA Office
- Monthly temperature and legionella tests – Social Economy Centre
- Monthly temperature and legionella tests – Centre 81
- Asbestos, label common areas. – Various Locations

Evidence of fire safety compliance by scheme/block/unit is stored in this location:

<..\..\..\Maintenance Folder\Landlord Compliance>

### **3.3 Asbestos Management**

All required surveys have now been completed and received with the results incorporated into our Asbestos Register.

As reported previously 4 of our 33 schemes have low risk, good condition asbestos containing materials (ACM's) e.g., external cement window sills and these are being monitored and will be re-inspected on an annual basis. All inspections for the current year have now been completed.

Evidence of asbestos compliance by scheme/block/unit is stored in this location:

<..\..\..\Maintenance Folder\Landlord Compliance>

### **3.4 Water Systems Management**

The section deals with the effective inspection, maintenance and management of all water systems within premises controlled by the Association and mainly covers Legionella.

We have a cyclical programme in place which covers the above and have now enhanced procedures in line with our Legionella Policy to include testing and risk assessments in void properties.

#### Voids

Since 1 November 2019 we have carried out legionella risk assessments in all void properties and any recommendations have been completed prior to the properties being re-let. The Association is now carrying out its own risk assessments within void properties and recording information noted with the water management assets register.

#### Domestic Properties

HBE Ireland Ltd have now commenced a water management programme throughout the stock. No issues have been identified and all monthly, bi-annual and annual targets have been met throughout the stock.

Evidence of water systems compliance by scheme/block/unit is stored in this location: <..\..\..\..\Maintenance Folder\Landlord Compliance>

### **3.5 Electrical Safety**

There are various inspections required to ensure our landlord compliance both in common areas and individual properties. Details of what we carry out and the frequency required are as follows:

#### Multi-storey flats

Lightning protection – 12 months

Emergency lighting (3 hour failure simulation) – 6 monthly

Emergency lighting (battery strength test) – 6 monthly

Changeover of emergency lighting from mains to battery - monthly

Laundries – 12 months

Common service areas – 36 months

#### Domestic tenanted properties

Electrical Installations Condition Report (EICR) – 5 years

#### Void properties & mutual exchanges

EICR – at every change of tenancy

Unvented hot water cylinders (properties with Quantum heating) – 12 months

Portable appliance testing (office, C81, SEC & caretakers offices) – 12 months

#### Cyclical Testing & Inspection

A contract has now commenced for all electrical inspections due to be completed on or before March 2021. The contractor has progressed works throughout lockdown restrictions however a number of tenants have thus far refused access. The Association will assist the contractor to gain access to these properties and record evidence in order to submit abeyances against SHQS within this year's ARC submission.

Evidence of electrical safety compliance by scheme/block/unit is stored in this location: <..\..\..\..\Maintenance Folder\Landlord Compliance>

### **3.6 Gas Safety**

We currently have a framework agreement in place with City Technical Services for reactive and servicing maintenance of all properties with a gas appliance.

City Technical operate a 24/7 service for breakdowns involving no heating or hot water. They also carry out annual services (within 365 days of previous service). During an annual service to any gas appliances they also check the carbon monoxide, smoke alarms and heat detectors where fitted.

The new reporting year started on 1 April 2020 and unfortunately we have had 10 services out with target due to no access. All of the 10 failures have now been completed. Details of the failures are contained within the compliance report in section 4.0 below.

Due to current restrictions and concerns over safety of tenants and engineers, City Technical Services have informed the Association that the number of gas services being carried out per day is being reduced. All remaining services during the financial year have been scheduled in for completion. The Association continues to carry out its procedures in full and do not anticipate any further failures within the year or beyond.

Evidence of gas safety compliance by scheme/block/unit is stored in this location:

<..\..\..\Maintenance Folder\Landlord Compliance>

### **3.7 Lift Safety**

We currently have a framework agreement in place with Jackson Lift Group to maintain all our passenger lifts. There are 16 lifts in total, 14 at the multi-storey flats, one at Centre81 and one at the Social Economy Centre.

The contract involves one maintenance/service visit to each lift per month. Each lift is fitted with a telephone line and if a customer presses the emergency button in the event of a breakdown or entrapment the call goes directly to Jackson Lifts who are required to attend within one hour. There is also an “out of hours” service and reactive repair service for any works out-with the contract.

In addition to the above, our insurers arrange for an independent company to inspect all lifts twice a year, in essence to audit the work of our contractor. We receive reports of these audits and any recommended works are passed to our contractor to implement.

#### Cyclical Testing & Inspection

All monthly maintenance service inspections have been completed and inspections have been programmed to be carried out on a monthly basis for the duration of the contract.

In addition ours insurers’ inspections were carried out in May.

Evidence of lift safety compliance by scheme/block/unit is stored in this location:

<..\..\..\Maintenance Folder\Landlord Compliance>

#### 4.0 Landlord Compliance Update

The landlord compliance report has now been incorporated into the Health and Safety report in order to streamline the reporting of health and safety issues. A copy of the report

	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> <li>• LD2 Smoke &amp; Heat Alarms</li> </ul>	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>	<ul style="list-style-type: none"> <li>• N/A – all tests being carried out as required</li> <li>• N/A</li> <li>• N/A</li> <li>• The legislation relating to these installations does not come into effect till Feb 2022.</li> </ul>	Low-Medium	<ul style="list-style-type: none"> <li>• Dry risers testing carried out in April and October 2020. Carried out on bi-annual and annual basis.</li> <li>• Scottish Fire &amp; Rescue carry out regular inspections as do caretaking staff on a daily basis</li> <li>• Fire Protection Group regularly service</li> <li>• LD2 (Smoke alarm) upgrades ongoing with 877 of 1,127 properties completed.</li> <li>• LD2 (Smoke alarms) upgrades to properties during rewiring works being monitored closely to</li> </ul>

						ensure completion prior to deadline.
2	<b>Gas</b>	<ul style="list-style-type: none"> <li>Annual gas safety services</li> </ul>	Y (Previous non-compliance)	<ul style="list-style-type: none"> <li><b>10 Failures to date</b></li> <li>1) Tenant was in social isolation and did not allow access to anyone during this time. – ASV due on or before 08/04/2020 (<b>completed</b> 20/08/2020 - 135 days overdue)</li> <li>2) Repeated no access. ASV due on or before 25/04/2020. (8 times no access – ASV <b>completed</b> 15/09/2020 - 144 days overdue)</li> <li>3) Tenant contacted contractor to say he was self-isolating as had symptoms therefore couldn't attempt access for 14 days. Despite attempts to contact tenant no access was able to be gained to this property. ASV due on or before 02/05/2020 (<b>completed</b> 14/09/2020 - 136 days overdue)</li> <li>4) Contractor was unable to carry out service as access to meter was not available due to shelving unit being built in front of it. Access was then refused on occasions after the unit was removed until service completed 21/05/2020- ASV due 08/05/2020 and <b>completed</b> 13 days overdue)</li> </ul>	Low / Medium	<ul style="list-style-type: none"> <li>Failures were down to tenants unable or unwilling to give access due to Covid-19 – records kept of all failures</li> <li>Gas management procedures are being carried out in full including forced accesses if required. This will be reviewed in line with government guidelines on an ongoing basis.</li> </ul>

				<p>5) Tenant unable to provide access due to surgery which has resulted in high risk of infection from COVID-19. ASV due 15/05/20 and service completed 07/12/2020 (206 days overdue).</p> <p>6) Tenant refused access due to COVID-19 concerns. Numerous appointments made however engineers were unable to allow access to the property. ASV due 20/05/2020 (<b>completed</b> 15/09/2020 - 118 days overdue).</p> <p>7) Tenant refused access due to COVID-19 concerns. Following discussions between tenant, access was arranged and service completed on 24/06/2020. ASV due 28/05/2020 (<b>completed</b> 28 days overdue).</p> <p>8) Tenant originally refused access due to being a health worker in direct contact with COVID-19 patients. Discussions with tenant to ease concerns resulted in access being gained over the weekend when tenant was not at work. ASV due 30/05/2020 and carried out 2<sup>nd</sup> June 2020 (<b>completed</b> 5 days overdue)</p>		
--	--	--	--	--	--	--



			<p>9) Access to the tenant's property gained prior to anniversary date. Service could not be completed at original service due to access issues into the loft space to inspect the flue. Access gained on 8<sup>th</sup> June 2020 however unable to visually inspect flue in loft due to breeze block in loft area. Work carried out and ASV completed 15/07/2020. ASV due date 31/05/2020 (<b>completed</b> 46 days overdue).</p> <p>10) CHA and its contractor attempted access in order to carry out the gas service. All procedures were followed and notification was given to the tenant with regards to forced access. Human error resulted in failure to arrange gas engineer and joiner resulting in the failure. HSM has reviewed the case with MO and MA and reiterated the need to follow increased procedures implements last year. A review of training provided to staff is being reviewed to identify gaps with regards to the implemented procedures. The gas service has subsequently been carried out on 16/02/2021. ASV due date 13/02/2021 (<b>completed</b> 3 days overdue).</p>		
--	--	--	---	--	--

3	<b>Water Systems/ Legionella</b>	<ul style="list-style-type: none"> <li>• Monthly inspections, temperature testing and legionella/ visual inspections of tanks</li> <li>• Quarterly/bi-annual/annual inspections</li> </ul>	Y	<ul style="list-style-type: none"> <li>• All monthly inspections at multi-storey flats recommenced on 22<sup>nd</sup> June 2020 and are now being carried out in line with requirements identified in updated RAMS.</li> <li>• All monthly, quarterly, bi-annual and annual inspections are now up to date</li> </ul>	Low	<ul style="list-style-type: none"> <li>• Contractor sourced from SPA framework has now commenced program of works.</li> <li>• A second contractor has been sourced and is being used for monthly checks at Radnor Park. If required this contractor can be used as a back-up going forward.</li> </ul>
		<ul style="list-style-type: none"> <li>• Random checks in individual multi-storey flats</li> </ul>	Y	<ul style="list-style-type: none"> <li>• Random checks in individual multi-storey flats have now been carried out on a monthly basis since 22 June with COVID-19 control measures in place.</li> </ul>	Low	<ul style="list-style-type: none"> <li>• Monthly inspections not carried out between April and June but have now resumed. All residents given advice on control measures to minimize any risk during this time. No traces of legionella found in checks after resumption of program.</li> </ul>
		<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 carrying out risk assessments in current void properties as required.</li> </ul>	Low	<ul style="list-style-type: none"> <li>• Legionella risk assessments have now been carried out in all void properties. CHA staff are now completing assessments and arranging works in all void properties.</li> </ul>
4	<b>Electrical</b>	<ul style="list-style-type: none"> <li>• Electrical inspections in common areas at multi-storey flats</li> </ul>	Y	<p>A large number of legislative electrical inspections are due this financial year (697).</p> <p>Electrical inspection programme was placed on hold due to COVID-19</p>	Medium	<ul style="list-style-type: none"> <li>• Properties that do not have an electrical safety certificate within last five years will be subject to a failure in next year's ARC submission.</li> </ul>

		<ul style="list-style-type: none"> <li>Electrical inspections in void properties</li> </ul>	Y	concerns. Work restarted on 22/02/2021 in line with government guidance.		<ul style="list-style-type: none"> <li>A contractor has been appointed and is progressing towards completion of all outstanding or due electrical inspections.</li> </ul>
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	<ul style="list-style-type: none"> <li>Contractor is responding to cyclical and reactive calls as normal and remains unhindered by restrictions.</li> </ul>
6	<b>Asbestos</b>	<p>Management and refurbishment surveys</p> <ul style="list-style-type: none"> <li>Annual re-inspections</li> </ul>	Y	Inspections have now re-commenced as required within CHA properties	Low	<ul style="list-style-type: none"> <li>CHA now have access to asbestos surveys as contractors staff returned from furlough.</li> </ul>
			Y	N/A		<ul style="list-style-type: none"> <li>Annual inspections completed.</li> </ul>