

Directorate	Regulation/Legislation/Approved Code of Practice	Description	19/20 KPI	19/20 Target KPI	KPI result as of 31st March 20	Management regime in place	Internal/External Audits	Relevant Policy/Management Plan/Strategy	External Assurance Regimes
Property & Maintenance Services	Guidance Note 3 of the Institute of Engineering and Technology (IET) Wiring Regulations 18th Edition and BS 7671:2018	Sets out the recommended nature and frequency of periodic fixed electrical installation testing in domestic properties and communal areas in order to produce an Electrical Installation Condition Report (EICR). The guidance states that for SHG the maximum period between testing should be no longer than 5 years and should also be carried out in domestic properties at every change of occupancy.	% of properties and communal areas with a satisfactory EICR or installation certificate	100%	99.99%	Cyclical programme in place to ensure a fixed electrical installation test is carried out no later than 5 years after the previous test. This applies to all properties and communal areas that SHG has a landlord responsibility for. In addition a test is also carried out in domestic properties at every change of tenancy, e.g. void and mutual exchange.	PWC Audit in September 2015 (Low Risk) and Penningtons Health Check in January 2018.	Electrical Fixed Wire Testing Policy	5-10% of completed tests audited by Morgan Lambert. This includes a desktop audit of the certificates and an on site audit. 100% of certificates are also audited and signed off by the contractors Qualifying Supervisor before they are issued to SHG>
Property & Maintenance Services	Legionella ACoP L8 2013 and HSG274 Part 2	Sets out the recommended actions to be taken in the management of hot and cold water systems in premises in order to minimise the risk of legionella bacteria proliferation and also scalding.	% of communal areas with a valid Legionella Water Risk Assessment	100%	100%	Cyclical management regime in place in accordance with ACoP L8 and HSG274 Part 2 guidance, which includes - monthly water temperature testing, annual servicing of TMVs, quarterly clean and disinfection of showers and spray taps, annual inspection of cold water storage tanks and bi annual legionella water risk assessment review.	PWC Audit in March 2019 (Low Risk) and Penningtons Health Check in January 2018.	Legionella Management Policy	There is no requirement within the ACoP for any external auditing and also SHGs water systems are considered to be at low risk from Legionella. All Legionella Water Risk Assessment are reviewed by suitably qualified SHG officers to ensure appropriate action is taken to manage any risks identified. The risk assessments are also reviewed in line with SHG officer's local knowledge of the site and their water systems.
Property & Maintenance Services	Control of Asbestos Regulations 2012	Regulates how asbestos must be safely managed in order to minimise the risk of asbestos exposure.	% of Communal Areas with an Asbestos Management Survey	100%	100%	During 19/20 the programme of new Asbestos management surveys to all communal areas was completed, meaning all surveys are now in line with current regulations. As new surveys have been completed where Asbestos has been identified the items have been added to a cyclical periodic re-inspection regime. The frequency of re-inspection is determined by the risk of exposure from the type of asbestos. During 19/20 the Customer Safety Team also commenced a 2 year programme to complete Asbestos management surveys to all domestic properties, subject to gaining access to all properties, the programme will be completed in 20/21. To minimise the risk of asbestos exposure during repairs and capital works Refurbishment & Demolition surveys are carried out as necessary. SHG have a cyclical Asbestos awareness training programme in place for all operatives and staff managing repairs and refurbishment works. Detailed guidance documents have also been produced for staff, operatives and contractors regarding the actions required by them to ensure the safe management of Asbestos. SHG full approach to managing Asbestos is detailed in the Asbestos Management Plan and formally reviewed on an annual basis.	AEC Audit in December 2017	Asbestos Management Policy and Asbestos Management Plan	There is no requirement within the regulations for SHG to carry out external auditing of their Asbestos Consultant (AEC). All completed asbestos surveys go through a stringent quality assurance process before they are issued to SHG. AEC are also regularly externally audited in order to maintain their necessary accreditations. The Asbestos Management Plan is formally reviewed on an annual basis with AEC to validate that it is still being adhered to and is being effective in the safe management of Asbestos. SHG officers undertake site audits of 5-10% of asbestos removal works and reassurance air monitoring is undertaken during 3%. These audits are not a legal requirement but are considered good practise.
			% of communal areas with an Asbestos Management Survey which have been reinspected in line with the agreed frequency	100%	100%				
			% of Domestic Properties with an Asbestos Management Survey	50%	52%				
Property & Maintenance Services	Gas Safety (Installation and Use) (Amendment) Regulations 2018	Sets out the legal requirements for the maintenance of gas appliances and fittings. This places a legal requirement on SHG to carry out a gas safety check to all gas appliances it's has a responsibility for every 12 months, ensuring that the check is carried out before the expiry date of the current gas certificate. The regulations also provides guidance on the installation of gas appliances and fittings.	% of domestic properties with a valid gas certificate	100%	100%	Service regimes in place to ensure a gas safety check is carried out at least every 12 months to all domestic and commercial gas appliances owned by SHL. In domestic properties a gas safety check is also carried out at change of tenancy, e.g. void and mutual exchange. Regimes are also in place to ensure a gas safety check is carried out every 12 months to any gas catering equipment. A gas soundness test is also carried out every 5 years on any commercial gas pipework. All gas repair and installations works are carried out by suitably qualified Gas Safe registered engineers/contractors, all of which are vetted by the M&E Manager before they commence on work on behalf of SHG.	Domestic - PWC Audit in March 2018 (Medium Risk), Commercial - PWC Audit in October 16 (Low Risk) and Penningtons Health Check in January 2018.	Gas Safety Policy	5-10% of completed gas certificates are independently audited by Morgan Lambert. This includes a desktop audit of the certificates and an on site audit. The gas contractors also desktop audits 100% of the certificates and also employs an independent auditor to do a 5-10% site audit.
			% of commercial properties with a valid gas certificate	100%	100%				
Property & Maintenance Services	Regulatory Reform (Fire Safety) Order 2005	Sets out the actions and precautions required to be taken in order to ensure properties and buildings are fire safe and also details the requirements for a fire risk assessment regime.	% of Compliant Fire Risk Assessments	100%	100%	Cyclical programme in place to carry out Fire Risk Assessments (FRA's) on a risk based approach which is currently - Annually to high priority building (High rise blocks, Independent Living Schemes and Temporary Accommodation), every 3 years to Medium priority buildings (Medium rise blocks and Community Centres) and every 3 years to Low priority buildings (Low rise blocks). Actions required following a FRA are monitored via an online portal, with a timescale for completion stipulated by the risk assessor. A number of management interventions are in place to monitor that actions are being completed on time	PWC Audit in October 2019 (Medium Risk) and Penningtons Health Check in January 2018	Stockport Homes Fire Risk Strategy 2018-2021	There is no requirement under the Regulatory Reform (Fire Safety) Order 2005 for SHG to carry out external auditing of their appointed Fire Risk Assessor. The Fire Risk Assessor is however BAFA accredited and is regularly assessed and audited in order to maintain their accreditation.

Periodic Fixed Electrical Installation Testing - Domestic	
Total number of properties	11501
Total number of properties on the periodic fixed electrical installation testing programme	11501
Total number of properties not on the periodic fixed electrical installation testing programme	0
Total number of properties with a current satisfactory EICR or installation certificate (i.e. EICR or installation completed within the last 5 years)	11500
Percentage of properties with a current satisfactory EICR or installation certificate (i.e. EICR or installation completed within the last 5 years)	99.99%
Commentary	
<p>At 31st March 2020 there was one property where we'd been unable to complete the EICR within the month due. The tenant was known to be a "hoarder" and to have a number of complex medical conditions. We therefore anticipated that getting access to complete the test was going to be challenging. We started communication with the tenant regarding the test in October, 5 months before it was due. We also requested support from the Hoarding Team. The tenant was initially reluctant to work with the Hoarding Team but by November she was allowing them access once a week, however due to the extent of the hoarding it took a number of months for the property to be sufficiently cleared to allow the test to be undertaken. By late February the property was in a good enough condition for the test to take place and an appointment was agreed with the tenant for the test to take place. Two appointments were arranged but on both occasions the tenant cancelled claiming she was not well enough to have anyone in the property. A 3rd appointment was arranged for 25th March however when we rang tenant on 24th March to confirm the arrangements, she has advised that the appointment would have to be cancelled until further notice as in line with Government Covid 19 guidelines she was "shielding" due to being considered "extremely vulnerable". The test will be arranged for as soon as possible once the tenant is able to allow people into her home.</p>	

Periodic Fixed Electrical Installation Testing - Communal	
Total number of communal areas	2425
Total number of communal areas on the periodic fixed electrical installation testing programme	1030
Total number of communal areas not on the periodic fixed electrical installation testing programme	1395
Total number of communal areas with a current satisfactory EICR or installation certificate (i.e. EICR or installation completed within the last 5 years)	1030
Percentage of communal areas with a current satisfactory EICR or installation certificate (i.e. EICR or installation completed within the last 5 years)	100%
Commentary	
<p>There are 1394 communal areas not on the programme for electrical testing as these are blocks and communal areas where there is no landlord electric supply.</p> <p>There are 1030 communal areas which require an electrical tests. This equates to 471 individual EICRs as multiple blocks and communal areas are served from the same electrical installation.</p>	

Legionella - Communal	
Total number of communal areas	2425
Total number of communal areas requiring a Legionella water risk assessment (i.e. has a communal water supply)	291
Total number of communal areas not requiring a Legionella water risk assessment (i.e. has no communal water supply)	2134
Total number of communal areas with a valid Legionella water risk assessment	291
Percentage of communal areas with a valid Legionella water risk assessment	100%
Commentary	
There are 2133 communal areas that do not require a Legionella water risk assessment as they are blocks and communal areas with no communal water system.	
There are 291 communal areas that require a Legionella water risk assessment. This equates to 78 individual risk assessments as multiple blocks and communal areas are served from the same communal water system.	

Asbestos - Communal	
Total number of communal areas	2425
Total number of communal areas requiring an Asbestos Management Survey (i.e. has a communal area as defined by CAR 2012 Reg 4)	1210
Total number of communal areas not requiring an Asbestos Management Survey (i.e. does not have a communal area as defined by CAR 2012 Reg 4)	1215
Total number of communal areas with an Asbestos Management Survey	1210
Percentage of communal areas with an Asbestos Management Survey	100%
Total number of communal areas requiring a periodic Asbestos re-inspection	496
Total number of communal areas that have been periodically inspected in line with the agreed inspection frequency (12 or 24 months)	496
Percentage of communal area that have been periodically inspected in line with the agreed inspection frequency (12 or 24 months)	100%
Commentary	
There are 1215 blocks and communal areas not requiring an Asbestos Management Survey as they are not considered to have a communal area as defined by regulation 4 of the Control of Asbestos Regulations 2012.	
There are 1210 communal areas that require an Asbestos Management Survey. This equates to 649 individual management surveys as a number of the surveys cover multiple blocks and communal areas.	
Of those communal areas which have had an Asbestos Management Survey there are 496 which have been identified as containing Asbestos and therefore need to be re-inspected every 12 or 24 months. The frequency of re-inspection has been determined based on the asbestos type.	

Asbestos - Domestic	
Total number of properties	11501
Total number of properties requiring an Asbestos Management Survey (i.e. pre 2000 build)	11083
Total number of properties not requiring an Asbestos Management Survey (i.e. post 2000 build)	418
Total number of properties with an Asbestos Management Survey	5791
Percentage of properties with an Asbestos Management Survey	52%
Commentary	
There are 418 properties which will not require an Asbestos Management Survey as they were built post 2000 after the Asbestos ban	
Of the 11,083 properties that require an Asbestos Management Survey just over 50% of them have now been completed. It is the intention to complete the remaining 50% during 20/21 however this is subject to being able to gain access. There is no requirement under CAR 2012 to survey 100% of domestic stock, it's good practice, we would therefore not be non compliant should not all properties be completed by end of 20/21.	

Gas Safety - Domestic	
Total number of properties	11501
Total number of properties on the domestic gas safety programme	8878
Total number of properties not on the domestic gas safety programme	2623
Total number of properties with a current LGSR (i.e. LGSR completed within the last 12 months)	8878
Percentage of properties with a current LGSR (i.e. LGSR completed within the last 12 months)	100%
Commentary	
There are 2623 not on the domestic gas safety programme as they do not have a gas supply to their property, e.g. have district heating, electrical heating.	

Gas Safety - Communal	
Total number of communal areas	2425
Total number of communal areas on the gas safety programme	124
Total number of communal areas not on the gas safety programme	2301
Total number of communal areas with a current LGSR (i.e. LGSR completed within the last 12 months)	124
Percentage of communal areas with a current LGSR (i.e. LGSR completed within the last 12 months)	100%
Commentary	
There are 2301 communal areas not on the communal gas safety programme as there is no communal gas heating system to the block or communal as each flat within the block has it's own heating system.	
There are 124 communal areas which require a gas safety check. This equates to 23 individual LGSRs as multiple block and communal areas are served from the same heating system.	

Fire	
Total number of communal areas	2424
Total number of communal areas requiring a Fire Risk Assessment	1204
Total number of communal areas not requiring a Fire Risk Assessment	1220
Total number of communal areas with a valid Fire Risk Assessment	1204
Percentage of communal areas with a valid Fire Risk Assessment	100%
Commentary	
Current Postion:	
There are 1220 blocks and communal aeas not requiring a Fire Risk Assessment as they are not considered to have a communal area requiring a fire risk assessment	
There are 1204 communal areas that require a Fire Risk Assessment. This equates to 550 individual risk assessments as multiple blocks and communal areas are covered by the same risk assessment.	