

Compliance Area	Regulation/Legislation/Approved Code of Practice	Description	20/21 KPI	Type of KPI	20/21 Target KPI	KPI result as of 31st March 21	Management regimes in place	Internal/External Audits	Relevant Policy/Management Plan/Strategy	External Assurance Regimes
Asbestos	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 which have been reinspected in line with the agreed frequency	Corporate KPI	100%	100%	All communal areas where Asbestos Containing Materials (ACMs) have been identified on the management survey are included in a cyclical periodic re-inspection regime undertaken by AEC, SHG's appointed accredited Asbestos consultant. The frequency of re-inspection is either every 12 or 24 months, determined by the risk of exposure from the type of asbestos. To minimise the risk of Asbestos exposure during repairs and capital works localised refurbishment surveys are carried out before any intrusive works are carried out and any ACMs which would be affected by the work are removed. During 20/21 efforts continued to be made to complete Asbestos surveys in all domestic properties. There is no regulatory requirement to do this however it is considered good practice and also demonstrates a strong commitment to safeguarding the health of employees and customers. 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's full approach to managing Asbestos is detailed within the Asbestos Management Plan and formally reviewed on an annual basis.	AEC Audit in December 2017	Asbestos Management Policy and Asbestos Management Plan	SHG officers undertake audits of a minimum of 5% of Asbestos surveys and removal works. These audits are not a legal requirement but are considered good practice. 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 effective in the safe management of Asbestos.
			% of Domestic Properties with an Asbestos Management Survey	Operations Management Team Measure	100%	82.2%				
Electrical	BS:7671:2018 Requirements for Electrical Installations and the IET Guidance Notes 3: Inspection and Testing.	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 electrical installation certificate	Corporate KPI	100%	100%	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 December 2020 (Low Risk)	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 SHL.
0	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	Corporate KPI	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 2 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, including a monthly report to the Director of Operations.	PWC Audit in October 2019 (Medium Risk)	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 an Associate Member of the Institution of Fire Engineers and holds a Bachelor degree in Fire Safety.
			% of fire-safety follow-on actions completed within timescale per Fire Risk Assessment	Corporate Measure	No Target	100%				
Gas	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	Corporate KPI	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)	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% desktop and site audit.
			% of commercial properties with a valid gas certificate	Corporate KPI	100%	100%				
Legionella	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	Corporate KPI	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, quarterly water sampling of tank fed drinking water, annual inspection of cold water storage tanks and bi annual legionella water risk assessment review.	PWC Audit in March 2019 (Low Risk)	Legionella Management Policy	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. The appointed water hygiene contractor carries out a 5% internal audit of works completed for SHG, the results of which are shared with SHG. 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 however in 21/22 SHG will appoint an accredited consultant to audit a percentage of Legionella water risk assessments.
Lifts	Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)	Sets out the duties on those who own, operate or have control over lifting equipment. For SHG the regulations make it a requirement for periodic thorough examinations to be carried out every 6 months to all passenger lifts situated within a communal area	% of passenger lifts that have had a thorough examination completed within the last 6 months in line with regulation 9 of LOLER.	Corporate KPI	100%	100%	Cyclical programme in place to ensure a LOLER inspection is carried out every 6 months to all passenger lifts situated within a communal area. These inspections are carried out by Zurich as part of SHGs insurance schedule.	PWC Audit in October 16 (Low Risk)	M&E Planned Maintenance Policy	In addition to the LOLER inspections carried out by Zurich, regular Planned Preventative Maintenance (PPM) visits are carried out by an appointed lift maintenance contractor. These visits aim to proactively identify potential issues, reduce lift down time and also prolong the life expectancy of the asset. A quarterly audit is also completed by an external Lift consultant on one passenger lift, so 4 over the course of a year.

Asbestos - Communal	
Total number of communal areas	2448
Total number of communal areas requiring an Asbestos Management Survey (i.e. has a communal area as defined by CAR 2012 Reg 4)	1228
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)	1220
Total number of communal areas with an Asbestos Management Survey	1228
Percentage of communal areas with an Asbestos Management Survey	100%
Total number of communal areas requiring a periodic Asbestos re-inspection	501
Total number of communal areas that have been periodically inspected in line with the agreed inspection frequency (12 or 24 months)	501
Percentage of communal area that have been periodically inspected in line with the agreed inspection frequency (12 or 24 months)	100%
Commentary	
There are 1220 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 1228 communal areas that require an Asbestos Management Survey. This equates to 663 individual management surveys as a number of the surveys cover multiple blocks and communal areas.	
Of those communal areas with an Asbestos Management Survey there are 501 which have been identified as containing Asbestos and therefore need to 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	11542
Total number of properties requiring an Asbestos Management Survey	10904
Total number of properties not requiring an Asbestos Management Survey	638
Total number of properties with an Asbestos Management Survey	8966
Percentage of properties with an Asbestos Management Survey	82.2%
Commentary	
There are 638 properties which will not require an Asbestos Management Survey as they were built post 2000 after the Asbestos ban.	

Periodic Fixed Electrical Installation Testing - Communal	
Total number of communal areas	2448
Total number of communal areas on the periodic fixed electrical installation testing programme	1133
Total number of communal areas not on the periodic fixed electrical installation testing programme	1315
Total number of communal areas with a current satisfactory EICR or installation certificate (i.e. EICR or installation completed within the last 5 years)	1133
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	
There are 1315 communal areas not on the programme for electrical testing as these are blocks and communal areas where there is no landlord	
There are 1133 communal areas which require an electrical tests. This equates to 543 individual EICRs as multiple blocks and communal areas are served from the same electrical installation.	

Periodic Fixed Electrical Installation Testing - Domestic	
Total number of properties	11542
Total number of properties on the periodic fixed electrical installation testing programme	11542
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)	11542
Percentage of properties with a current satisfactory EICR or installation certificate (i.e. EICR or installation completed within the last 5 years)	100%
Commentary	

Fire - Risk Assessments	
Total number of communal areas	2448
Total number of communal areas requiring a Fire Risk Assessment	1221
Total number of communal areas not requiring a Fire Risk Assessment	1227
Total number of communal areas with a valid Fire Risk Assessment	1221
Percentage of communal areas with a valid Fire Risk Assessment	100%
Commentary	
There are 1227 blocks and communal areas not requiring a Fire Risk Assessment as they are not considered to have a communal area requiring a fire risk assessment	
There are 1221 communal areas that require a Fire Risk Assessment. This equates to 561 individual risk assessments as multiple blocks and communal areas are covered by the same risk assessment.	

Fire - Risk Assessment Actions	
Total number of fire risk assessment actions due for completion	2865
Total number of fire risk assessment actions completed	2859
Total number of fire risk assessment actions overdue	6
Total number of fire risk assessment actions due for completion	2859
Percentage of fire risk assessment actions completed	99.8%
Commentary	

Gas Safety - Communal	
Total number of communal areas	2448
Total number of communal areas on the gas safety programme	147
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)	147
Percentage of communal areas with a current LGSR (i.e. LGSR completed within the last 12 months)	100%
Commentary	
communal gas heating system or supply to the block or communal area as each flat within the block has it's own heating system.	
There are 147 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 gas supply.	

Gas Safety - Domestic	
Total number of properties	11542
Total number of properties on the domestic gas safety programme	8877
Total number of properties not on the domestic gas safety programme	2665
Total number of properties with a current LGSR (i.e. LGSR completed within the last 12 months)	8877
Percentage of properties with a current LGSR (i.e. LGSR completed within the last 12 months)	100%
Commentary	
There are 2665 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.	
There are 8877 properties requiring a gas safety check. This equates to 8857 individual LGSRs as some properties are served by the same gas supply, e.g. Temporary Accommodation flats.	

Legionella - Communal	
Total number of communal areas	2448
Total number of communal areas requiring a Legionella water risk assessment (i.e. has a communal water supply)	299
Total number of communal areas not requiring a Legionella water risk assessment (i.e. has no communal water supply)	2149
Total number of communal areas with a valid Legionella water risk assessment	299
Percentage of communal areas with a valid Legionella water risk assessment	100%
Commentary	
There are 2149 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 299 communal areas that require a Legionella water risk assessment. This equates to 75 individual risk assessments as multiple blocks and communal areas are served from the same communal water system.	

Lifts	
Total number of communal areas	2448
Total number of communal areas with a lift requiring a Thorough Examination	43
Total number of communal areas without a lift requiring a Thorough Examination	2405
Total number of communal areas with a valid Thorough Examination	43
Percentage of communal areas with a valid Thorough Examination	100%
Commentary	
There are 2405 blocks and communal areas that do not require a lift Thorough Examination as they do not have a lift	
There are 43 communal areas that require a lift Thorough Examination, this equates to 70 individual Thorough Examinations as some blocks have more than one lift.	