

Compliance Area	Regulations/Legislation/Approved Code of Practice	Description	2023 KPI	Type of KPI	2023 Target KPI	KPI result as of 31st March 23	Management response in place	Internal/External Audits	Relevant Policy/Management Plan/Strategy	External Assurance Regimes
Asbestos	Control of Asbestos Regulations 2012	Regulate how asbestos must be safely managed in order to minimise the risk of asbestos exposure.	% of commercial areas with an Asbestos Management Survey which have been re-inspected in line with the agreed frequency	Corporate KPI	100%	100%	All commercial areas where Asbestos Containing Materials (ACMs) have been identified on the management survey are included in a cyclical periodic re-inspection regime undertaken by SMC. SMC'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. Since Compliance has been introduced in 2022 and go live for May 2023. Since to be used as a management/compliance system to oversee performance, day to day management and hold the line regime. 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 2023 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. As part of the management procedures 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. SMC's risk approach to managing Asbestos is detailed within the Asbestos Management Plan and formally reviewed on an annual basis.	Audit Completed in 2022, low risk outcome.	Asbestos Management Policy and Asbestos Management Plan	SMC 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 SMC. AEC are also regularly externally audited in order to maintain their necessary accreditations. The Asbestos Management Plan is formally reviewed on an annual basis.
			% of Domestic Properties with an Asbestos Management Survey	Operations Management Team Measure	80%	86.5%				
Electrical	BS 7671:2018 Requirements for Electrical Installations, and the IET Guidance Notes 3 Inspection and Testing	Sets out the recommended values and frequency of periodic live electrical installation testing to domestic properties and commercial areas in order to protect an Electrical Installation Condition Report (EICR). The guidance states that for SMC's management 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 commercial areas with 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 commercial areas that SMC 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 initial re-letting. 1 property which was overdue throughout the year due to exceptional customer circumstances, this was resolved within 8 weeks to retain 100% compliance.	Due in 24/25.	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 SMC. Policy and procedures were updated in 2023.
Fire	Regulatory Reform (Fire Safety) Order 2005	Sets out the duties and responsibilities 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 Compliance Fire Risk Assessments	Corporate KPI	100%	100%	Cyclical programme in place to carry out Fire Risk Assessments (FRAs) on a risk based approach which is currently: Annually in high priority building (high rise blocks, independent living schemes and temporary Accommodation), every 3 years in Medium priority buildings (Medium rise blocks and Community Centres) and every 2 years in 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.	Last audit 2023.	Resident Homes Fire Risk Strategy	There is no requirement under the Regulatory Reform (Fire Safety) Order 2005 for SMC 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. There is due a new competency review for the safety assessors, once more information is released this will be reviewed and any recommendations implemented.
			% of fire safety follow-on actions completed within timescale per Fire Risk Assessment	Corporate Measure	95.26%	99.48%				
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 SMC to carry out a gas safety check to all gas appliances it 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 provide 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 SMC. In domestic properties a gas safety check is also carried out at change of tenancy, e.g. void and initial re-letting. 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 in any commercial gas pressure. All gas repair and installation 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 SMC.	PWC Audit completed in Q4, outcome overall low risk.	Gas Safety Policy, and Procedure	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 audit 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 18:2015 and HGS274 Part 2	Sets out the recommended actions to be taken in the management of hot and cold water systems in order to minimise the risk of legionella bacteria proliferation and also auditing.	% of commercial areas with a valid Legionella Water Risk Assessment	Corporate KPI	100%	100%	Cyclical management regime in place in accordance with ACOP 18 and HGS274 Part 2 guidance, which includes: monthly water temperature testing, annual servicing of TRVs, quarterly clean and disinfection of showers and spray bars, quarterly water sampling of tank hot drinking water, annual inspection of cold water storage tanks and bi-annual legionella water risk assessment review.	PWC Audit due in 23/24	Legionella Management Policy and Procedure	All Legionella Water Risk Assessment are reviewed by suitably qualified SMC officers to ensure appropriate action is taken to manage any risks identified. The risk assessments are also reviewed in line with SMC officer's local knowledge of the site and their water systems. The appointed water hygiene contractor carries out a 25% internal audit of works completed for SMC, the results of which are shared with SMC. There is no requirement under the ACOP for any external auditing and also SMC's water systems are considered to be at low risk from legionella. We have contracted an external auditor to review and audit our policies, procedures, contractor risk assessments and remedial works.
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 SMC the regulations make a requirement for periodic thorough examinations to be carried out every 6 months to all passenger lifts situated within a commercial area.	% of passenger lifts that have had a thorough examination completed within the last 6 months in line with regulation 8 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 commercial area. These inspections are carried out by Zurich as part of SMC's insurance schedule.	PWC completed in 23- Low risk.	Lift policy and Procedure	In addition to the LOLER inspections carried out by Zurich, regular Planned Preventive 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 proving the life expectancy of the asset. A quarterly audit is also completed by an external lift consultant.

Asbestos - Communal	
Total number of communal areas	2464
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)	1236
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 1236 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 1236 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	11504
Total number of properties requiring an Asbestos Management Survey	10840
Total number of properties not requiring an Asbestos Management Survey	680
Total number of properties with an Asbestos Management Survey	9386
Percentage of properties with an Asbestos Management Survey	86.6%
Commentary	
There are 658 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	2464
Total number of communal areas on the periodic fixed electrical installation testing programme	1137
Total number of communal areas not on the periodic fixed electrical installation testing programme	1327
Total number of communal areas with a current satisfactory EICR or installation certificate (i.e. EICR or installation completed within the last 5 years)	1137
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 1327 communal areas not on the programme for electrical testing as these are blocks and communal areas where there is no landlord electric supply.	
There are 1137 communal areas which require an electrical tests. This equates to 548 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	11504
Total number of properties on the periodic fixed electrical installation testing programme	11484
Total number of properties not on the periodic fixed electrical installation testing programme	20
Total number of properties with a current satisfactory EICR or installation certificate (i.e. EICR or installation completed within the last 5 years)	11504
Percentage of properties with a current satisfactory EICR or installation certificate (i.e. EICR or installation completed within the last 5 years)	100%

Fire - Risk Assessments	
Total number of communal areas	2464
Total number of communal areas requiring a Fire Risk Assessment	1221
Total number of communal areas not requiring a Fire Risk Assessment	1243
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 1221 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 562 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	3670
Total number of fire risk assessment actions completed	3651
Total number of fire risk assessment actions overdue	19
Total number of fire risk assessment actions due for completion	3651
Percentage of fire risk assessment actions completed	99.5%
Commentary	

Gas Safety - Communal	
Total number of communal areas	2464
Total number of communal areas on the gas safety programme	148
Total number of communal areas not on the gas safety programme	2440
Total number of communal areas with a current LGSR (i.e. LGSR completed within the last 12 months)	148
Percentage of communal areas with a current LGSR (i.e. LGSR completed within the last 12 months)	100%
Commentary	
There are 2440 communal areas not on the communal gas safety programme as there is no 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 148 communal areas which require a gas safety check. This equates to 24 individual LGSRs as multiple block and communal areas are served from the same gas supply.	

Gas Safety - Domestic	
Total number of properties	11504
Total number of properties on the domestic gas safety programme	8763
Total number of properties not on the domestic gas safety programme	2741
Total number of properties with a current LGSR (i.e. LGSR completed within the last 12 months)	8763
Percentage of properties with a current LGSR (i.e. LGSR completed within the last 12 months)	100%
Commentary	
There are 2741 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 8763 properties requiring a gas safety check. This equates to 8749 individual LGSRs as some properties are served by the same gas supply, e.g. Temporary Accommodation flats.	

Legionella - Communal	
Total number of communal areas	2464
Total number of communal areas requiring a Legionella water risk assessment (i.e. has a communal water supply)	302
Total number of communal areas not requiring a Legionella water risk assessment (i.e. has no communal water supply)	2162
Total number of communal areas with a valid Legionella water risk assessment	302
Percentage of communal areas with a valid Legionella water risk assessment	100%
Commentary	
There are 2162 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 302 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.	

Lifts	
Total number of communal areas	2464
Total number of communal areas with a lift requiring a Thorough Examination	45
Total number of communal areas without a lift requiring a Thorough Examination	2419
Total number of communal areas with a valid Thorough Examination	45
Percentage of communal areas with a valid Thorough Examination	100%
Commentary	
There are 2464 blocks and communal areas that do not require a lift Thorough Examination as they do not have a lift	
There are 45 communal areas that require a lift Thorough Examination, this equates to 71 individual Thorough Examinations as some blocks have more than one lift.	