

### **COMPLIANCE UPDATE**

Report of the Director of Property

#### **1. SUMMARY**

- 1.1 This report provides an update on the top six areas of compliance with additional information on our performance on dealing with damp, mould, and condensation.

#### **2. RECOMMENDATION**

- 2.1 That the Board discusses and notes the content of this report.

#### **3. REASON FOR RECOMMENDATION**

- 3.1 To ensure that Board Members are fully briefed and updated on current levels of compliance in areas that have a significant impact on health and safety.

#### **4. MATTERS FOR CONSIDERATION**

##### **4.1 General Compliance**

Please find attached Appendix 1 the 31 October 2023 update on the six areas of compliance.

All areas are fully compliant, any homes that have inspection certificates over the prescribed timescale are within our access process and have all been visited a number of times.

##### **Damp Mould and Condensation**

I have added a further area of compliance for consideration at this meeting please see appendix 2, Damp mould and condensation (DMC). I have captured our performance in this important area as a seventh area of compliance. We have been monitoring our performance in this area in line with our policy since April 2023.

There has been an increase in the number of requests for help with DMC in October, the weather is getting cooler, and the surface temperature of external walls are more susceptible to condensation. We have recruited a second Officer to help deal with this increase in demand.

I am pleased to report that we either attended, offered an appointment, or attempted to gain access to all of the requests within our agreed timescales, there are a few that we have not been able to gain access, some if these are still in process. We will attempt access on two occasions, if this is not successful, we will write to the customer asking them to contact us again if they still require our help.

You will also notice that there are an increasing number of cases that we have identified property related issues that are causing the problem, arrangements have been made for all these issues to be rectified by the relevant team.

During each visit our officer will diagnose the problem, carry out a mould wash in almost all cases, order follow on repairs if required and provide advice and support to help our customers manage DMC.

## **5. HEALTH AND SAFETY IMPLICATIONS**

- 5.1 There are matters within this report that have a direct impact on the health and safety of the buildings that we manage. Keeping our customers safe in their homes is our top priority and something that we take very seriously.

## **6 Legal and Confidentiality Implications**

- 6.1 There are significant legal requirements across many of the areas of compliance covered by this report. For Gas Servicing, Fire safety, Water and the control of legionella, Lift safety and Asbestos management are all legal requirements. The five yearly inspection of our electrical installations is best practice, but we expect this to become statutory very soon. All this work gives us the opportunity to not just comply with regulation but to also upgrade our systems and collect data to help inform our component replacement strategy.

## **7 Environmental Implications**

- 7.1 Regular servicing of our heating systems helps keep them in optimum working order, our gas boiler service will include a clean of the Magna flow system to remove any particulates and we also top up the inhibitors to maintain the efficiency and prolong the life of the system.

**The areas listed below have no implications directly arising from this report:**

Consultation  
Financial & Business Plan  
Council  
Personnel  
Equalities Impact Assessment  
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting, please contact:

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Background Information: None

Supporting Information: Appendix 1 – Compliance Update (CMIS)

Governance (checked)	Chloe Gaskell	13.11.2023
Finance Director & Company Secretary	Michael Kirk	13.11.2023