Repairs Diagnostic Questioning for Non Technical Housing Officers

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Repairs diagnostic questioning – a masterclass for non-technical housing officers

Duration **Full day**

Location Virtual

Availability **Good**

Suitable for: R I What does this mean?



Who should attend?

A must for all staff from a non-technical background involved in housing repair requests:

- Customer contact centre staff
- Housing officers
- Clerical/administrative staff
- Performance and quality officers
- Estate and neighbourhood staff
- Support and sheltered housing staff
- Tenant liaison officers
- Contractor/DLO planners and admin staff.

Participants will learn about :-

- *The important role played by front line officers in repairs reporting;*
- *The importance of gathering effective information and the passing over of same to interested and affected parties';*
- *The 'Right First Time/ First Time Fix' culture and what's involved;*
- *Effective diagnostic questioning across the most commonly reported repairs;*
- *The appropriate application of construction and repair terminology and the enhancement of skills and technical knowledge;*
- *The importance of giving timely and effective advice in order to protect parties' interests in line with applicable legislation;*

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Improving the Repairs Reporting and Diagnostics Function

- *Are Housing Repairs Reporting Staff trained in :-*

- *An appreciation of Interested Parties Aspirations*
- *Overall Repairs Strategy and Pressure on Organisations - Planned, Cyclical, Day to Day*
- *Statutory Repairing Obligations and Legislative Frameworks - Implications of Failure*
- *Building Technology, Diagnostic Skills*
- *Repairs Priorities - Effect of Ordering Emergencies*
- *The Contract Conditions and Company Policy, Recharges, Schedule of Rates*
- *Interviewing and Questioning Skills*
- *Customer care*
- *The I T System*
- *Basic Skills eg Measurement*

- *What is the Definition of Right First Time ?*
- *First Time Fix ?*

Right first time! Introduction

- *Which of these three statements best fits the term 'right first time'?*

  a. *Job completed in the priority timescale*
  b. *Job completed at first visit to a property*
  c. *Job completed same day after leaving job to pick up materials and returning to complete the work*

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Right first time! Introduction

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- *Best practice says that 'right first time' is a job completed at the first visit to the property; the answer is (b)*

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- *How can an organisation go about achieving a right first time - first time fix culture / practices ?*

Improving the Repairs Reporting Function

- *Innovative Delivery :-*

- *Sophisticated Diagnostic Tools*
- *Multi - Skilled operatives - Empowerment*
- *Stocked Vans - Satellite Tracked, Navigation Systems, Handhelds*
- *Competent info to Contractors – Handhelds*
- *Property attributes updated – Handhelds*
- *Partnering – Contractor Ownership of Repairs*
- *Caretaker, Warden, Housing Officer, Minor Repairs and Maintenance*
- *Secondment, Shadowing, Pilot Housing, Training Academies*
- *Call centres, Neighbourhood Office*
- *Free-phones, direct access to telephone at local offices, Web Site Access, Web Chat ,Text etc*
- *Effective feedback/ review systems - Networking*

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Workshop

- *What do you think are the aspirations of the following parties when it comes to housing management and repairs to their properties*

- *Tenants'/ Customers*
- *Landlord's*
- *Contractors*

Time, Cost and Quality

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Tenants Perspective

The Achievement of a Good Property Management and Maintenance Service is :-

- *Provision of and maintenance of safe, sound, affordable and appropriate housing and estates as best suited to occupying tenant – in compliance with Legal Obligations and Codes of Practice etc*

- *Treatment of Tenant as a Valued Customer – Care, Respect, Courtesy and Fairness. A service that takes into account Customers' Views*

- *Organization's Approach to Customer Care – Clear and Effective Policies and Procedures – Application of Appropriate Re-let Standards, Transfer and Exchange*

- *That Officers understand procedures and are knowledgeable*

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Tenants Perspective
The Achievement of a Good Service is :-

- *That the Service Satisfies the Customer and meets set or agreed timetables/ targets*
- *That Repairs when needed can be easily Reported, Quick Response, Appointment kept and if not informed of change*
- *General Appearance – Facilities, Finishes of Stock and Estates, Contractors and Staff*
- *Workmanship and Quality of Service and Finished End Product*

- *Right First Time !*

Service Delivery
Contractor's Perspective :-

- *Profit / At least be viable*
- *Predictable Payment*
- *Predictability of Workload – where possible!*
- *Consistency of Approach by those Informing and Clear Setting of Standards*
- *Appropriate Information provided to facilitate 'Right First Time/ First Time Fix' ethic*
- *Continuity of Work*
- *Effective use of Resources*
- *Provision of Quality Service and satisfaction of interested parties' aspirations*
- *Treated as a Valued Party and Appreciated*

Typical Repairs and Property Maintenance and Management Policy Objectives

- *Compliance with Legal Obligations and codes of practice in terms of Property and Estate Management*
- *Provision and maintenance of safe, sound and appropriate housing and estates as best suited to occupying tenant – decent homes, hhsrs etc, minimum re-let property standards, mutual exchange protocol compliance and fairness*
- *Maximise the Useful Life of the Housing Stock*
- *Affordable and sustainable housing!*
- *Servicing all relevant appliances and fittings in line with their legal responsibilities*
- *Provision of a prompt, economic and efficient maintenance and repairs service to same*
- *High standards of customer care and satisfaction*
- *Completion of repairs and work at a single visit, where practicable and arrange appointments to inspect and carry out work where necessary*

Typical Repairs and Property Maintenance and Management Policy Objectives

- *Provide a 'value for money' service*
- *Secure Best Contractors/ Value for Money - Cohesive Contract and Tendering Strategy*
- *Provide opportunities for tenants to be involved in the decision making process*
- *Ensure that all tenants are given clear information on the division of responsibility of landlord and tenant for managing properties and the maintenance*
- *Maintain a comprehensive and systematic programme of cyclical painting, planned maintenance, major repairs and property improvements*
- *Recover all mutual repair costs from owners*
- *Recover all repair costs that are not due to fair wear and tear*
- *Fairness and consistency in customer dealings*

Why Are Front Line Officers Important !

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Because You Make It Work !

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- *What are the implications of ineffective Repairs Reporting and Not Getting it Right First Time ?*

IMPLICATIONS OF INEFFECTIVE REPAIRS REPORTING / DEFECT DIAGNOSIS

- *Failure to maximise resources – Follow up orders, pre-inspections,*
- *Duplication of effort – client, contractor, inspectorate and front line staff – wrong trade sent*
- *Wrong priority issued - Increased number of emergency repairs etc*
- *Inconsistency in approach to ordering repairs*
- *Delay in repair completion,*
- *Deterioration of the fabric - Environmental, Aesthetics and Quality*
- *Diminished Capital Value of the Asset*
- *Loss of amenity – Damage to properties – vandalism , loss of rent*

IMPLICATIONS OF INEFFECTIVE REPAIRS REPORTING / DEFECT DIAGNOSIS

- *Inconvenience to the tenant - Failure of acid test ?*
- *Loss of Employee/ Tenant, Motivation and Respect*
- *Complaint / Legal Action*
- *Compensation*
- *Health and Safety – Legal and Moral Aspects*
- *Implications to yourself?*
- *Not Getting it Right First Time/ First Time Fix !*

Property Management
Statutory and Other Requirements

- *Legislation/ Statute*
- *Tenancy Agreements 'Occupation Contracts'*
- *Common Law - Torts*



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Property Management
Statutory and Other Requirements

- *Law of Property Act 1925, 1949*
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- *Defective Premises Act 1972 ; HHSRS – HHSRS Housing Act 2004*
- *Decent Homes Standard 2006*
- *Homes Standard – Regulator of Social Housing 2015*
- *Health and Safety Legislation eg H+S at Work Act etc*
- *Building Regulations, Gas. Electric Regs, Codes of Practice etc etc*

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Assured (shorthold) Tenancy Agreement



Plymouth Community Homes

Your tenancy

Managing my tenancy

Support and guidance on managing your tenancy and rent payments.

Home contents insurance

Information about home contents insurance and our specialist offer with Aviva.

Tenancy agreement

Find out about becoming a tenant with Melton Borough Council.

Ending my tenancy

What you need to do if you would like to end your tenancy.

Transferring my tenancy

Details of when and how you can transfer your tenancy onto someone else.

Keeping a pet

Find out about pet ownership as a Melton Borough Council tenant.

Housing perks app

Housing perks allows our tenants to get exclusive discounts with 100's of brands.

Tenancy agreement

Tenancy Agreement

Before you are given the keys to your home, you will be asked to read and sign a tenancy agreement. This agreement contains lots of useful and important information, including what you can expect from us as a landlord and what we expect from you in return.

It also forms a legal contract between you and Melton Borough Council. That's why it is important that you read the tenancy agreement carefully before signing it. If you are unable to meet the terms of the agreement, you may be asked to give up your tenancy or face eviction.

We want our tenants to enjoy their home with peace of mind, and that is why we are here if you have any questions about your tenancy agreement or need support managing your tenancy.

We offer two types of tenancies, and they are:

Introductory tenancy

Secure tenancy

Our repair responsibilities

We share the responsibility for home maintenance with our customers. We will repair your home for free if it is for an area that we are responsible for maintaining.

This includes:

- The external structure and boundaries of the property
- Electrical wiring
- Communal areas
- Heating
- Fixtures and fittings
- Plumbing.

Your repair responsibilities

We share the responsibility for home maintenance with our customers. You will need to pay for repairs to any area of your home that you are responsible for maintaining.

This includes:

- Internal decor e.g. internal doors, handles and hinges
- Damage beyond the usual wear and tear
- Pest control
- Damage caused by neglect, deliberate or reckless behaviour
- Non-communal and internal TV aerials and satellites
- Non-communal garden areas
- Shower heads and hoses, toilet seats, and work surfaces.

For further information, read our guide to repairs responsibilities [pdf] 779KB

Report A Repair

Visit Our Repairs Standard page initially for information on how we prioritise repairs and how we define emergency repairs.

Repairs (not heating and hot water systems)

Online

Report a repair

Please use our step-by-step, **online reporting service** for non-emergency repairs. This service has easy-to-follow diagrams and text boxes.

This service is available 24 hours a day throughout the year. It provides you with a simple, convenient way to report your repair problem. By clicking on a picture you can identify the repair problem and send the details to us to action.

Repairs that are not emergencies will normally be carried out within 28 working days.

Apps & Tenant Portal

You can also use the Your Ashford app or Tenants Portal to report repairs.

Emergency repairs (outside normal office working hours)

Please call 01233 330366.

Also in this section

Our Repairs Standard

Our Contractors

Rechargeable Works

Gas Safety Checks

Planned Maintenance

Improving Your Home

Guide to Tenant's Alterations

Your New Home

Emergency Repairs

Emergency repairs are classed as situations which potentially pose an immediate risk to health, safety and security. We will attend within two hours or within 24 hours, depending on the urgency if a repair problem is considered an emergency. Work undertaken for emergency call outs may be limited to making safe, with further works arranged by appointment.

The following are examples of what would be considered as emergency repairs:

- Gas leaks, which should be reported directly to the National Gas Emergency Service on 0800 111 999. Their full details and advice about what to do if you smell gas are available on the National Grid website. For gas safety advice, visit our living safely in your home page;
- Total loss of electricity, or a dangerous electrical fault;
- Total loss of water supply or a major leak, such as a burst pipe or water tank within the property;
- A toilet which cannot be used at all – if it is your only toilet;
- A blocked drain or serious leak of sewage;
- Heating failure during winter where there is no other form of heating available. This should be reported directly to our contractor on 0800 206 1371;
- An entrance door or window to your home that cannot be secured shut;
- Any other repair that poses a risk to you or the public, or to the building structure.

Routine Repairs

Priority

Routine repairs that are prioritised are classed as issues that cause serious inconvenience to you. We aim to complete these within seven days, or as per the Right to Repair standard timeframes, if applicable.

The following are examples of what would be considered urgent repairs:

- Partial loss of electrical power or light;
- Broken or damaged power socket, switch, or light fitting;
- Partial loss of water or gas supply;
- Loss, or partial loss, of space or water heating;
- Blocked or leaking drains or soil stack;
- A blocking toilet or broken flush;
- A blocked sink, bath or basin;
- A tap which cannot be turned;
- A leak from water or heating pipe, tank or cistern;
- A leaking roof;
- An insecure external window, door or lock;
- Loose or detached stair hand rails;
- Rotten timber floors or stair treads;
- A broken door entry phone;
- A broken extractor fan in a kitchen or bathroom with no other venting.

This is not an exhaustive list and each situation will be discussed with you to understand the full circumstances. We may ask you to take some action yourself to reduce the inconvenience until a contractor can attend.

General

The following are examples of what would be considered more general routine repairs which we aim to attend to within 28 working days:

Cause of repair issue

It is important to find out what the cause of a repair issue is as this may have an impact on whether the council completes the repair, expects the resident to complete the repair or decides to recharge a tenant for the works.

What are the main causes of a repair issue?

A repair is likely to be caused by one of the following:

Caused By	Explanation	Likely outcome
General wear and tear	Wear and tear caused by day to day living has caused the issue. This is likely to be impacted by the number of people and age of people living in the property.	H&F council responsibility to complete repair (if it falls within general landlord repair responsibilities).
Misuse or neglect	The issue is caused by misuse or neglect for example toilet blocked by a nappy, sink blocked with fat, mould growth from condensation.	Tenant responsibility to complete the works or the works may be recharged if completed by H&F. CSA should give advice and guidance on how to fix the problem.
Criminal damage	The damage has been caused as a result of criminal behaviour e.g. window smashed by a stranger, garden gate pulled off its hinges.	H&F council will complete the repair if a crime reference number can be provided.
Accidental damage	Accidental damage can include issues such as a key snapping in a lock, not turning a tap off properly and causing water damage, putting a nail through a water pipe.	H&F council will complete the repair if the tenant is eligible for discretionary repairs (see discretionary repair guidance) If the tenant is not eligible for discretionary repairs advise the tenant they are responsible for completing the repair or may be recharged for the works if H&F council do complete them.

Cause of repair issue

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What are the main causes of a repair issue?

		council do complete them.
Damage caused by a known person not deemed to be the responsibility of the tenant	Some issues may be caused by a member of a household or someone known to them which is not the responsibility of the tenant. Examples include a member of the household who causes damage as a result of behaviour stemming from a medical or social issue (e.g. autism, bi-polar) or an ex or existing partmer who causes damage as a result of domestic violence.	H&F council will take responsibility for the repair. The tenant may be asked to provide extra details and they should be flagged as 'vulnerable' on Northgate.
Tenant alterations made without permission	Where a tenant has carried out property alterations without permission which have prompted a repair issue the general principle is they are responsible for the cost of putting things right.	Tenant advised to complete the works themselves. Advised they may be recharged if the council carry out the works.

Property Management
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Your right to repair

As a Council tenant you have the right to have repair work done under the terms of your Tenancy Agreement, which is a legal contract between the Council and you.

You also have the right to have certain small urgent repairs that are likely to affect your health, safety or security done within a specified time. These are called 'qualifying repairs'.

If we have not completed your repair within the set time, you should contact us and explain what needs to be done.

If the repair is a 'qualifying repair' you can ask us to send a second contractor to complete the job.

We will send you a copy of the repair notice we send to the contractor. This will show you the name, address and telephone number of the contractor who will do the repair, the arrangements (date and time) made for the contractor to do it, what the repair is, and when it should be completed.

There is also a compensation scheme if the second contractor does not complete the repair in time. To find out more, contact your local housing office.

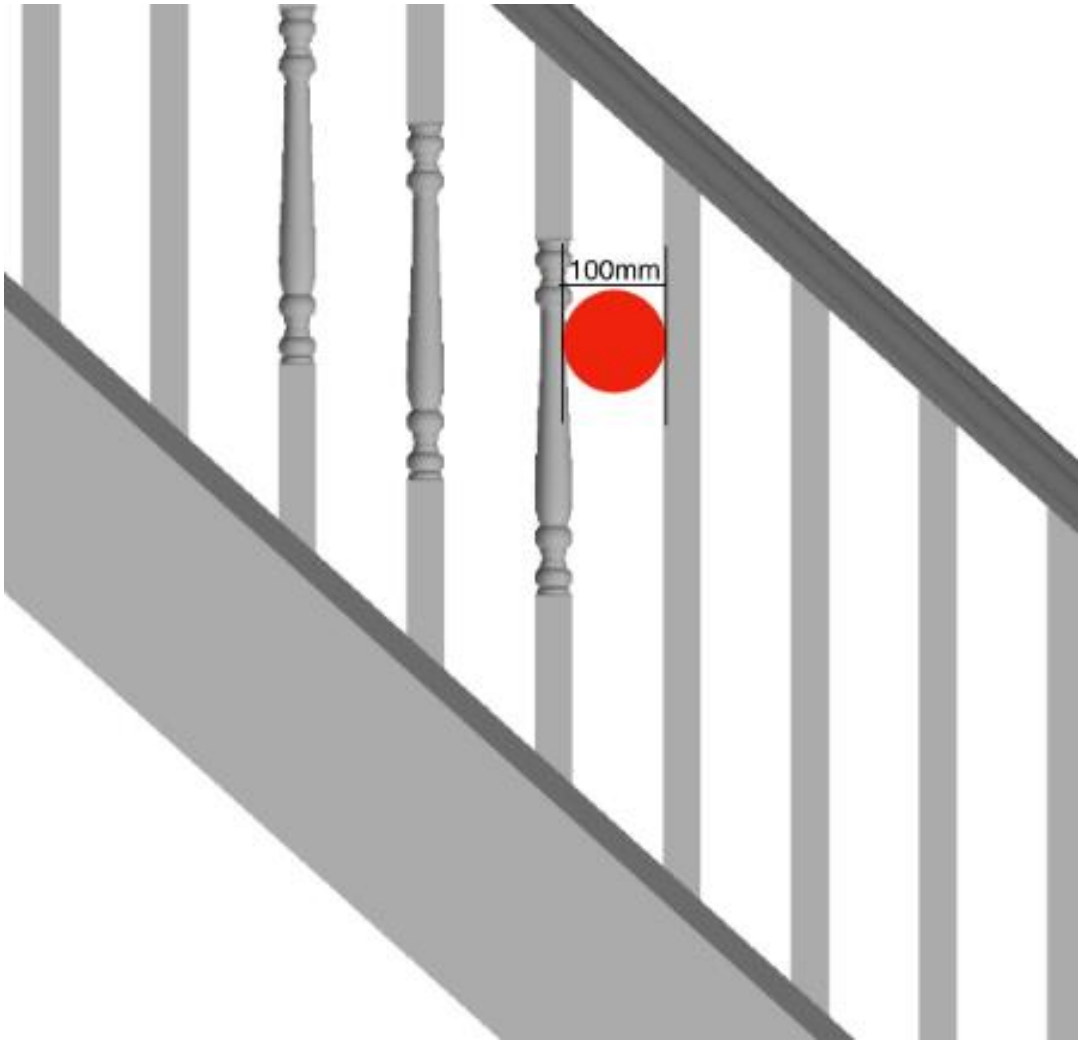
Qualifying repairs

	Time limit (working days) for second contractor
• total loss of electric power	1
• partial loss of electric power	3
• unsafe power, lighting socket or electric fitting	1
• total loss of water supply	1
• partial loss of water supply	3
• total or partial loss of gas supply	1
• blocked flue to open fire or boiler	1
• total or partial loss of space or water heating between 31st October and 1st May	1
• total or partial loss of space or water heating between 30th April and 1st November	3
• blocked or leaking toilet waste system (where you have no other working toilet)	1
• blocked or leaking toilet pan or toilet not flushing (where you have no other working toilet)	1
• blocked bath, basin or sink	3
• tap which cannot be turned	3
• leaking water pipe, heating pipe, tank or cistern	1
• leaking roof	7
• insecure external window, door or lock	1
• loose or detached banister or handrail	3
• rotten timber flooring or stair tread	3
• door entryphone not working	7
• mechanical extractor fan in internal kitchen or bathroom not working	7

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Housing Health and Safety Rating System

- *The Housing Health and Safety Rating System (HHSRS) is the Government's prescribed approach to the evaluation of the potential risks to health and safety from any deficiencies identified in dwellings.*

HHSRS Guide ~ The 29 Hazards

& Mould Growth

Threats to mental & physical wellbeing from living with dampness, mould & fungal growths and dust mites.

Most Vulnerable:
14 years or less



2. Excess Cold

Threats to health from exposure to sub-optimal indoor temperatures.

Most Vulnerable:
65 years plus

3. Excess Heat

Caused by excessively high indoor temperatures.

Most Vulnerable:
65 years plus

4. Asbestos & MMF

Caused by exposure to asbestos and manufactured mineral fibres (MMF).

Most Vulnerable:
No specific group



5. Biocides

Threats to health from those chemicals used to treat mould growth and timber in dwellings.

Most Vulnerable:
No specific group

6. Carbon Monoxide & Fuel Combustion Products

Hazards due to high levels of CO, NO2, SO2 & smoke in the atmosphere.

Most Vulnerable:
For CO - 65 years plus, for NO2, SO2 & smoke – no specific group



7. Lead

Threats to health from the ingestion of lead.

Most Vulnerable:
Under 3 years

8. Radiation

Threats to health from radon gas, airborne, or dissolved in water. E.g., leakage from microwaves might be considered.

Most Vulnerable:
People aged 60-64 who have had a lifetime exposure to radon

9. Uncombusted Fuel Gas

The threat of asphyxiation due to fuel gas escaping into the atmosphere within a dwelling.

Most Vulnerable:
No specific group

10. Volatile Organic Compounds

VOC's are diverse group of organic chemicals which includes formaldehyde that are gaseous at room temperature, and are found in a variety of materials within the home.

Most Vulnerable:
No specific group

11. Crowding and Space

Health hazards linked to a lack of living space for sleeping and a normal family/household life.

Most Vulnerable:
No specific group

12. Entry by Intruders

Problems keeping a dwelling secure against unauthorised entry, and the maintenance of defensible space.

Most Vulnerable:
No specific group

13. Lighting

Threats to physical and mental health linked to inadequate natural and/or artificial light. It includes the psychological effect associated with the view from the dwelling through glazing.

Most Vulnerable:
No specific group



14. Noise

Threats to physical and mental health caused by noise exposure inside the dwelling or within its cartilage.

Most Vulnerable:
No specific group

15. Domestic Hygiene, Pests & Refuse

Health hazards due to poor design, layout and construction to the point where the dwelling cannot readily be kept clean and hygienic; access into and harbourage within dwelling for pests; inadequate and unhygienic provision for storing and disposal of household waste.

Most Vulnerable:
No specific group



Damp

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16. Food Safety

Threats of infection due to inadequate facilities for the storage, preparation and cooking of food.

Most Vulnerable:
No specific group



17. Personal Hygiene, Sanitation & Drainage

Threats of infection and threats to mental health associated with personal hygiene, including personal washing and clothes washing facilities, sanitation and drainage.

Most Vulnerable:
Under 5 years

18. Water Supply for Domestic Purposes

The quality and adequacy of the water supply for drinking and for domestic purposes such as cooking, washing, cleaning and sanitation.

Most Vulnerable:
No specific group

19. Falls Associated with Baths etc.

Falls associated with a bath, shower or similar facility.

Most Vulnerable:
60 years plus

20. Falls on the Level

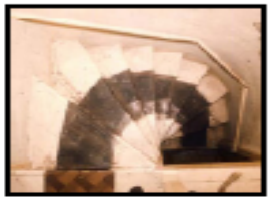
Falls on any level surface such as floors, yards and paths. It also includes falls associated with trip steps, thresholds or ramps, where the change in level is less than 300mm.

Most Vulnerable:
60 years plus

21. Falls Associated with Stairs and Steps

Falls associated with stairs, steps and ramps where the change in level is greater than 300mm. It includes falls on stairs or internal ramps within the dwelling, internal common stairs or ramps within a building, access to the dwelling and to shared facilities or means of escape in case of fire. It also includes falls over stair, step or ramp guarding (balustrading).

Most Vulnerable:
60 years plus



22. Falls between Levels

Falls from one level to another, inside or outside a dwelling, where the difference in levels is more than 300mm. For example, falls out of windows, falls from balconies or landings, falls from accessible roofs, into basement wells, and over garden retaining walls.

Most Vulnerable:
Under 5 years

23. Electrical Hazards

Hazards from electric shock or electricity burns, including from lightning strikes.

Most Vulnerable:
Under 5 years



24. Fire

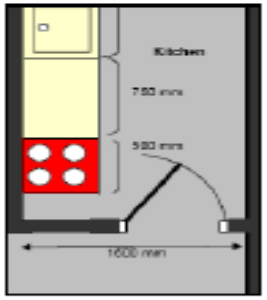
Threats from uncontrolled fire and smoke. It includes injuries from clothing catching alight, which appears to be common when people attempt to put out a fire. It does not include clothing catching alight from a controlled fire by reaching across a gas flame or an open fire used for space heating.

Most Vulnerable:
60 years plus

25. Hot Surfaces & Materials

Burns or injuries caused by contact with a hot flame or fire, and contact with hot objects or hot non-water based liquids, and scalds – injuries caused by contact with hot liquids and vapours. It includes burns caused by clothing catching alight from a controlled fire or flame.

Most Vulnerable:
Under 5 years



26. Collision & Entrapment

This includes risks of physical injury from: Trapping body parts in architectural features, e.g. trapping limbs or fingers in doors / windows; Colliding with objects e.g. glazing, windows, doors, low ceilings and walls.

Most Vulnerable:
Under 5 years

27. Explosions

Threat from the blast of an explosion, from debris generated by the blast, and from the partial or total collapse of a building as the result of an explosion.

Most Vulnerable:
No specific group



28. Position & Operability of Amenities

Threats of physical strain associated with functional space and other features at dwellings.

Most Vulnerable:
60 years plus

29. Structural Collapse & Falling Elements

The threat of the dwelling collapsing, or a part of the fabric falling because of inadequate fixing or disrepair, or as a result of adverse weather conditions. Structural failure may occur internally or externally.

Most Vulnerable:
No specific group



DECENT & SAFE HOMES East Midlands

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Property Management
Statutory and Other Requirements

- *Law of Property Act 1925, 1949*
- *Landlord and Tenants Acts - 1985 – 11,12 - Tenancy Agreements - age, character*
- *Homes (Fitness for Human Habitation) Act 2018*
- *The Social Housing (Regulations) Act 2023*
- *Occupiers Liability Acts 1957,84*
- *Right to Repair Regulations 1994*
- *Housing Acts 1961,74,85,88;,2004 Local Gov't and Hsg Act 89 offences - 'Unfitness', free from serious disrepair, free from dampness prejudicial to health*
- *The Environmental Protection Act 1990 – Sections 80 – Statutory nuisance*
- *Defective Premises Act 1972 ; HHSRS – HHSRS Housing Act 2004*
- *Decent Homes Standard 2006*
- *Homes Standard – Regulator of Social Housing 2015*
- *Health and Safety Legislation eg H+S at Work Act etc*
- *Building Regulations, Gas. Electric Regs, Codes of Practice etc etc*

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Legal standards for housing providers

- *The Housing Act 2004 requires that properties must be free from Category 1 HHSRS hazards, eg damp and mould.*

- *Generally, a 'category 1' hazard means that an occupier of or visitor to the property may require some form of medical attention over the course of a year.*

- *Category 1 hazards (band A-C) as found will mean that a property will not meet the legal minimum standard for housing conditions, and action must be taken to reduce the risk to that which would be expected of a property of that age and type.*

Legal standards for housing providers

- *The previous UK Government also directed local authorities in November 2022 to have regard to 'high scoring Category 2 hazards (bands D and E) for damp and mould when considering enforcement action. Category 2 HHSRS hazards being deemed to be of a less serious nature.*

Property Management
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Homes (Fitness for Human Habitation) Act 2018

20 Dec 2018 ☆



Property Management
Statutory and Other Requirements

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The Social Housing Regulation Act 2023

- *The Social Housing Regulation Act is part of the biggest government reforms affecting social housing in a decade.*

- *It brings about changes to ensure tenants in social rented housing are protected from the damaging effects of hazards …..with the landlord responsible for identifying and addressing the underlying causes of health hazards*

- *The Act seeks to address issues with social landlords in not complying with rules and regulations, it enforces timely action to prevent health hazards and rectify any issues within specific timeframes.*

The Social Housing Regulation Act 2023

- *'Awaab's Law', as it is known, entered parliament through Clause 42 of The Social Housing (Regulation) Act in July 2023 forming part of the government's White Paper pledge to reduce non-decency in rented homes by 50% by 2030.*

The Social Housing Regulation Act 2023

- *Awaab's Law will mean that social housing landlords must:*

- *Begin investigating known or reported hazards within 14 calendar days.*
- *Provide a report in writing within a 14-day timeframe that includes information about the hazard, the solution to address the hazard, and a clear timeframe to remedy the issue.*
- *Repair work beginning within 7 calendar days if the hazard is defined as a significant risk to the health or safety of the tenants with consideration given to the vulnerability and age of tenants.*

The Social Housing Regulation Act 2023

- *Repair works being completed within a 'reasonable time period'*
- *A 24 hours timeframe given for 'emergency repairs'*
- *….alternative accommodation offered by social housing landlords if repairs cannot be completed in the above timeframes or relevant measures to protect parties' health and safety interests cannot be put in place*

The Social Housing Regulation Act 2023

- *With…the next step being the introduction of secondary government legislation to make sure Awaab's Law can be brought into force as soon as practically possible. 2024 ?*

The Social Housing Regulation Act 2023

- *Once enforceable, if social landlords do not meet the timeframes specified in Awaab's law, residents will be able to take them to court.*

- *The Social Housing (Regulation) Act 2023 gives tenants stronger powers and rights to hold landlords accountable. The Regulator will be given the power to issue unlimited fines and enter properties with 48 hours' notice if emergency repairs are required.*

Property Management
Statutory and Other Requirements

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Legal standards for housing providers

- *The Environmental Protection Act 1990 gives tenants and local councils powers to take legal action where homes contain a 'statutory nuisance', which includes where they are in such a state as to be prejudicial to health.*

Property Management
Statutory and Other Requirements

- *Law of Property Act 1925, 1949*
- *Landlord and Tenants Acts - 1985 – 11,12 - Tenancy Agreements - age, character*
- *Homes (Fitness for Human Habitation) Act 2018*
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RELEVANT LEGISLATION

- *Health and Safety at Work Act*
- *MHSW Regs*
- *CDM Regs*
- *Control of Asbestos at Work Regulations*
- *Workplace (HS & W) Regs*
- *PPE at Work Regulations*
- *Manual Handling Operations Regulations*
- *COSHH*
- *Electricity at Work Regulations*
- *Work at Height Regulations*

Health and Safety at Work Act 1974

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Health and Safety at Work Act 1974

- *Imposes a duty on all employers to ensure, so far as reasonably practicable, the health, safety and welfare at work of their employees.*

Health and Safety at Work Act 1974

Employers must :-

- Provide and maintain systems of work which are safe and without risks to health
- Prepare a written safety policy and bring the policy statement to the notice of all his employees etc
- Provide health and safety training to employees, including first aid and fire evacuation arrangements, safe access and egress arrangements
- Consult with safety reps and committees, monitor effectiveness of Joint consultations
- Ensure the health and safety of employees working environment – heating, lighting, ventilation, noise and provision of appropriate facilities for welfare
- Ensure that non-employees are not exposed to risks as a result of workplace activities and are safe and without risk when handling, storing and transporting articles and substances



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Health and Safety at Work Act 1974

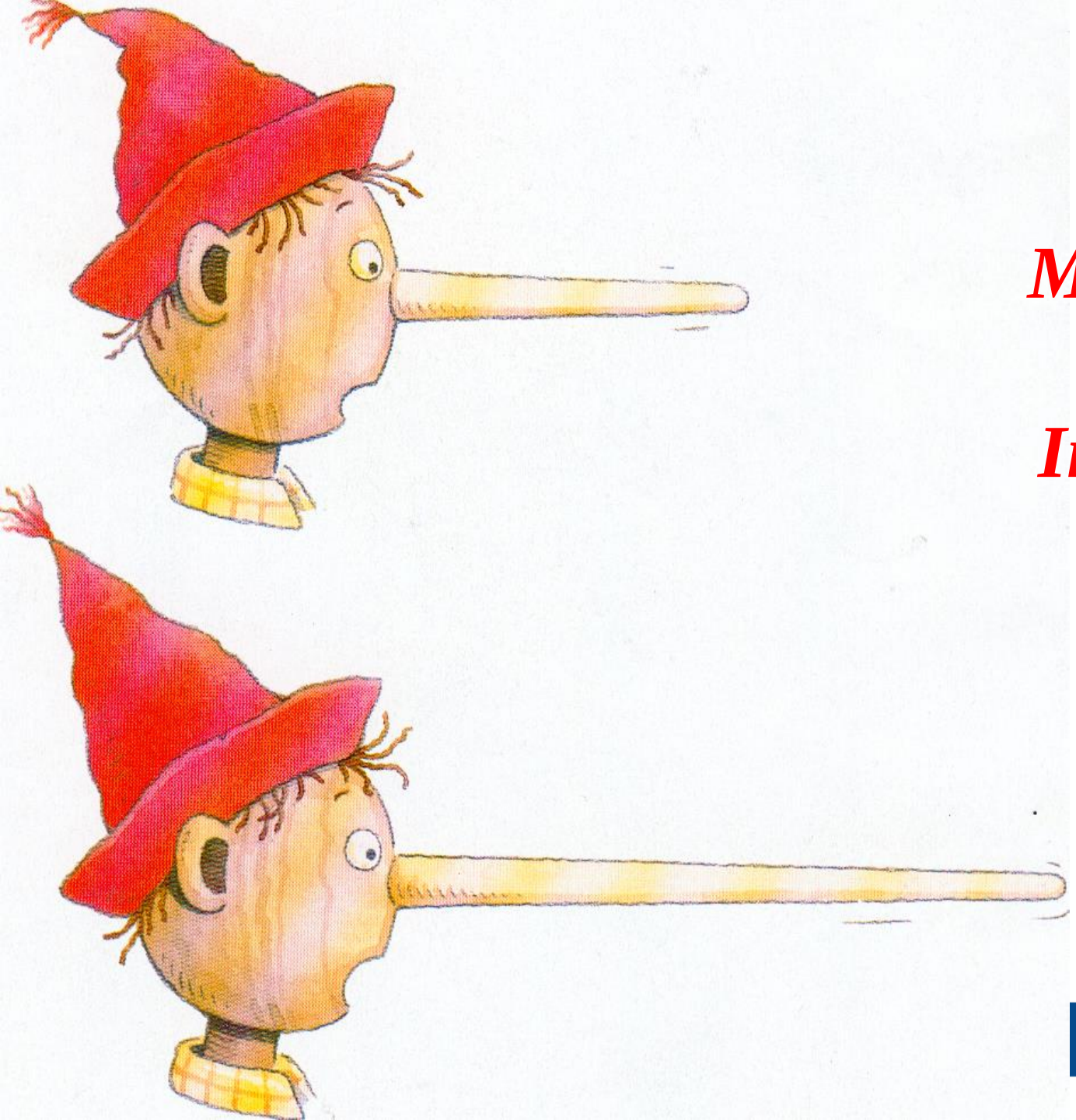
Employers must :-

- Provide free of charge to employees, anything necessary, or required by law, in the interests of health and safety at work
- Provide for the safety of non-employees and visitors – providing information on hazards that might affect their health or safety
- Control premises and prevent emissions into atmosphere of noxious or offensive substances
- Display a poster or distribute leaflets containing basic health and safety information





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Property Management Safety Implications

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Gas safety and servicing



What should I do if I smell gas?

If you suspect a gas leak in your property, you should immediately:

- open all doors and windows
- shut off all gas supply at the meter control valve
- call Gas Emergency line (Cadent) on 0800 111 999.

What to do when someone reports a gas leak or carbon monoxide alarm is sounding

If a resident calls to report a Gas leak (Smell, leak or fumes) or a Carbon Monoxide Alarm is sounding or if they ring complaining of headaches, nausea and/or flu like symptoms when using gas appliances follow the gas emergency procedure below. Don't delay at all – even if you think it might be a false alarm.:

Step 1: Give the resident basic safety information	Tell the resident that it is hugely important that they DO NOT: • Smoke • Use naked flames • Operate electrical switches (either on or off) • Use telephones/other electrical equipment inside the property
Step 2: Ask the resident to make the property safe	Ask the resident, if they can, to: • Open all doors and windows – to ventilate the area and let the gas disperse. • Turn off all gas appliances (if possible) • Turn off the gas supply at the meter – This might be outside the property. The handle needs to be turned to a horizontal position for off.
Step 3: Ask the resident to evacuate	• Ask the resident to leave the property, leaving all doors and windows open. • It is important that they DO NOT re-enter the property until they have been advised it is safe to do so. • It is important that they DO NOT attempt to use any gas appliances or turn the gas back on until the property has been checked by a competent person.
Step 4: Call the gas emergency service helpline on 0800 111999	• Ask the resident if they have already called the gas emergency line on 0800 111999 • Inform the customer that you will ring the helpline, then ring the helpline give them all details e.g. postcode, address, contact details of customer and advise them if the escape has been isolated by the tenant. • Get a reference number from the gas emergencies helpline and then add that to the service request in NG.

Gas

When you report a potential gas leak, you will be asked the following questions:

- How long have you been able to smell gas?
- Is the smell from inside or outside the property?
- Where is your gas meter?
- Can you still smell gas when the gas is turned off?
- Is anyone else affected by the smell?

Under the Gas Safety Regulations 1998, Gentoo has a legal responsibility to make sure your gas appliances are safe. If you have a gas meter in your home, whether or not it has a gas appliance connected (e.g. a gas boiler or fire), we will make an appointment on or before the anniversary of the last gas service. If you have any solid fuel appliances we will service these twice a year.

Your Tenancy Agreement clearly states you must allow us in your home to carry out this work. Failure to do so will result in legal action being taken against you. We will write to you to tell you when we will be coming out to carry out these checks. Please make sure you allow us access and keep your appliance(s) turned off while we carry out these checks. Our safety records will contain details of any faults we have found during a safety check and the appropriate action.

Please note: It is an offence to use or allow anyone else to use an appliance you know is unsafe.

Step 1: Plunger

Place the plunger over the plughole, and ensure a seal is formed, then drive the handle down and up in a pumping action. You'll know the blockage is clear when you fill the sink up and it drains quickly.



Step 2: Blast it out

Sometimes a hard burst of water can push out whatever is blocking your sink. Take a plastic milk bottle or 2-litre drink bottle, fill it with hot water, tip it upside down with the bottle hole against the plughole, and squeeze as hard as you can. The fast, directed flow of water may well fix the problem.

Step 3: Down the drain

Sometimes a plunger can't unblock the sink so you need to do something to break down the blockage. There are a lot of hardcore drain unblocking products on the market, and though they will often get the job done they're pretty harsh, and can linger in the drain and around your sink too. Always follow the manufacturer's instructions.

Step 4: Baking Soda and Vinegar

A more friendly solution to unblocking a sink uses a simple mix of baking soda and vinegar. First, pour a load of baking powder down your plughole. Then tip in the vinegar. You'll hear a lot of fizzing, and may even get some froth coming back up the plughole. Once the chemical reaction subsides tip some hot water down to flush the pipe through.

Step 5: Bleach

If that doesn't work you can also use bleach to dissolve blockages. The best approach with bleach is to pour some through the plughole last thing at night and then flush with hot water in the morning.

Step 6: U Bend Clearing

Most blocked sinks happen because the U bend gets clogged up, and sometimes the only solution is to remove the U bend and clear it out by hand. To do this you'll need:

- Small bucket or dish
- Plumber's tape (PTFE Tape)
- Wire coat hanger

Step 7:

Look under your sink and find the U bend, it's the first bend in the pipe immediately below the plughole. Put your bucket or dish under the U bend and carefully unscrew the section of pipe. The U bend has two sets of threads, one at either end. As you loosen them any backed up water will drain out, so take your time. Once the flow of water has stopped, remove the U bend and use the wire coat hanger to clean out the inside of the pipe, you can also use a dishcloth and warm water to help clean everything out.



Step 8:

Once it's all clean, fix the U bend back into place, using plumber's tape to make it watertight if needed. Run the tap to n
watertight.

Your health and safety

Carbon Monoxide

We are undertaking a programme to install Carbon Monoxide Detectors in all Council tenant homes in 2016.

Causes and symptoms of Carbon Monoxide poisoning

The signs and symptoms are not always obvious Some people may have a pre-existing condition with similar symptoms. At-risk groups include babies and young children, pregnant women and people with heart or breathing problems.

Low levels of Carbon Monoxide

Symptoms can be similar to food poisoning and flu but without the high temperature. Symptoms include:

- Headache
- Nausea
- Dizziness
- Tiredness and confusion
- Stomach pain
- Shortness of breath

High levels of Carbon Monoxide

These are likely to be more severe symptoms such as:

- Impaired mental state
- Loss of physical co-ordination
- Tiredness and confusion
- Chest pain and/or muscle spasms
- Loss of consciousness

Common causes of Carbon Monoxide poisoning

- Faulty gas appliances or blocked flues and chimneys
- Paint fumes and some strong cleaning fluids used without ventilation in the room
- Heavy smoking without ventilation in rooms

Consult your doctor immediately if you are experiencing any of the above. Call the customer contact centre if you suspect a gas appliance in your home may be the cause.

Carbon monoxide, the silent killer: How to stay safe

Getting into your home to service your appliances

Part of your tenancy agreement says that you should give us access to your home for gas maintenance or safety work and we should take all reasonable steps to make sure that this work is carried out. This may involve giving written notice to ask for access to your home.

If we can't get into your home after repeated contact, we'll take legal action. If we do have to take action, we'll recover all legal costs from you.

What is carbon monoxide?

Carbon monoxide is a very poisonous gas that has no colour, taste or smell. It can be released by any appliance that burns wood, gas, oil or coal, such as BBQ's, camp stoves and gas appliances. Carbon monoxide emissions from poorly installed or badly maintained gas appliances and flues cause the death of 50 people and the hospitalisation of 200 people every year.

The Gas Safety (Installation and Use) Regulations 1998 specify that it is the duty of landlords to make sure that all gas appliances, fittings and flues provided for tenants in their homes are safe.

How to tell there could be carbon monoxide in your home

- Look out for gas appliances burning with a yellow/orange flame that's normally blue
- Extra condensation
- Pilot lights blowing out on your appliances
- Sooting and/or yellow stains around appliances.

Chat? - Offline



Water safety

To help prevent burst pipes in cold weather, try to keep your home fairly warm at all times, even when you are not there. Leave the heating on a low setting. Know where your water stopcock is and make sure you can turn off the main water supply if you need to. Make sure outside taps are lagged. If they have separate stopcocks, turn them off in winter.

If your pipes freeze or burst you should:

- **Turn off the main stopcock**
- **Switch off your immersion heater if you have one**
- **Switch off your heating and hot water system**
- **Turn on all your taps to drain off as much water as possible**
- **Try to find out where the water is coming from**
- **Contain it if possible by putting rags or a bucket under the leak**
- **Do not use your lights if water is dripping through a light fitting**
- **Report the problem to us on 01726 874450**

ASBESTOS

- *Asbestos Regulations 1931*
- *Asbestos Regulations 1969*
- *Control of Asbestos at Work Regulations 1987*
- *Asbestos (Licensing) Regs 1983 and 1998*
- *Asbestos Prohibitions Regs 1985*
- *Asbestos Prohibitions Regs 1992*
- *Asbestos Prohibitions (Amendment) Regs 1999*
- *Control of Asbestos at Work Regs 2002*
- *Control of Asbestos Regs 2006*
- *Control of Asbestos Regs 2012 etc*

ASBESTOS BUILDING

TYPICAL LOCATIONS FOR THE MOST COMMON ASBESTOS-CONTAINING MATERIALS

KEY

ROOF AND EXTERIOR WALLS
1. Roof sheets and tiles
2. Guttering and drainpipe
3. Wall cladding
4. Soffit/facia boards
5. Panel beneath window
6. Roofing felt and coating to metal wall cladding

BOILER, VESSELS AND PIPEWORK
7. Lagging on boiler, pipework, calorifier etc.
8. Damaged lagging and associated debris
9. Paper lining under non-asbestos pipe lagging
10. Gasket in pipe and vessel joints
11. Rope seal on boiler access hatch and between cast iron boiler sections
12. Paper lining inside steel boiler casing
13. Boiler flue

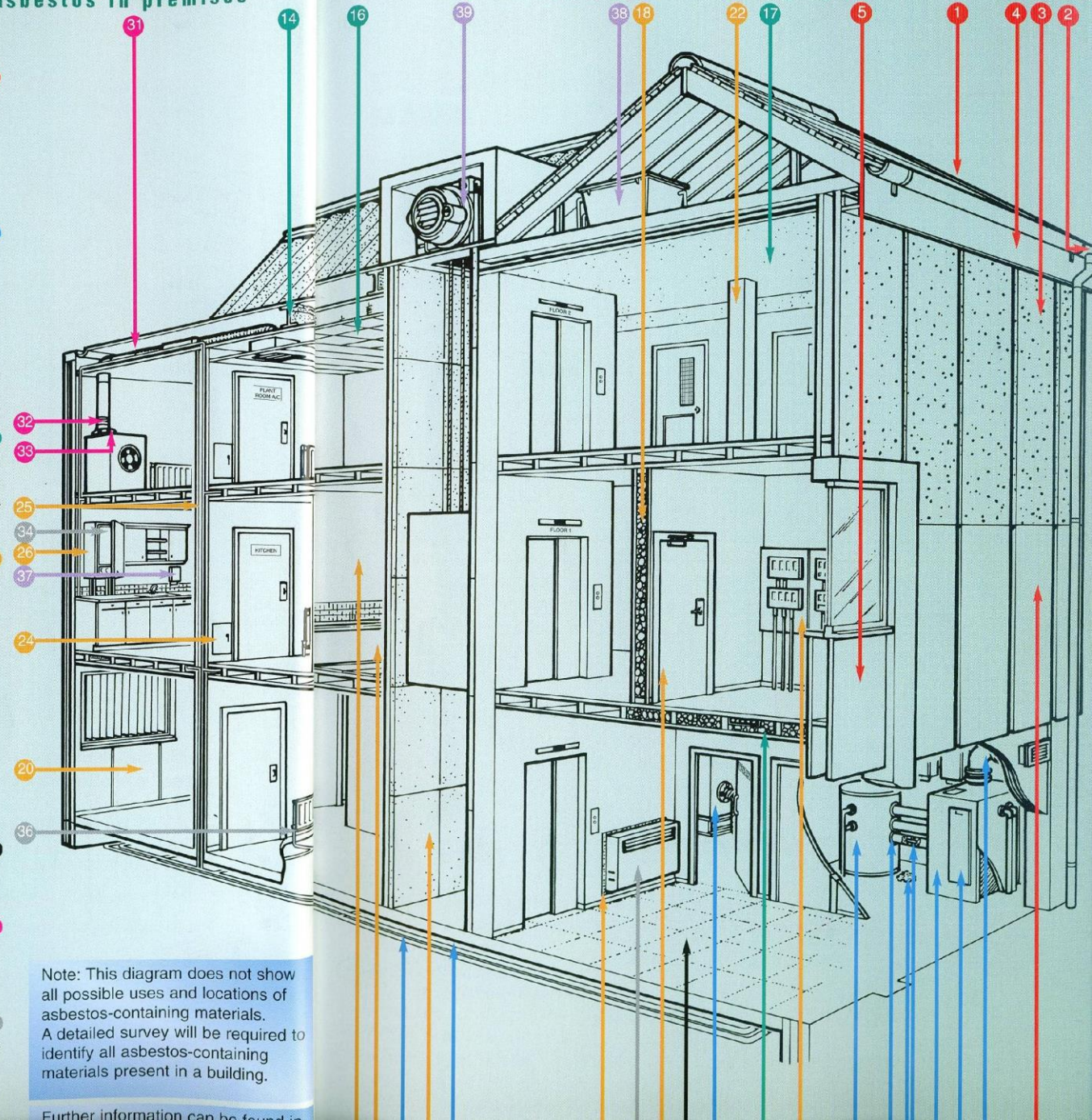
CEILINGS
14. Spray coating to ceiling, walls, beams/columns
15. Loose asbestos in ceiling/floor cavity
16. Tiles, slats, canopies and firebreaks above ceilings
17. Textured coatings and paints

INTERIOR WALLS/PANELS
18. Loose asbestos inside partition walls
19. Partition walls
20. Panel beneath window
21. Panel lining to lift shaft
22. Panelling to vertical and horizontal beams
23. Panel behind electrical equipment
24. Panel on access hatch to service riser
25. Panel lining service riser and floor
26. Heater cupboard around domestic boiler
27. Panel behind/under heater
28. Panel on or inside, fire door
29. Bath panel

FLOORING MATERIALS
30. Floor tiles, linoleum and paper backing, lining to suspended floor

AIR HANDLING SYSTEMS
31. Lagging
32. Gaskets
33. Anti-vibration gaiter

DOMESTIC APPLIANCES
34. Gaskets, rope seals and panels in domestic boilers
35. 'Caposil' insulating blocks, panels, paper, string etc in domestic heater
36. String seals on radiators



Note: This diagram does not show all possible uses and locations of asbestos-containing materials. A detailed survey will be required to identify all asbestos-containing materials present in a building.

Further information can be found in

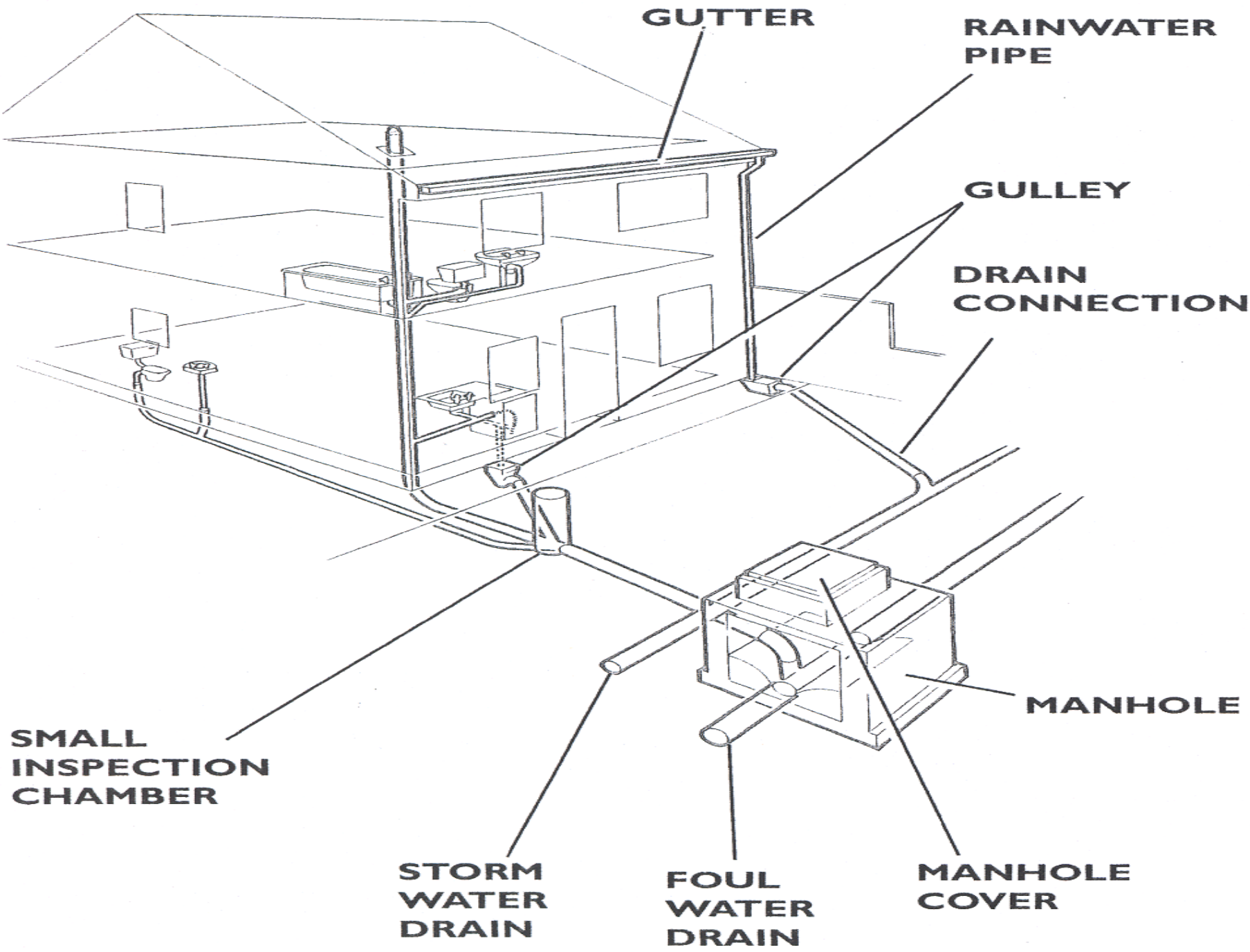
Workshop

- *The collection of appropriate and relevant information from tenants, and the like, to facilitate the effective processing of a repair request and action an appropriate repair response is paramount to embedding and achieving a 'Getting It Right First Time' culture and mindset.*

- *In order to fulfil this requirement Front Line Officers will find it easier to adopt a structured approach in questioning technique. To this end.... identify 6 words you would recommend to an officer in order to formulate a consistent approach and achieve this effective questioning technique.*

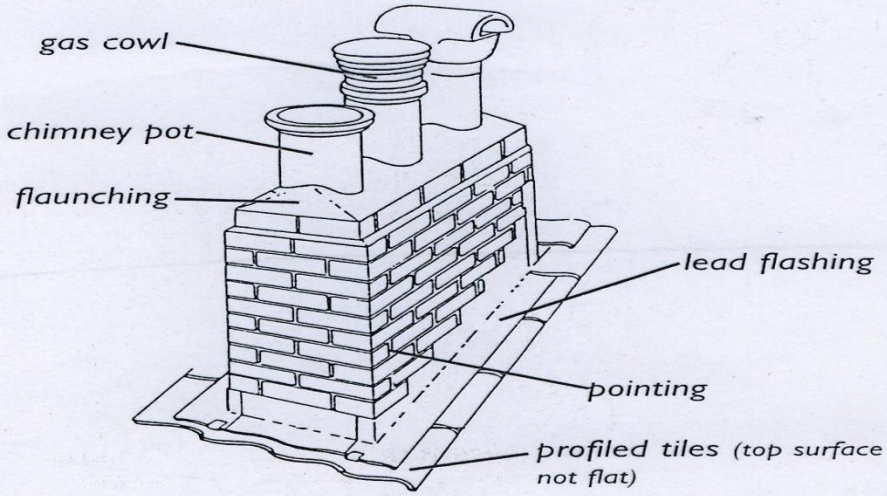
Workshop

- What ?
- Where ?
- Which ?
- When ?
- Why ?
- How ?
- Who ?
- Quantity ?

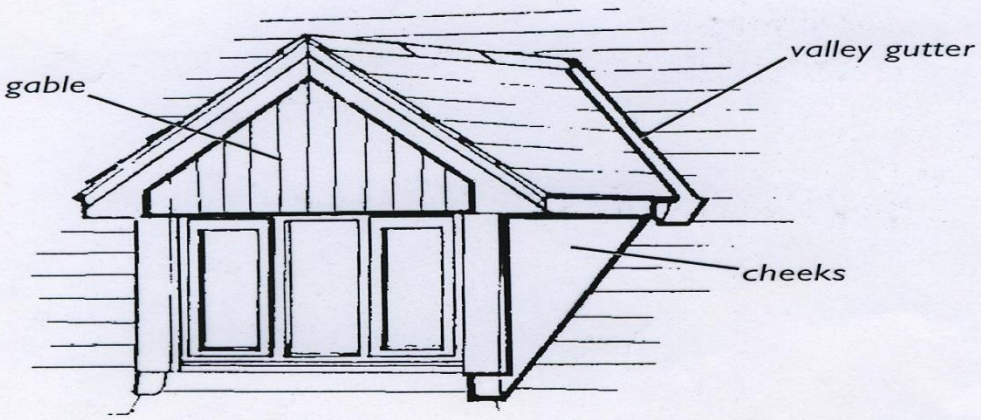

GUTTER
RAINWATER PIPE
GULLEY
DRAIN CONNECTION
MANHOLE
SMALL INSPECTION CHAMBER
STORM WATER DRAIN
FOUL WATER DRAIN
MANHOLE COVER



Chimney stack with three flues

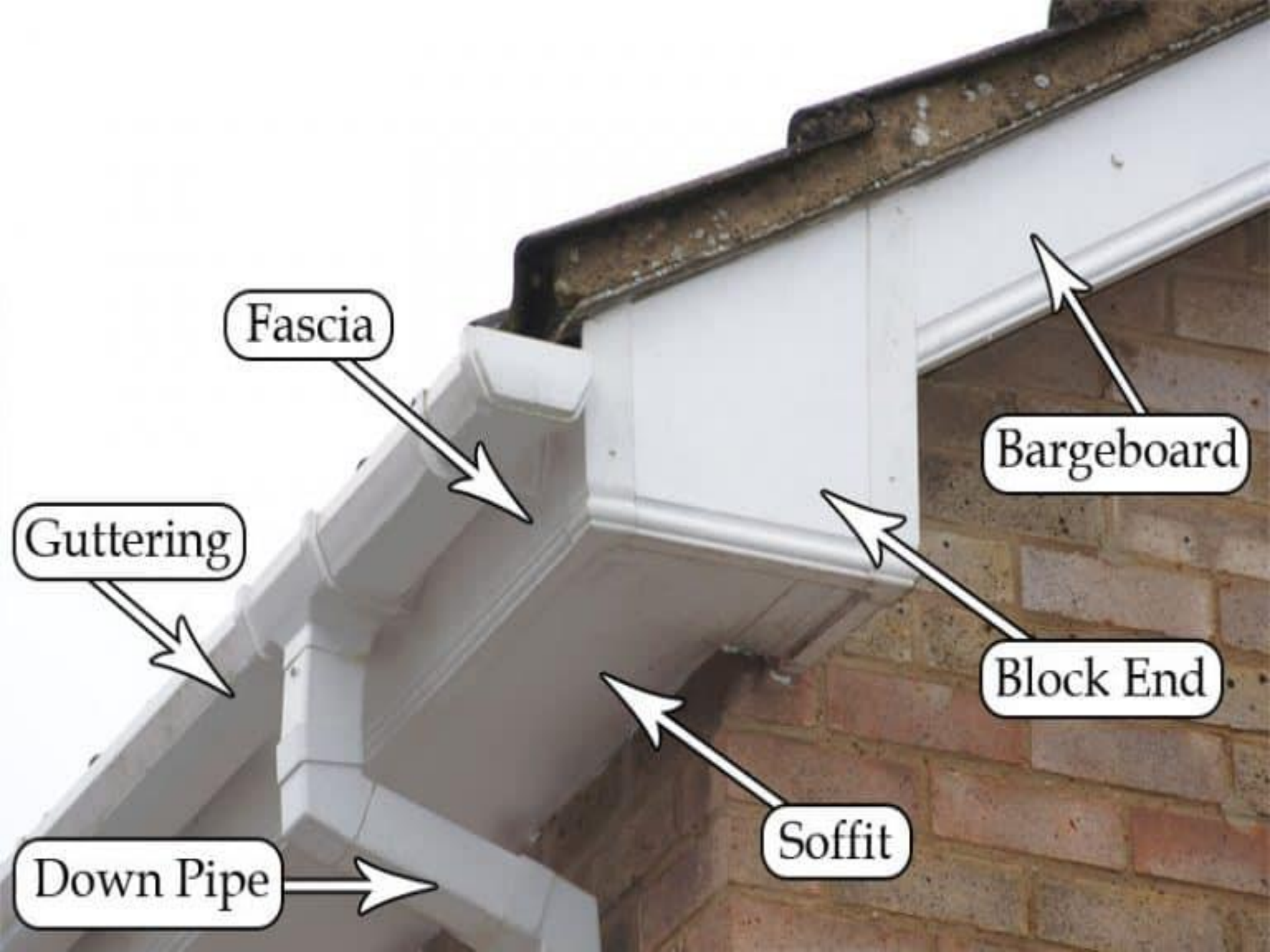


Dormer window (with pitched roof)



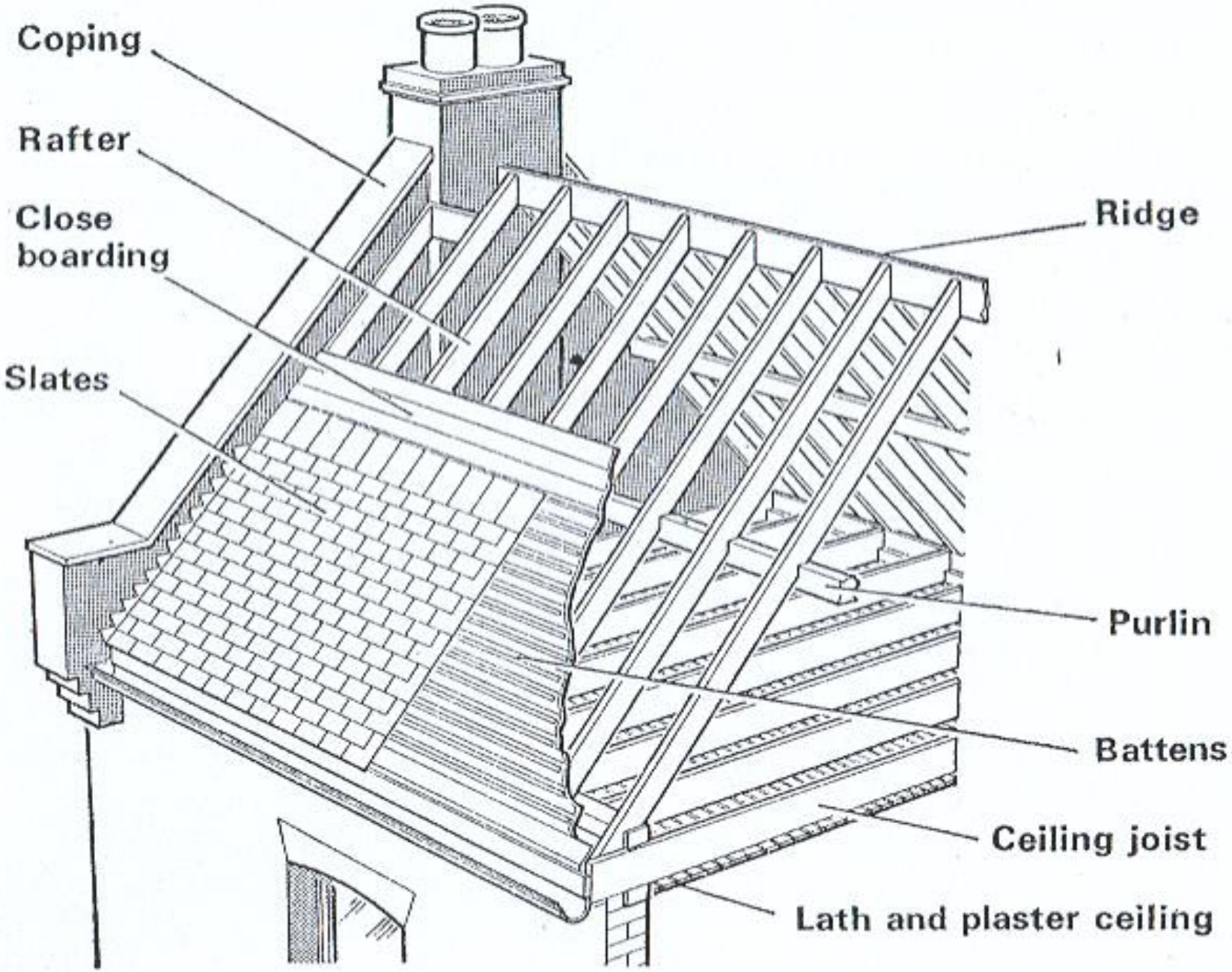





Fascia
Bargeboard
Guttering
Block End
Soffit
Down Pipe






Coping
Rafter
Close boarding
Slates
Ridge
Purlin
Battens
Ceiling joist
Lath and plaster ceiling



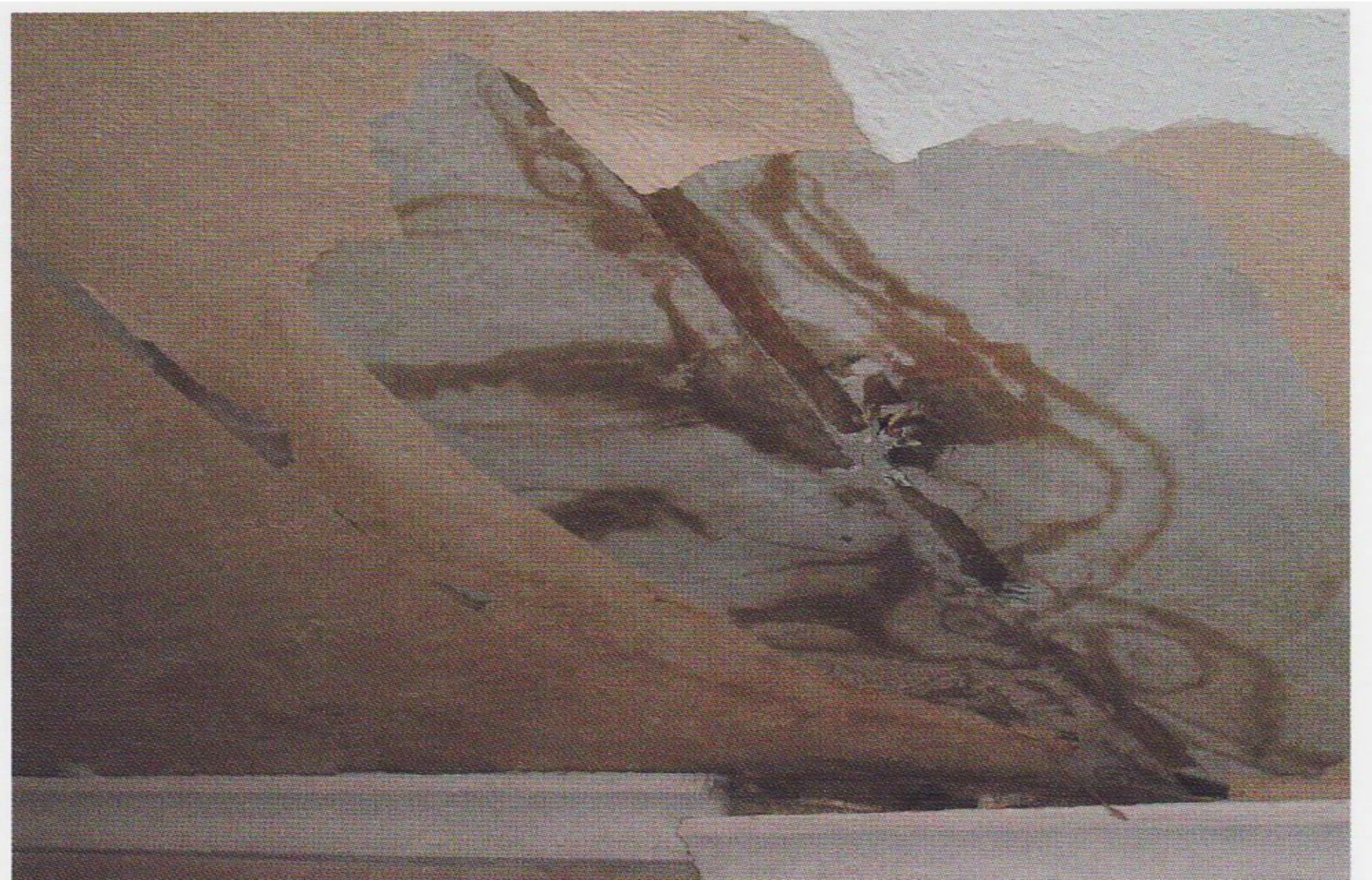

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Trade or Other Implications







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TRAINING

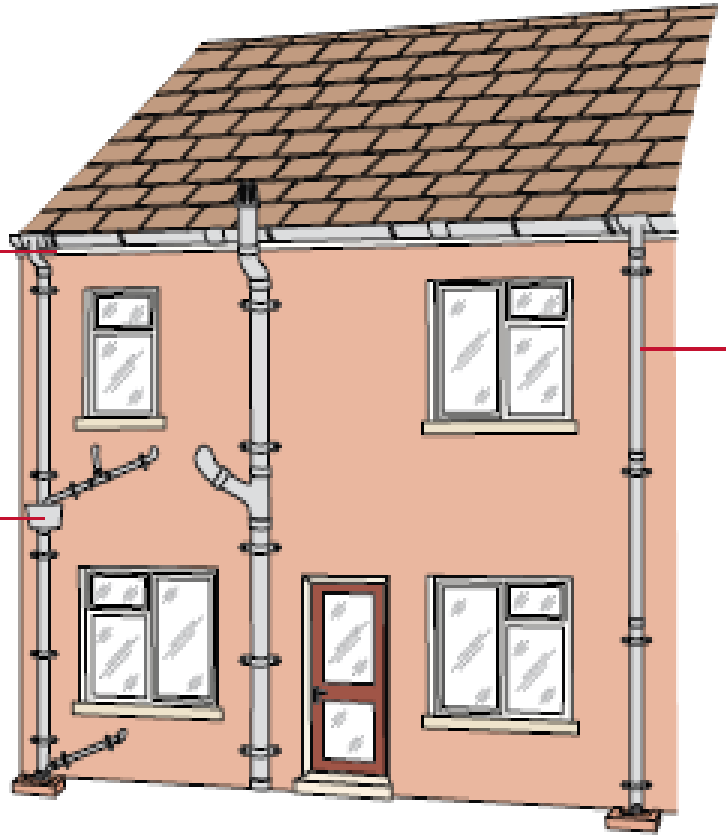




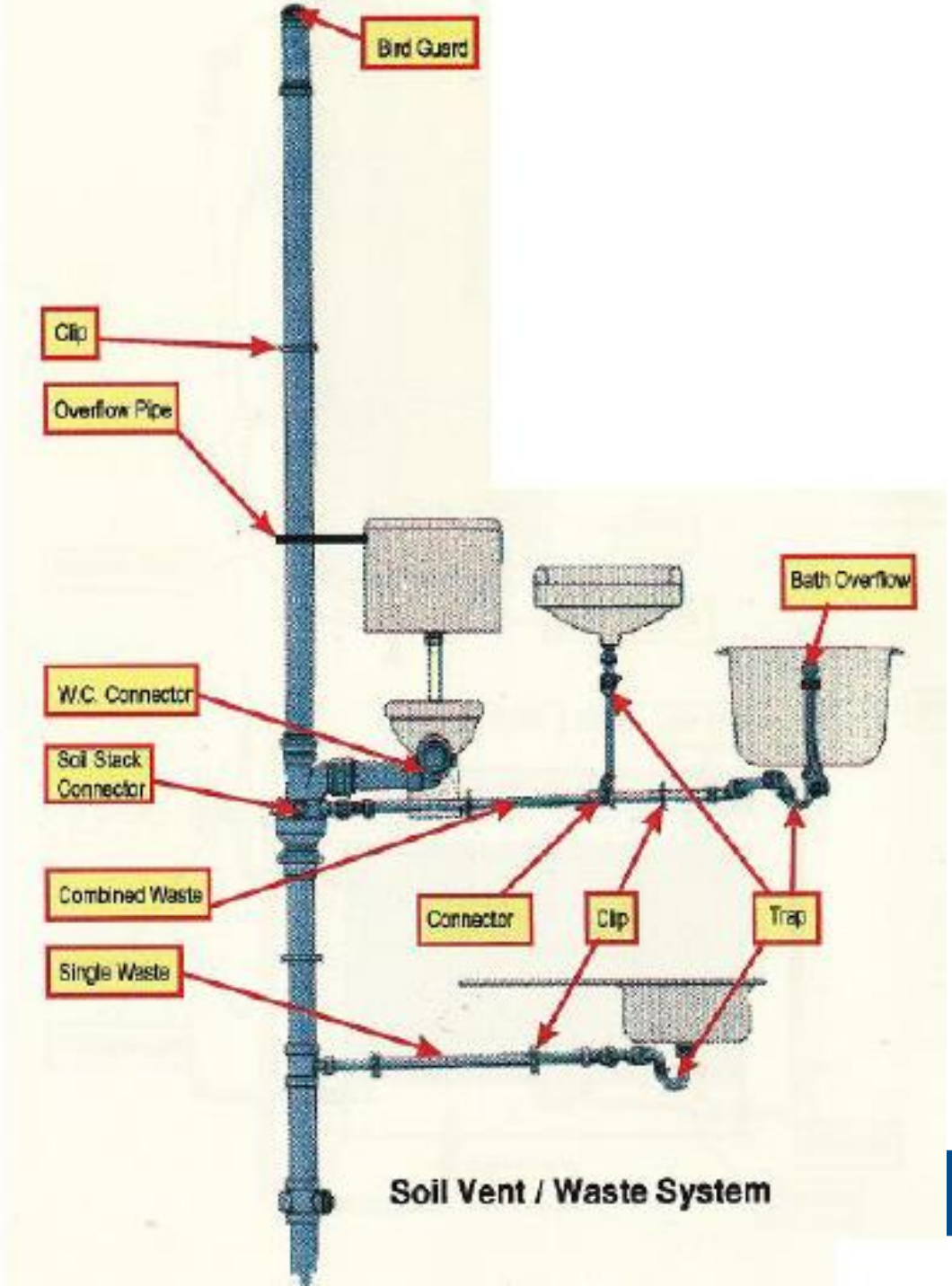
Repairs picture finder

Gutters

1. Gutter blocked along elevation
2. Plastic gutter leaking
3. Plastic gutter bracket broken or missing
4. Metal gutter leaking
5. Metal gutter bracket broken or missing
6. Hopperhead blocked



7. Downpipe blocked over 4 storeys
8. Downpipe blocked 2 to 4 storeys
9. Downpipe blocked up to 2 storeys
10. Plastic downpipe leaking
11. Plastic downpipe loose
12. Metal downpipe leaking
13. Metal downpipe loose



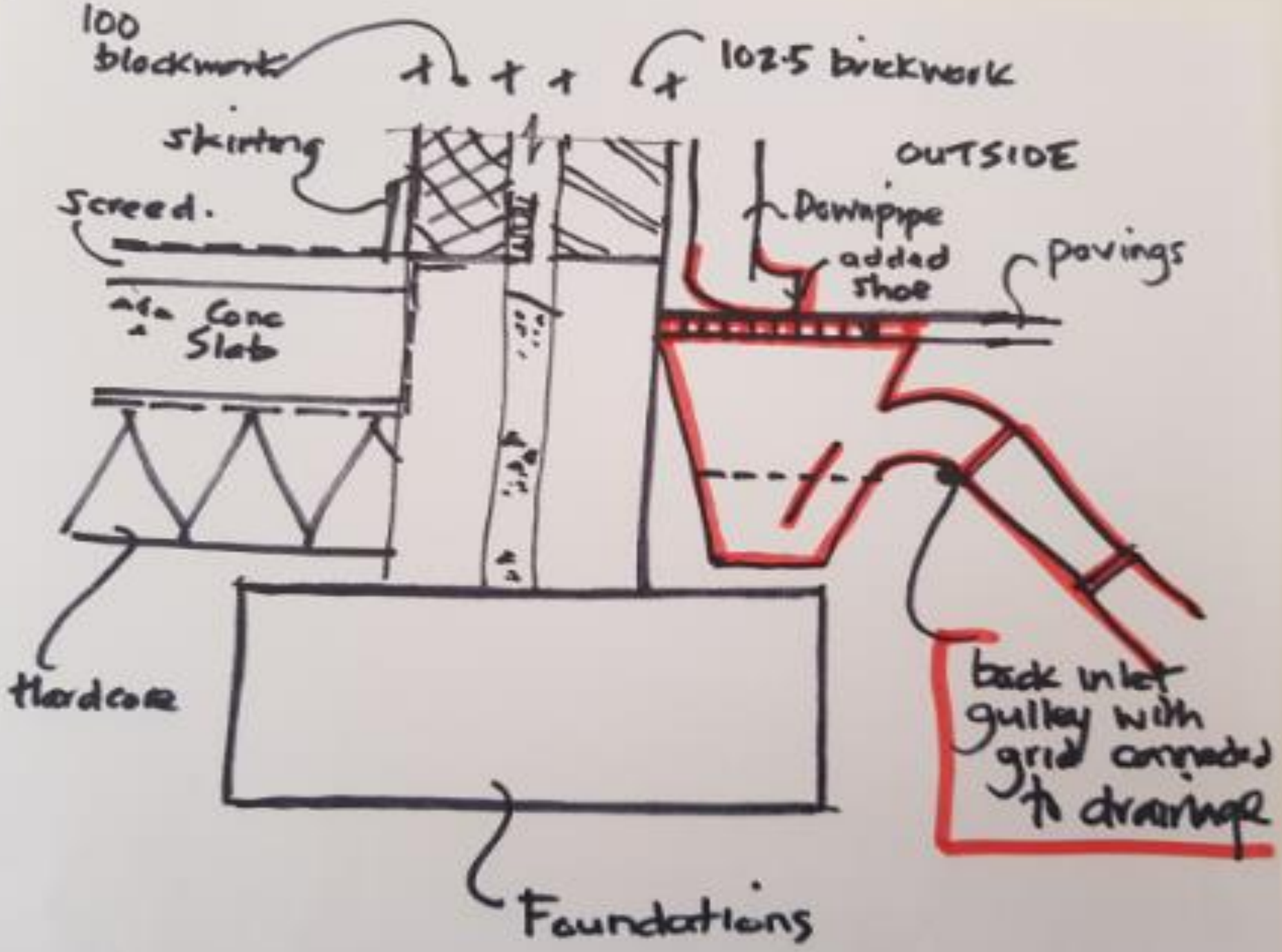
Soil Vent / Waste System

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100 blockwork
102.5 brickwork
skirting
OUTSIDE
Screed.
Downpipe
added shoe
pavings
Conc Slab
hardcore
back inlet gulley with grid connected to drainage
Foundations

3.2 Poor workmanship























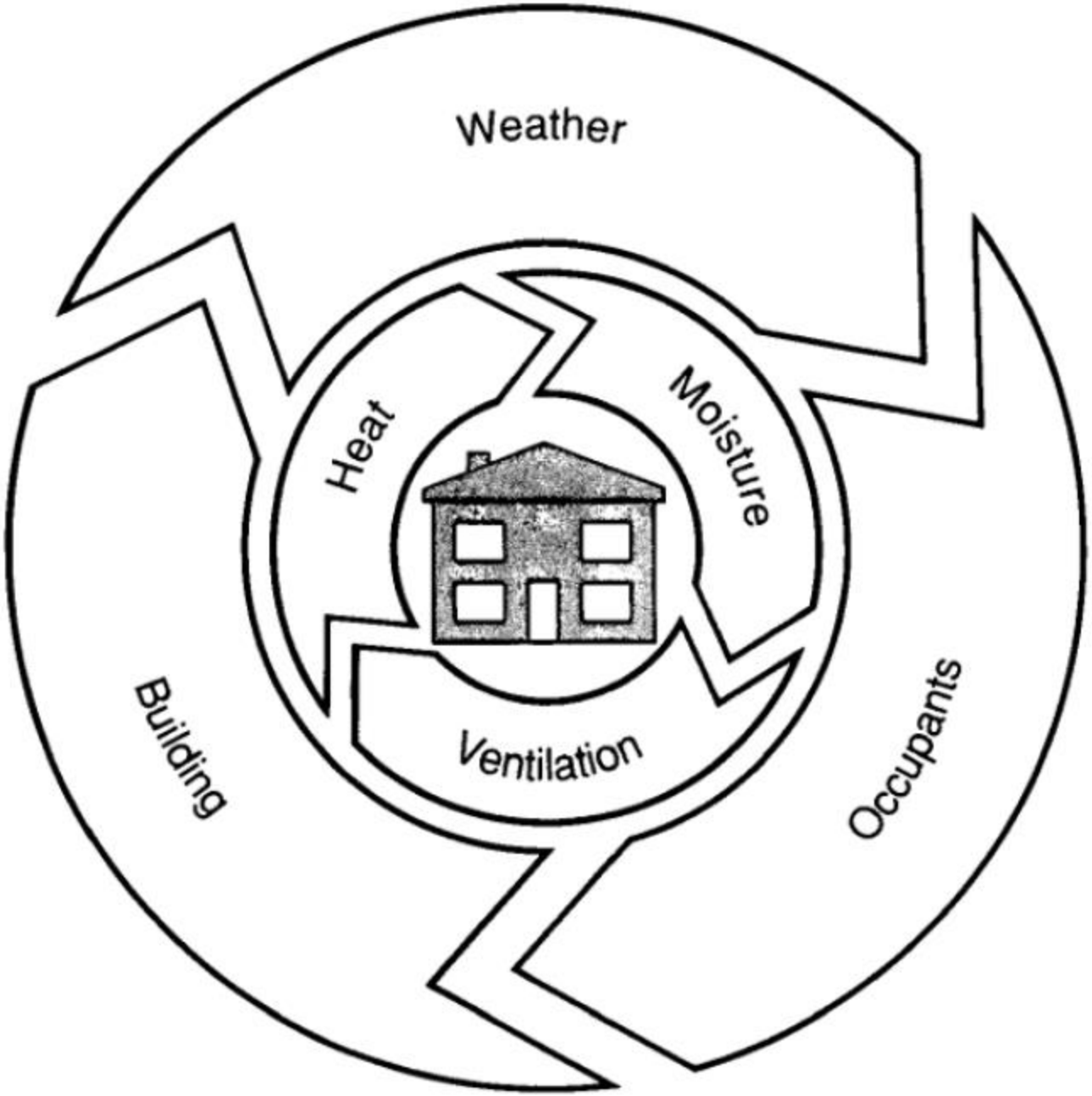


How might one differentiate between Condensation being the form of damp as opposed to others such as leaks, penetrating or rising ?

- *Tends to have a 'season' – September to March/ April;*
- *Can have a 'misty' surface;*
- *Stains or streaks of water running down – particularly in bathrooms and kitchens;*
- *Damp patches with no definitive edge;*
- *Mould growth – black pin mould;*
- *Found generally behind wardrobes, external walls where air circulation is restricted and on 'colder surfaces'*
- *No sign of efflorescence, hygroscopic salts*
- *Penetration, leaks will have pattern of occurrence – rain, use of appliance eg whbasin intermittent as opposed to service pipe - continuous etc*

Factors Affecting Condensation Levels

- *The Residents*
- *The Building*
- *Heating*
- *Insulation*
- *Ventilation*
- *Weather*
- *Orientation*
- *Moisture Movement and Absorption*


Weather
Heat
Moisture
Ventilation
Building
Occupants