



# Housing Revenue Account Asset Management Strategy

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## 1. Introduction

- 1.1. This strategy sets out our overall approach to health and safety relating to Council homes and other properties that are accounted for in the Housing Revenue Account. It focusses on the key aspects of property management and maintenance, and provides a framework to deliver a consistent approach to managing health and safety in the home in our role as a housing provider.
- 1.2. We use the term 'resident' to mean anyone who is a Council tenant or leaseholder.
- 1.3. We present in this document:
  - a. **Section 2- Strategy statement:** Our commitment to providing safe and hazard-free homes and neighbourhoods;
  - b. **Section 3 - Strategy aims: What we want to achieve;**
  - c. **Section 4: Management responsibilities: Who is broadly responsible for what;**
  - d. **Section 5: Operational monitoring arrangements:** Our overall approach to ensuring that this strategy and supporting procedures operate as intended and are updated to reflect continual improvement and good practice;
  - e. **Sections 5, 6, 7, 8, and 9:** Arrangements for dealing with the various aspects of health and safety in the home namely:
    - i. **Asbestos management;**
    - ii. **Electrical safety;**
    - iii. **Fire safety;**
    - iv. **Gas and other fuel safety;**
    - v. **Legionella control & water safety;**
    - vi. **Mechanical and Engineering equipment safety.**
- 1.4. Detailed procedures, guidance for staff and residents and other supporting material are subsidiary to this document and provide more operational guidance for staff.
- 1.5. This strategy and supporting documents are available to members of the Housing and Customer Services Directorate (HCSD).
- 1.6. The boundaries of control between residents and the Council are defined in tenancies, leases and licenses. Joint working between the Housing and

Customer Services Directorate and residents is instrumental to manage health and safety risks inside homes and surrounding areas.

## **2. Strategy Statement**

- 2.1. Stoke – on – Trent City Council recognises and accepts its responsibility to provide and maintain safe homes, neighbourhoods, amenities and general living conditions for residents and those who visit Council homes. As a social landlord and employer, we have a moral and legal responsibility for various aspects of health and safety.
- 2.2. We are committed to the provision of high standards of health and safety and will devote adequate resources to continue to maintain and develop policies and procedures to facilitate safe living and working environments for residents and staff. This will support our culture of having adequate control over risk to minimise injury and loss. Where appropriate, our approach will be to manage risks at an acceptable level as we recognise that it is not always possible to eliminate all risks.
- 2.3. We recognise that every accident or dangerous occurrence, however slight, is a matter of concern and that the need for constant alertness of staff and others is important to identify potential hazards and remove or minimise their effect. We will institute and maintain safe working practices throughout the Housing and Customer Services Directorate and when working with external agents, so that as far as is reasonably practical, the safety or health of residents, staff or others is not impaired. The Void Management Policy sets out the council's commitment to how it will effectively manage its empty homes within its stock in order to achieve value for money.

## **3. Strategy Aim and Objectives**

- 3.1. Our principle aim is to provide and maintain safe homes, neighbourhoods, amenities and general living conditions are ensure that hazards are identified and suitably managed. We want to protect the health and safety of residents, visitors, staff, and contractors. We recognise our duty to ensure that our homes are safe and suitable for letting and whole-heartedly embrace our obligations to ensure, whenever possible, that risks to health and safety are minimised.
- 3.2. Our approach to health and safety has been developed using good practice across the public and private sectors. We aim to meet legislative and social housing regulatory requirements and adopt essential principles and core actions to reduce and manage risks.
- 3.3. Our key goal is to secure the health, safety and welfare of those who may be affected by our work and actions by:

- a. Adopting safe working systems and practices in the delivery of property-related services to tenants and leaseholders and protect them from dangerous occurrences;
  - b. Fostering a commitment to health and safety through staff and resident consultation and involvement to promote and achieve safe and healthy conditions in homes and neighbourhoods;
  - c. Improving awareness of health and safety management amongst Housing and Customer Services Directorate staff and contractors through training, guidance, effective communication systems and management structures;
  - d. Carrying out risk assessments via competent persons to check our performance and effectively identify and mitigate uncontrolled risks
  - e. Setting health and safety performance targets to support effective risk management and reporting;
  - f. Reporting relevant incidents and accidents in accordance with statutory requirement and Housing and Customer Services Directorate protocols
  - g. Controlling relevant documents and management plans and regularly reviewing policies, procedures and guidance remain in line with statutory requirements and reflect good practice.
- 3.4. This strategy, management plans and procedures should be used by all Housing and Customer Services Directorate employees and contractors as a guide to the safe management of activities related to provision of services to residents. It is supported by, and should be read in conjunction with, detailed procedures and staff guidance relating to health and safety.
- 3.5. This strategy is subject to periodic review and reassessment in the light of any legislative changes or major incidents. This policy aims to ensure that a property is properly managed when it becomes vacant, is brought up to the council's "lettable" standard before a new tenant moves in, and that the rent loss is minimised within the whole process. This policy will, at all times, be aligned to the city's Allocations Policy to ensure the most effective use of the housing stock in order to help meet housing need in Stoke-on-Trent.

## **4. Management Responsibilities**

- 4.1. Health and safety is an integral part of the management function within the Housing and Customer Services Directorate. Thus, all staff are responsible for implementing this strategy and everyone has a role to play in its success. We

therefore expect employee co-operation so that they can make a positive contribution and aid continual improvement.

- 4.2. The law places almost all accountability and responsibility for health and safety on the landlord and employer at the highest management level of the organisation. Although some duties and responsibilities may be delegated, accountability for health, safety and welfare at work is not transferable.
- 4.3. Directors and senior managers have a special duty to secure a high standard of health and safety and show proper concern for their own and others safety by exercising due care and attention, and observing authorised methods of working and code of practices, including those inherent in their professional or trade training.
- 4.4. The practical application of the duties and responsibilities are normally delegated to other employees and external contractors.
- 4.5. The following sets out the overall strategy and operational responsibility and accountability for this strategy. More detailed responsibilities are set out at relevant sections within this strategy: The City Council owns and manages around 18,200 properties across the city of Stoke-on-Trent. Each year there are approximately 1,500 properties that are let. The council is responsible for ensuring void properties are brought up to a standard and let as efficiently as possible.
  - a. Overall accountability: The City Director has the overall responsibility and the ultimate accountability for health and safety.
  - b. Executive responsibility: The Director of Housing and Customer Services is responsible for the overall effectiveness of this strategy for the Housing and Customer Services Directorate and residents and:
    - I. Recommend strategy for approval by the Council;
    - II. Make sure that risk reduction and control methods are in place and used to decide upon priorities and objective setting for suitably managing hazards in and around homes, neighbourhoods, amenities and general living conditions and controlling risk as far as is reasonably practicable;
    - III. Meet and monitor operational standards in line with statutory requirements, approved codes of practice and/or best practice;
    - IV. Ensure that adequate resources are available and allocated in order to manage health and safety risks effectively;
    - V. Ensure evaluation, monitoring and review of health and safety arrangements and performance formally at least once every quarter;

- VI. Escalate problems to the City Director where appropriate;
- a. Operational responsibility rests with the Operations Director, Unitas; and in some cases Assistant Director, Housing Management and/or Assistant Director, Private Sector Housing, Development & Regeneration. They are responsible for ensuring management control of this service and for:
    - I. Ensuring that management systems and support to maintain standards are in place;
    - II. Delegating duties to colleagues and contractors and ensuring that independent assurance is obtained for the different areas of this strategy.
    - III. Making sure that appropriate action is taken to address health and safety issues that may arise;
    - IV. Ensure that emergency and/or contingency plans are in place;
    - V. Arrange or undertake investigations as necessary;
    - VI. Ensuring that job roles include relevant responsibilities of post-holders.
  - b. Operational implementation: The Head of AM&I, Unitas; the Head of Planned, M&E, Unitas and the Strategic Manager, Housing Management; and the Strategic Manager, Housing Development & Regeneration, Housing Services; and their managers/supervisors are responsible for:
    - I. Delivering the health and safety service for their specific areas of responsibility, whether delivered through in-house staff or external contractors;
    - II. Taking operational responsibility for day to day working practices and procedures, keeping abreast of legislative changes and best practice and being accountable for the performance of their team, including and undertaking impromptu monitoring as part of their routine job;
    - III. Make sure that risk assessments and method statements are in place and implemented. Monitor review, amend as necessary to ensure that suitable measures are devised and implemented;
    - IV. Ensure that staff are provided with relevant information, instruction, supervision and training to enable them to carry out their duties;



- V. Arrange relevant training for new and existing staff, trainees and apprentices who work within their service remit;
  - VI. Ensure any contractor is aware of this strategy, our procedures and any other relevant information.
  - VII. Regularly inspect and monitor the implementation of this strategy, management plans and procedures for their area and escalate issues to their manager.
- c. Operational overview: All relevant Managers and/or Supervisors, collectively will ensure the following:
- I. Consider compliance with the strategy and operational practices;
  - II. Assess performance against targets;
  - III. Consider the provisions for health and safety;
  - IV. Assess requirements for training and communication for colleagues and residents;
  - V. Compliance with Risk Assessments;
  - VI. Regularly review and update of emergency and/or contingency plans;
  - VII. To consider the needs of vulnerable residents and those with diverse needs and act accordingly.
- d. All Council Officers, trainees/apprentices and volunteers are required to:
- I. Attend relevant training as determined by the post and level of responsibility;
  - II. Co-operate with their employer to ensure compliance with this strategy;
  - III. Identify and report any relevant concerns to their supervisor or another senior manager;
  - IV. Ensure that any staff they supervise follow all relevant guidelines and comply with this strategy;
  - V. As a condition of employment, all staff must remember that deliberate breach of and ignorance of this strategy is a disciplinary offence and may lead to legal action.

- e. Contractors, consultants and external agents are required to abide by this strategy at all times. Relevant managers are responsible for ensuring that relevant documents are provided to external providers and for monitoring their performance. Contracts will feature relevant sections of this strategy and procedures, together with any other technical information on specific topics.
- f. Governance level assurance: The Leader of the Council and the Cabinet Member with responsibility for Council Housing will ensure that they receive assurance regarding adherence to this strategy, together with relevant reports demonstrating effective management and legal compliance.

## 5. Safe Homes and Neighbourhoods

### ASBESTOS MANAGEMENT

#### 5.1. Legislative requirements

The Control of Asbestos Regulations 2012 (CAR) set out the 'Duty to manage' asbestos in non-domestic premises and in buildings they own or manage under tenancy agreements or lease contracts.

The responsibilities of 'the dutyholder' to manage the risk from asbestos by:

- a. Identifying whether there are any asbestos containing materials (ACM's) in the properties, where they are and their condition;
- b. Maintaining an up to date record of all ACM's;
- c. Assessing the risk from any ACM's;
- d. Preparing and maintaining an Asbestos Management Plan (AMP) setting out how ACM's will be managed;
- e. Ensuring the AMP is put into action, monitored and reviewed;
- f. Establishing a system to ensure that the location and condition of ACM's are available to anyone who is liable to work on it or disturb it.

#### 5.2. Housing & Customer Services Directorate strategy

We acknowledge the health hazards arising from exposure to ACM's and will protect those tenants and other persons who may potentially be exposed to asbestos so far as is reasonably practicable.

This strategy supports us to manage and monitor materials that we have confirmed or presumed to contain asbestos, in a safe manner to reduce the

risk of asbestos exposure to protect colleagues, customers, visitors, the general public and contractors. Our aim is to ensure that asbestos related risks arising from our work activities are effectively minimised and managed.

### 5.3. What we will do

We acknowledge the health hazards arising from exposure to ACM's and will protect residents and others who may potentially be exposed to asbestos as far as is reasonably practical. Detailed procedures, a management plan and other relevant documents including responsibility and accountability are in place to reduce and manage risks, and summarised as follows:

- a. Appoint a Duty Holder for the development and updating of the Asbestos Management Plan (AMP);
- b. Ensure that the Duty Holder has the time, knowledge and resources to ensure it is actioned, monitored and reviewed;
- c. Set out in the AMP outline procedures for preventing or reducing the risks from asbestos materials in line with regulations and good practice and ensure that:
  - i. Our property database provides an 'Asbestos Register' that provides easy access to details about properties, location and type of asbestos presence in Council homes, communal areas and other buildings owned or managed by the Housing & Customer Services Directorate or accounted for in the Housing Revenue Account so that information is available to all those who are likely to undertake work in Council homes and to any other interested parties upon reasonable request;
  - ii. Systems are in place to conduct regular surveys to assess the condition of properties, control access to asbestos containing materials, update the Asbestos Register and inform risk planning and mitigation;
  - iii. Gather and give information relating to asbestos to relevant persons;
  - iv. Carry out appropriate surveys for all void properties where one has not already been completed and share the necessary information with employees and incoming residents;
  - v. Make all reasonable efforts to give relevant information to tenants who exercise the Right to Buy to protect them from asbestos related risks;

- vi. Seek to obtain copies of asbestos surveys from leaseholders or freeholders where we share common areas;
- vii. Share with residents general information about risks relating to asbestos, and where possible, provide them with appropriate information when asbestos is discovered or treated within their home or immediate vicinity;
- viii. We make others aware of asbestos materials located in the building, including the emergency services;
- ix. Systems and processes are in place for managing contractors who work in Council-owned homes and communal areas and those who are responsible for the safe disposal of hazardous material;
- x. Emergency planning and procedures for controlling accidental exposure to asbestos are in place;
- xi. All employees, contractors and consultants working with ACM's on our premises are competent, have adequate information of all ACM's;
- xii. Only employ contractors who are licensed to work with or remove asbestos containing materials;
- xiii. Asbestos surveys are undertaken only by qualified and competent persons.
- xiv. Work with employees and contractors to undertake further investigations, carry out risk assessments and prepare acceptable work plans to reduce risks when asbestos is discovered through routine repairs and maintenance.
- xv. Employees, contractors and consultants are enabled and encouraged to make the necessary notifications to the Housing and Customer Services Directorate in accordance with the law.
- xvi. Provide asbestos awareness briefings to Housing and Customer Services Directorate staff generally and dedicated training to those who are likely to come into contact with asbestos.
- xvii. Put in place management processes for the Duty holder and an 'Independent Competent Advisor' to formally review the Asbestos Management Plan at least annually, to check its effectiveness and where appropriate agree an Action Plan to make necessary improvements.

## ELECTRICAL SAFETY

### 5.4. Legislative requirements

The Landlord and Tenants Act 1985 places a legal duty on landlords to ensure that water, gas, sanitation and electrical installations within the properties and communal areas are kept in good repair and in proper working order.

Building Regulations require all electrical work carried out on domestic properties to meet wiring regulation requirements. In addition, the Housing, Health and Safety Rating System supports landlords to ensure that lighting sockets, wiring, fire detection systems and equipment are safe.

The Electricity at Work Regulations 1989 requires electrical equipment to be maintained to prevent danger. As a landlord, we have a legal responsibility to ensure that electrical installations and any appliances provided for communal use, for example in sheltered housing common lounges, are safe to use.

### 5.5. Housing and Customer Services Directorate strategy

Unsafe electrical installations and appliances can cause significant health hazards and serious injuries, fires and damage to property and possessions.

This strategy supports our aim to manage, monitor and reduce risks relating to unsafe electrical appliances and installations.

### 5.6. What we will do

We acknowledge the health hazards which may arise from electrical installations and appliances. Detailed procedures, a management plan and other relevant documents including responsibility and accountability are in place to reduce and manage risks, and summarised as follows:

- a. Appoint a Duty Holder for the development and updating of the Electrical Management Plan (EMP) to ensure that we systematically carry out inspection of fixed electrical installations in Council homes, communal areas and other buildings owned or managed by the Housing & Customer Services Directorate or accounted for in the Housing Revenue Account.
- b. Ensure that preventative planned maintenance work for on-site Council-owned appliances and equipment is done by an approved contractor or competent employees;
- c. Ensure that the Duty Holder has the resources to ensure that the EMP is actioned, monitored and reviewed;

- d. Ensure that any electrical related work done in our properties is conducted by those who are trained and competent to do so and records are updated and available when needed;
- e. Tenants are required to ensure that any electrical works undertaken by them or their contractor is done so after getting the Council's permission and in line with current regulation requirements;
- f. Carry out periodic maintenance and inspection of hard wired electrical equipment;
- g. Carry out periodic inspection and maintenance of Portable Appliance Testing (PAT) to ensure that appliances are safe to use and update records;
- h. Prohibit 'live' working on electrical systems to avoid injury to personnel and residents;
- i. Ensure that all new installations, alterations and additions are inspected and tested to verify legal compliance;
- j. Require staff, and encourage residents to report problems such as damaged or loose wires, broken casings and Council-owned electrical accessories and cracks and dents in parts or wires;
- k. Provide relevant training to staff and maintain records;
- l. Ensure that appointed external contractors have the relevant qualifications and experience.

## **FIRE SAFETY**

### 5.7. Legislative requirements

The Regulatory Reform (Fire Safety) Order 2005 covers 'general fire precautions' and other fire safety duties that are required to protect 'relevant persons' in case of fire in and around most 'premises'. The Order requires fire precautions to be put in place where necessary and to the extent that is reasonably practicable in the circumstances of the case. The law also refers to all sheltered schemes and communal areas of apartments.

Other relevant legislation and regulations covering fire safety include the Housing Act 2004.

### 5.8. Housing & Customer Services Directorate strategy

We take our responsibility to ensure fire safety in the provision of Council housing very seriously and strive to reduce the risk of fire as low as is reasonably possible.

Our strategic aims for fire safety are to ensure that all housing property is maintained to required standards to minimise fire risks and work in partnership with others, such as the emergency services, in respect of fire prevention.

#### 5.9. What we will do

We acknowledge the serious health hazards which may arise from fire. Detailed procedures, a management plan and other relevant documents including responsibility and accountability are in place to reduce and manage risks, and summarised as follows:

- a. Appoint a Responsible Person for taking operational responsibility for discharging our obligations, setting up an overarching Fire Risk Management Plan (FRMP) and supporting plans for local service delivery and continual development.
- b. Ensure that the Responsible Person has the resources to ensure that the FRMP is actioned, monitored and reviewed;
- c. Develop, update and implement a Fire Risk Assessment Plan on a prioritised basis for all relevant properties, based on risk assessment carried out by a competent Fire Risk Assessor.
- d. Only those people, who have the competency to carry out relevant work, including Fire Risk Assessments, will be appointed to do so.
- e. When working with external fire risk assessors, we reserve the right to only work with companies or individuals who are registered under either of the two UK third party accredited schemes (FRACS and BAFE SP205). We will routinely undertake audits to judge the quality of those undertaking fire risk assessments.
- f. Service, maintain, test and check all passive and active fire safety systems and equipment in line with current legislation and standards;
- g. Assess outcomes from Fire Risk Assessments and complete recommendations about remedial actions in a timely manner;
- h. Update the Fire Asset Management Register;
- i. Develop an individual Fire Safety Management Plan for each relevant scheme or block and bring it to the attention of residents and employees;
- j. Keep under review our emergency procedures to ensure that they are appropriate and supportive;

- k. Introduce other policies and systems to identify and control fire hazards in communal areas, for example items stored in communal corridors, to keep fire escape routes clear and available for use at all times;
- l. Ensure staff, and encourage residents and others, to report issues that might give rise to fire incidences;
- m. Provide relevant training to staff and maintain records;
- n. Ensure that appointed external contractors have the relevant qualifications and experience.

#### 5.10. Resident's responsibilities

Residents must ensure they will not do anything that may lead to a fire or increased fire risk.

### **GAS AND ALTERNATIVE FUEL SAFETY**

#### 5.11. Legislative requirements

The Gas Safety (Installation and Use) Regulations 1998 sets out the legal requirements to manage and maintain gas installations and equipment and can be used for prosecutions for failings in relation to gas safety.

#### 5.12. Housing and Customer Services Directorate strategy

We will meet our statutory duties to ensure that all Council-owned gas appliances, flues and gas pipe work installed in Council-owned homes are checked for safety, servicing and maintained annually in accordance with legal requirements.

Our strategic aims for gas and heating systems that are fuelled by alternative energy sources are safe to use and maintained to required standards to help minimise health hazards.

Residents are fully responsible for maintaining and servicing all gas and other fuelled appliances that they own. However, if the Council comes across any unsafe gas appliances in a resident's home they will follow the guidance in the Gas Unsafe Situations Procedures.

We incorporate the best practices identified by HETAS (Heating Equipment Testing and Approvals Scheme) when managing servicing and maintenance to tenanted properties with Council-owned solid fuel or alternative fuel appliances.

#### 5.13. What we will do



We acknowledge the serious health hazards which may arise from gas and other fuel sources. Detailed procedures, a management plan and other relevant documents including responsibility and accountability are in place to identify, reduce and manage risks, and summarised as follows:

- a. Appoint a Responsible Person for taking operational responsibility for discharging our obligations, setting up a Gas and other Fuel Safety Management Plan (G&FMP) and supporting service delivery and continual development.
- b. Ensure that the Responsible Person has the time, knowledge and resources to ensure that the G&FMP is actioned, monitored and reviewed;
- c. Develop, implement and maintain a database of Council homes, communal areas and other buildings owned or managed by the Housing & Customer Services Directorate or accounted for in the Housing Revenue Account owned by the Council, detailing gas equipment and alternatively fuelled heating and hot water systems installed by the Council and requiring annual checks for safety, servicing, maintenance and record keeping. This will include an inventory of all landlord owned heating and hot water system and appliances to ensure that items are inspected when required.
- d. The database will provide easily accessible records of the programme of servicing equipment, inspection dates, work carried, defects/follow up work identify and completed and any other relevant information to help the Council to discharge its responsibilities;
- e. Ensure that safety checks, servicing and installations are carried out by trained personnel who are Gas Safe Registered Engineers and others who are competent to check alternative fuel appliances;
- f. Strive to ensure that all Council-owned gas appliances are annually checked for safety, serviced, maintained and recorded in line with Gas Safety Regulations, and have a current and valid Landlords Gas Safety Record (LGSR);
- g. Develop processes and systems to deal effectively with defective appliances, by following the guidance in the Gas Unsafe Situations Procedures, whilst meeting the needs of tenants as far as possible;
- h. Assess outcomes from LGSRs and complete recommendations about remedial actions in a timely manner;

- i. Issue copies of the LGSR to residents within 28 days of completion of the check;
- j. Set up effective quality assurance checks by qualified personnel.
- k. Carry out all necessary health and safety checks during void period and at point of occupation;
- l. Take effective action to gain access to tenants' homes and keep records of steps taken to gain entry;
- m. Recharge tenants for costs where there is wilful neglect or damage, or where the Council incurs unnecessary additional costs.
- n. Ensure that staff are aware of the Council's statutory responsibilities in relation to health and safety;
- o. Require staff, and encourage residents and others to report issues that might give rise to health hazards due to fuel-related risks;
- p. Provide relevant training to staff and maintain records;
- q. Ensure that appointed external contractors have the relevant qualifications and experience.

## **LEGIONELLA CONTROL AND WATER SAFETY**

### 5.14. Legislative requirements

The main regulations that apply are the Control of Substances Hazardous to Health Regulations 2002 and which sets out the requirements to manage and monitor hazardous substances including bacteria. The Regulations can be used to bring prosecutions for failure to manage effectively or if an outbreak of legionnaires disease is attributed to failure of the Council's duties.

### 5.15. Housing and Customer Services strategy

Our aims are to manage and control water safety, particularly in respect to legionnaire's disease, to mitigate the risk to customers, staff, visitors and contractors and to ensure legal compliance. As owner and managers of property we will monitor and manage our facilities to reduce risks associated with Legionella bacteria and other contaminants.

Although, more usually found in large cooling towers, air conditioning systems and whirlpool spas, the bacteria can be found in water systems and storage tanks, as well as showers and taps in residential properties. Any action to mitigate the risks associated with Legionella will also counter the risks associated with other contaminants.

This strategy applies to the management and control of legionella in water systems and storage tanks found in the Council's sheltered housing schemes, and where any water supplies found in communal areas and facilities on Council housing estates.

When vulnerable residents are identified we will seek to assist them to reduce the risks associated with scalding from hot water.

#### 5.16. What we will do

We acknowledge the serious health hazards arising from legionnaire's disease and extremely high water temperature. Detailed procedures, a management plan and other relevant documents including responsibility and accountability are in place to reduce and manage risks, and summarised as follows:

- a. Appoint a Responsible Person for taking operational responsibility for discharging our obligations, setting up a Legionella Control Plan (LCP) and supporting service delivery and continual development;
- b. Ensure that the Responsible Person has the resources to ensure that the WMP is actioned, monitored and reviewed;
- c. Develop, implement and maintain a database of residential properties owned by the Council, with details of individual and communal water supply;
- d. The database will provide easily accessible records of the programme of carrying out water testing, inspection dates, work carried, defects/follow up work and completed and any other relevant information to help the Council to discharge its responsibilities;
- e. Carry out Risk Assessments on a prioritised basis to identify properties with high, medium and low risk categories. Risk Assessments will comply with the standards contained in the Legionella Control Code of Practice;
- f. Ensure that water tests and servicing of any equipment (such as water pumps) is carried out by trained personnel, preferably with membership of a recognised body;
- g. Develop processes and systems to effectively deal with any remedial works are required;
- h. Ensure that staff are aware of the Council's statutory responsibilities in relation to health and safety;

- i. We require staff, and encourage residents and others, to report issues that might give rise to legionella disease, for example reporting stagnant water in communal areas;
- j. Provide relevant training to staff and maintain records;
- k. Ensure that appointed external contractors have the relevant qualifications and experience.

## **MECHANICAL AND ENGINEERING (M&E) SAFETY**

### 5.17. Legislative requirements

The Council's responsibilities for lifts are enshrined in the Lifting Operations and Lifting Equipment Regulations 1998, (LOLER) and require that all lifts, lifting equipment and accessories are maintained in a safe condition and that inspections are carried out by competent persons.

The Council is also legally responsible for servicing and maintaining of internal and external aspects of buildings, such as door entry systems, air conditioning units, air-vents and fans and other items in communal gardens.

### 5.18. Housing and Customer Services Directorate strategy

We will maintain passenger lifts and other mechanical equipment such as 'stair lifts' provided in apartments and individual dwellings. We will also mitigate the risk to customers, staff, visitors and contractors and ensure legal compliance for our role as a landlord. As owner and managers of tenanted properties we have a duty of care to ensure that anyone visiting or using the facility can do so safely.

### 5.19. What we will do

We acknowledge the serious health hazards which may arise from certain mechanically operated equipment. Detailed procedures, a management plan and other relevant documents including responsibility and accountability are in place to reduce and manage risks, and summarised as follows:

- a. Appoint a Responsible Person for taking operational responsibility for discharging our obligations for Mechanical and Engineering aspects of the Housing and Customer Services Directorate's work;
- b. Ensure that the Responsible Person has the resources to ensure that the M&E MP is actioned, monitored and reviewed;
- c. Develop, implement and maintain a database of residential properties owned by the Council, with details of individual and communal areas that have equipment that will need to be serviced, maintained, repaired and replaced;

- d. Monitor, obtain and maintain certificated records;
- e. Arrange for all passenger lifts to be thoroughly examined by a competent person every 6 months and take remedial work identified;
- f. Decommission dangerous passenger and stair lifts until they are repaired or replaced;
- g. Annually inspect and service stair lifts that have been provided in Council homes and remain in Council ownership and carry out remedial works;
- h. Every 6 months inspect, service and maintain hoists in accordance with legislation;
- i. Regularly inspect service, maintain and repair communal door-entry systems and other equipment such as CCTV cameras and laundry machines in sheltered and supported housing schemes;
- j. Ensure that staff are aware of the Council's statutory responsibilities in relation to health and safety;
- k. Require staff and encourage residents and others to report issues that might give rise to health and safety risks and identify vulnerable residents who might require special support;
- l. Provide relevant training to staff and maintain records;
- m. Ensure that appointed external contractors have the relevant qualifications and experience.