



Social Housing Compliance

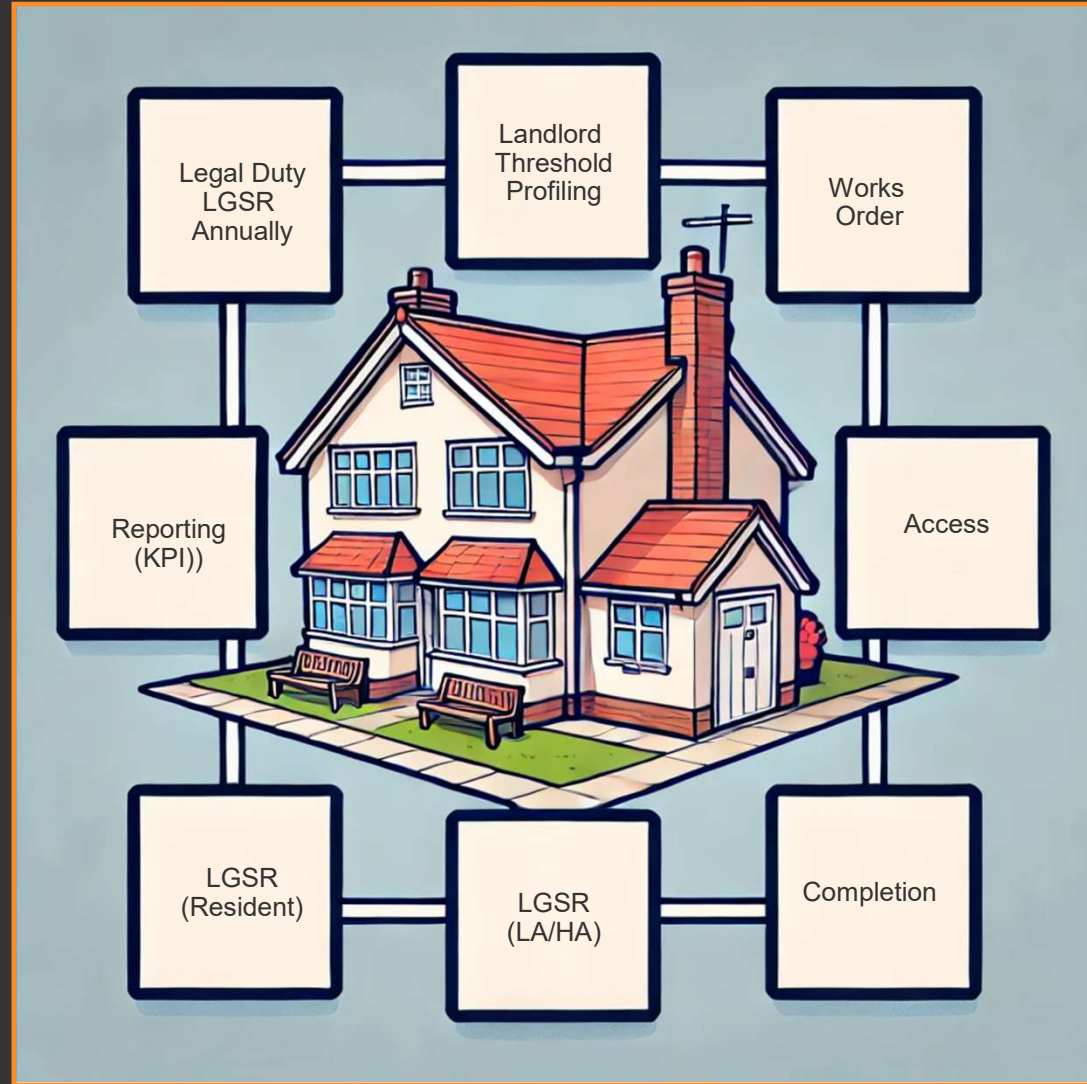
Ryan Dempsey FIET

Introduction:

- **Linear Compliance / Operational Compliance**
- **A Proactive Compliance Strategy**
- **Data Driven Compliance**
- **Harnessing Innovation**
- **Industry Best practice**

Linear Compliance

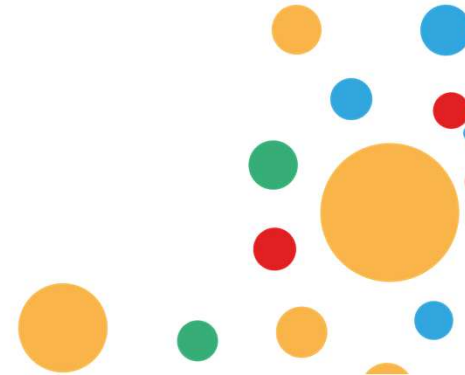
1. Gas Safety (Installation and Use) Regulations 1998 - appliances must be inspected Annually.
2. Threshold Profiling - Week or Month programme to meet Threshold obligations.
3. Inspection work orders issued to competent contractor.
4. Following your defined access procedure.
5. Job Completion
6. Landlord Gas Safety Record (LGSR) received
7. Resident gets a copy
8. Report % Access = Linear Compliance



Linear Compliance only ??

- Miss early warning signals.
- Unable to demonstrate true risk management.
- Poor preventative Maintenance.
- Lack of comprehensive understanding.
- Reduces Asset Longevity.
- Increased Complaints and disrepair.
- Unable to make data driven asset decisions.
- Failure to meet evolving regulatory expectations.

16 SCHEDULE OF CIRCUIT DETAILS AND TEST RESULTS																															
Designation of consumer unit:		NONE										Location:							Hall way			Prospective fault current:		1	kA	Type of Wiring O-Other:			N/A		
Circuit number	Circuit designation	Type of wiring	Reference Method	Number of points served	Circuit conductors: csa			Overcurrent protective devices					RCD		Circuit impedances (Ohms)					Insulation resistance (record lower or lowest value)				Polarity	Maximum measured earth fault loop impedance Zs	RCD Operating times					
					Live	cpc	Max disconnect time permitted by BS7671	BS(EN)	Type No	Rating	Capacity	Operating current	Maximum Zs permitted by BS7671	Ring final circuits only (measured end to end)			All circuits (one column to be completed)		Line/Line MΩ	Line/Neutral MΩ	Line/Earth MΩ	Neutral/Earth MΩ	At In ms			At S In ms	Test button operation				
					mm ²	mm ²	s							r1 (Line)	m (Neutral)	r2 (cpc)	R1+R2	R2													
1	Cooker	A	C	2	6	2.5	0.4	3871	B	15	3	N/A	3.07	N/A	N/A	N/A	0.18	N/A	N/A	> 200	> 200	> 200	✓	0.46	N/A	N/A	N/A				
2	Sockets	A	C	13	2.5	1.5	0.4	3871	B	32	3	N/A	1.44	0.61	53.9	1.02	0.87	N/A	N/A	> 200	> 200	> 200	✓	1.15	N/A	N/A	N/A				
3	Boiler	A	C	2	2.5	1.5	0.4	3871	B	5	3	N/A	9.20	N/A	N/A	N/A	0.67	N/A	N/A	> 200	> 200	> 200	✓	0.95	N/A	N/A	N/A				
4	Lights Downstairs	A	C	4	1.0	0.5	0.4	3871	B	5	3	N/A	9.20	N/A	N/A	N/A	1.68	N/A	N/A	> 200	> 200	> 200	✓	1.96	N/A	N/A	N/A				
5	Lights Upstairs	A	C	6	1.0	0.5	0.4	3871	B	5	3	N/A	9.20	N/A	N/A	N/A	0.72	N/A	N/A	> 200	> 200	> 200	✓	1.00	N/A	N/A	N/A				
6	Spare																														



Regulator of Housing

Governance - Legal?



Operational Compliance

1. Professional Understanding
2. Continuous Monitoring
3. Data Collection
4. Possibility for real time risk management.
5. Preventative and predictive Maintenance
6. Improved Decision Making
7. Enhanced Accountability and Transparency
8. Life Saving



Resident Safety

The Law - Umbrella



Understanding a key legal statement




ABSOLUTE

If the requirement in a regulation is 'absolute', for example if the requirement is not qualified by the words 'so far as is reasonably practicable', the requirement must be met regardless of cost or any other consideration.



**REASONABLY
PRACTICABLE**

Someone who is required to do something 'so far as is reasonably practicable' must assess, on the one hand, the magnitude of the risks of a particular work activity or environment and, on the other hand, the costs in terms of the physical difficulty, time, trouble and expense which would be involved in taking steps to eliminate or minimise those risks.





This certificate is not valid if the serial number has been defaced or altered **MN4/0412154**

MINOR ELECTRICAL INSTALLATION WORKS CERTIFICATE

Issued in accordance with British Standard 7671 - Requirements for Electrical Installations by an Approved Contractor
 Confirming Body enrolled with NICEIC, Warwick House, Houghton Hall Park, Houghton Regis, Dunstable, LU5 5ZK

Contractor's Reference Number

N/A

To be used only for minor electrical work which does not include the provision of a new circuit

PART 1: DETAILS OF THE MINOR WORKS

Client RYDON MAINTENANCE		Details of departures, if any, from BS 7671 (as amended) N/A	
Date minor works completed 19/11/2015	Part P ref N/A		
Description of the Minor works EXTENSION OF RING CIRCUIT TO ADD 2 NO. FUSED SPUR UNITS FOR NEW HEATING INTERFACE UNIT AND WATER METER. AND 1 NO. FUSED SPUR FOR KITCHEN EXTRACT.		Location/address of the minor works FLAT 16 GRENFELL TOWER	
Postcode: W11 1TQ			

PART 2: DETAILS OF THE MODIFIED CIRCUIT

System type and earthing arrangements	TN-C-S <input checked="" type="checkbox"/>	TN-S <input type="checkbox"/>	TT <input type="checkbox"/>	TN-C <input type="checkbox"/>	IT <input type="checkbox"/>
Protective measure(s) against electric shock	ADS				
Overcurrent protective device for the modified circuit	BS(EN) BS EN 60898 MCB Type B	Type B	Rating 32	A	
Residual current device (if applicable)	BS(EN) BS EN 61009 RCD/RCBO B	Type B	$I_{\Delta n}$ 30	mA	
Details of wiring system used to modify the circuit	Type Thermoplastic insulated/sheathed cables	Reference method B	csa of lives 2.5	mm ²	csa of cpc 1.5
Where the measure for protection against electric shock is ADS, insert maximum disconnection time permitted by BS 7671	0.4	s	Maximum Z_s permitted by BS 7671	1.37	Ω
Comments, if any, on existing installation, including adequacy of earthing and bonding arrangements (see Regulation 132.16): N/A					

PART 3: INSPECTION AND TESTING OF THE MODIFIED CIRCUIT AND RELATED PARTS

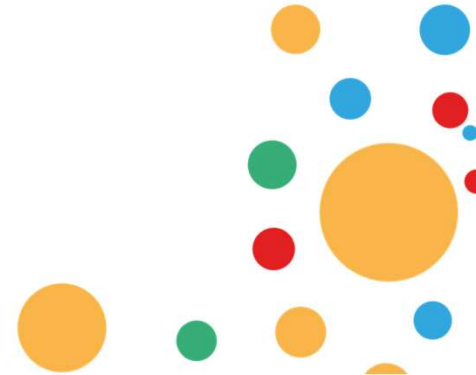
Confirmation that necessary inspections have been undertaken	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Insulation resistance <i>(In a polyphase circuit, record the lower or lowest value, as appropriate)</i>
Confirmation of the adequacy of earthing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Line/Line N/A M Ω Line/Earth > 299 M Ω
Confirmation of the adequacy of protective bonding	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Line/Neutral > 299 M Ω Neutral/Earth > 299 M Ω
Confirmation of correct polarity	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	RCD operating time at $I_{\Delta n}$ (if RCD fitted) 323 ms
Circuit resistance ($R_1 + R_2$) N/A Ω or R_2 0.62 Ω			RCD operating time at $5I_{\Delta n}$ if applicable 17 ms
Maximum measured earth fault loop impedance, Z_s 0.30 Ω			Test button operation satisfactory <input checked="" type="checkbox"/>
Agreed limitations, if any, on the inspection and testing: N/A		Instrument Serial No(s): 6111-754/071107/3190	

PART 4: DECLARATION

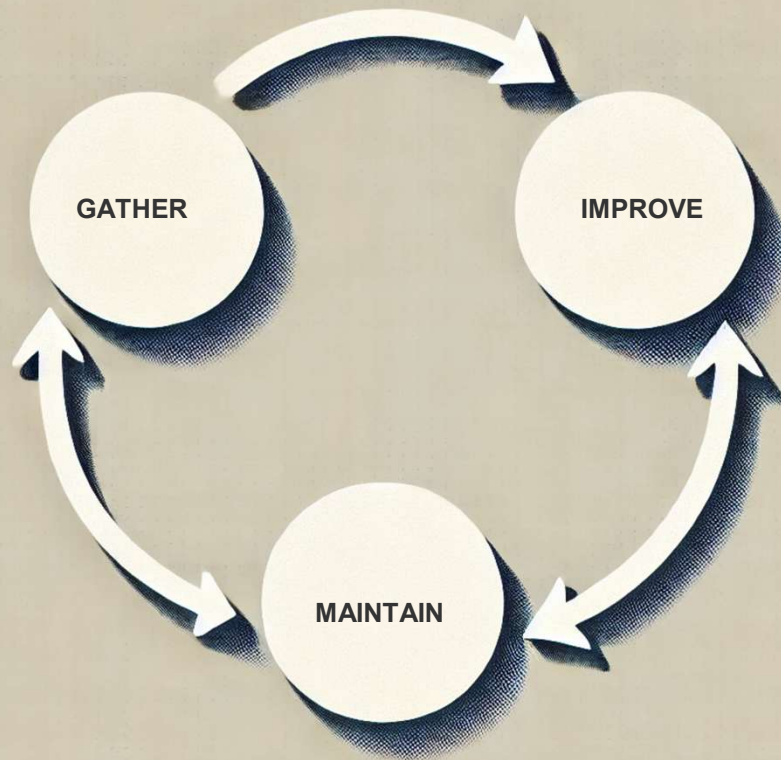
Details of permitted exceptions appended: **N/A** Risk assessment appended: **N/A** No. of pages: **1**

Original (To be preserved during the work)

Linear Compliance



Proactive Strategy - 3 steps



Step 1 - **Gather**

Each tribe gathers an abundance of data - continuously

Step 2 - **Improve**

Understand changing legislation and standards, and consider the importance of capital investment to improve the stock.

Step 3 - **Maintain**

What is your legal obligation? Achieve that and define
A process for being proactive.



Data Driven Decisions



Audience question -

If you had to fit an Elephant into a house, how would you do it?

Same applies - Compliance

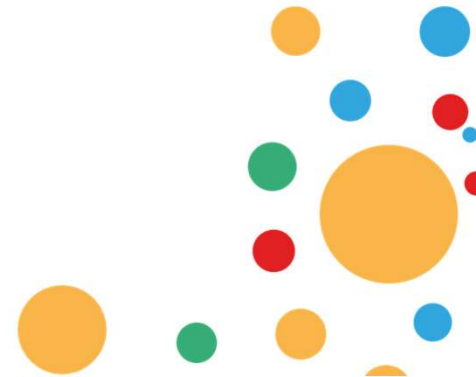
Perception vs Perspective

Understanding more about the questions being asked means we can make better informed choices.

Thus save lives!



Target =
Funnel Mentality



Innovative Technology

Imagine trying to catch all the data points in your organisation!!

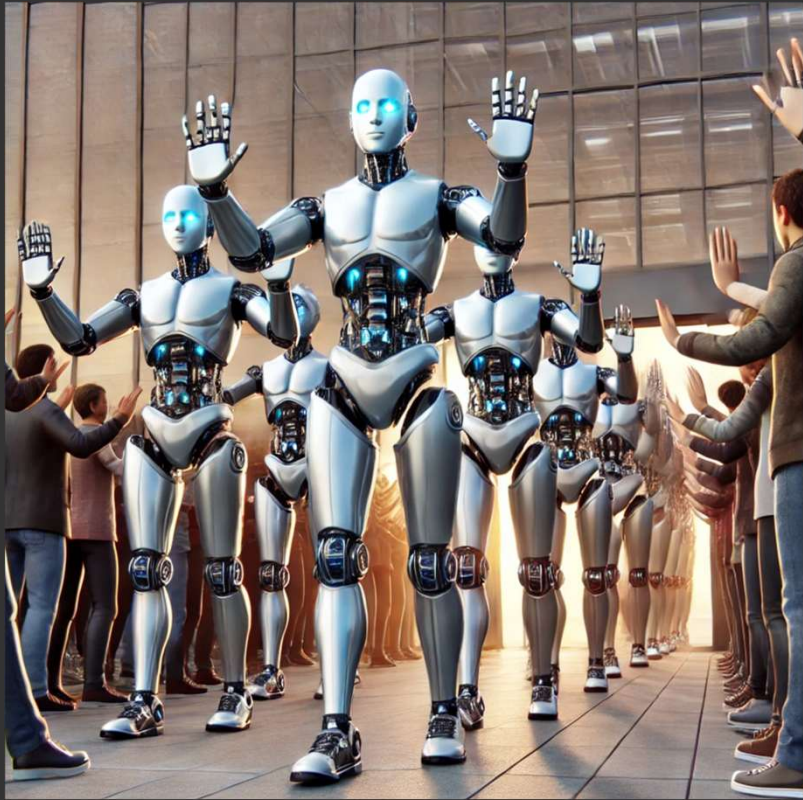
Without the right tools, you can only grab a few before some slip through your fingers. With technology,, it's like having a powerful, automatic net that catches every single ball effortlessly. The software ensures that none of the data is missed.....

It's all at your finger tips

'True innovation isn't in the promises made, but in the results delivered. When choosing technology, look past the sales pitch and focus on the value it truly brings. The right tool will empower, not just impress'

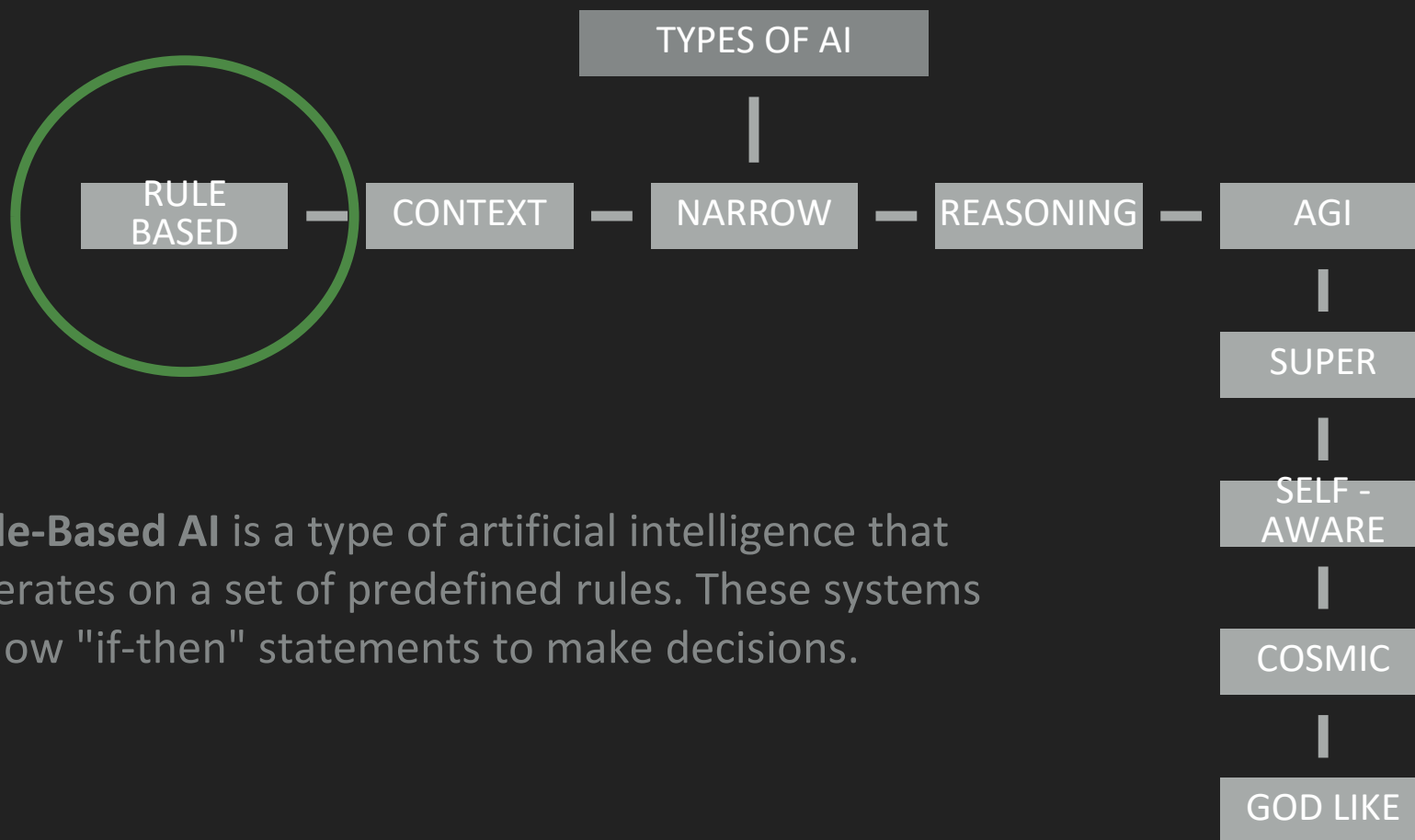


Artificial Intelligence will fix this right?

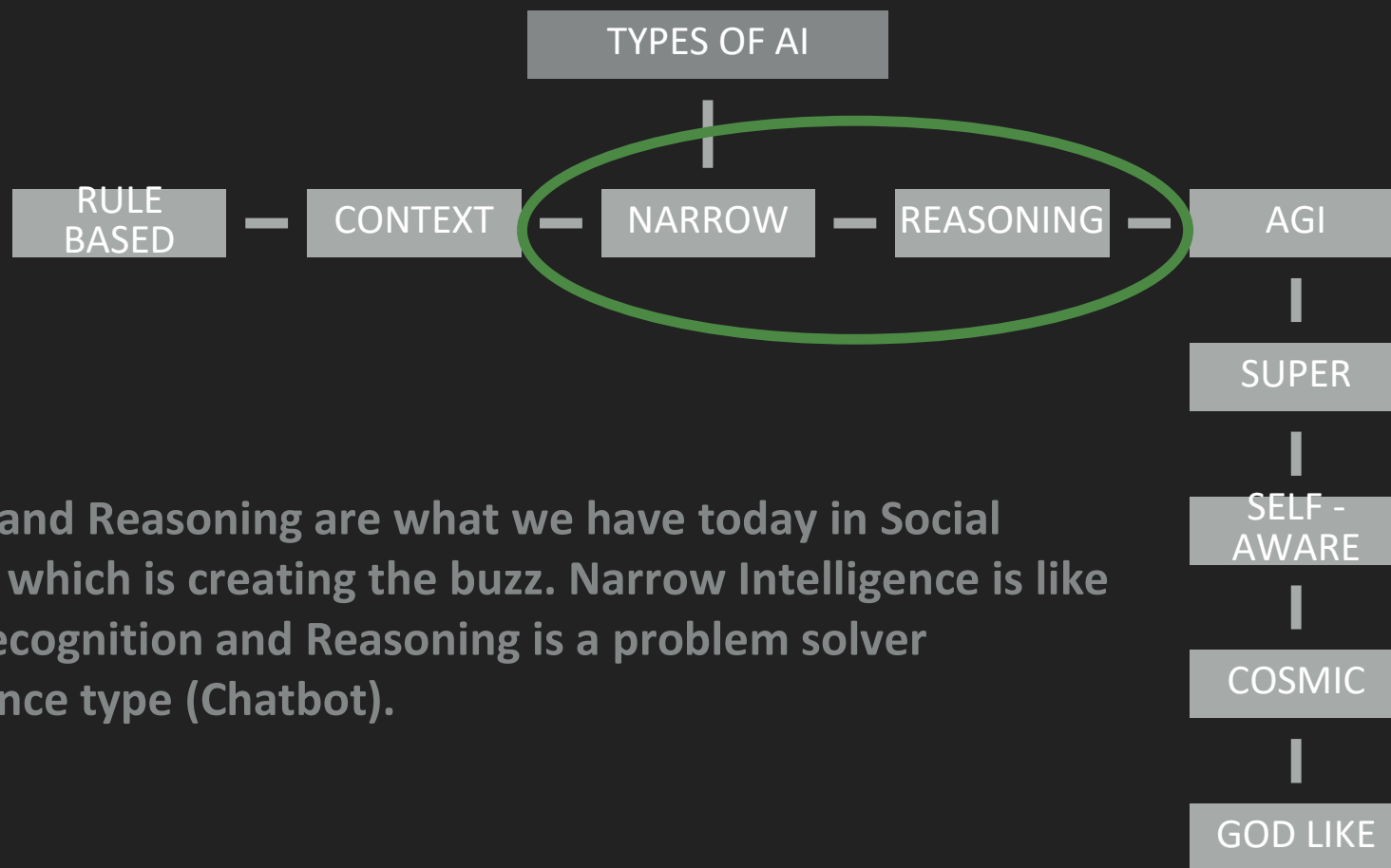


MAYBE

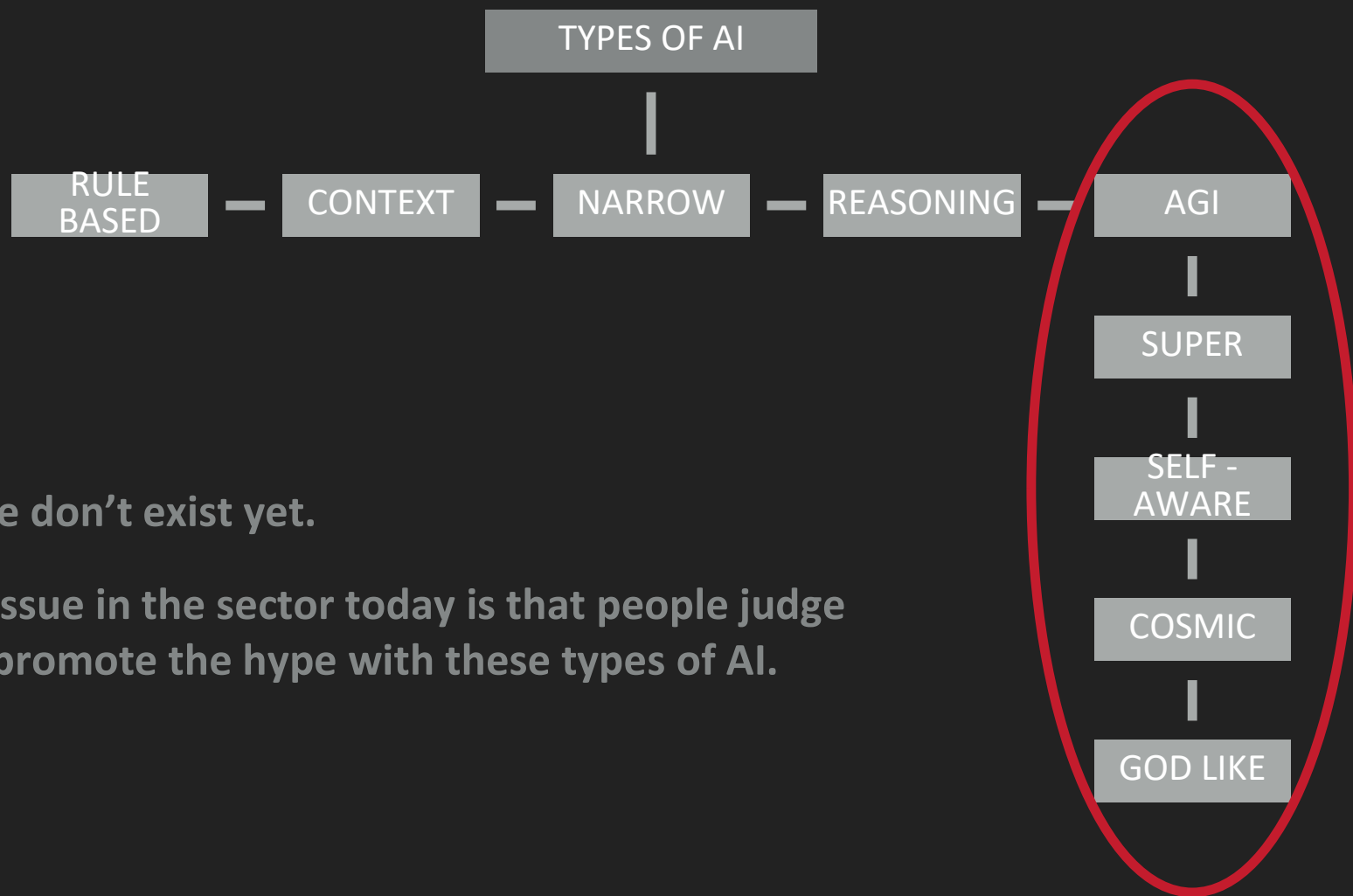




Rule-Based AI is a type of artificial intelligence that operates on a set of predefined rules. These systems follow "if-then" statements to make decisions.



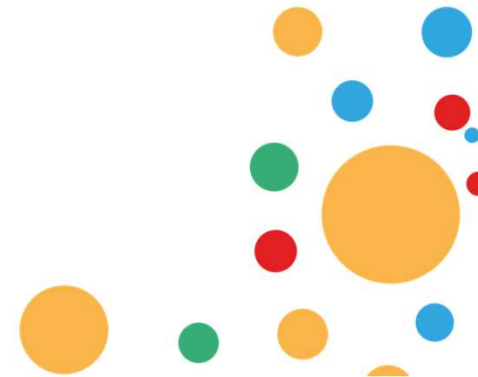
Narrow and Reasoning are what we have today in Social Housing which is creating the buzz. Narrow Intelligence is like image recognition and Reasoning is a problem solver intelligence type (Chatbot).



These don't exist yet.

The issue in the sector today is that people judge and promote the hype with these types of AI.

Industry Best Practice



Landlord Gas Safety Record

This inspection is for gas safety purposes only to comply with the Gas Safety (Installation and Use) Regulations. Flues have been inspected visually and checked for satisfactory evacuation for products of combustion. A detailed internal inspection of the flue integrity, construction and lining has NOT been carried out.

For Appliances not owned by a landlord, the recorded 'Appliance Safe' response is based on a visual check for obvious defects only.

Inspection / Installation Address: [Redacted] Landlord / Agent Address: [Redacted]

Appliance Detail		Flue Tests				Inspection Details													
Location	Description	Type	Flue Type	Operating Pressure / KW Input	Safety Device(s) Correct Operation	Spillage Test	Flue Flow Test	Combustion Analysis				Satisfactory Termination	Flue Visual Condition	Adequate Ventilation	Landlord's Appliance	Inspected	Serviced	Safe to use	
								High	Low										
1	Kitchen WORCESTER GREENSTAR 30I EDP #No Serial(47-426-42)	Combi boiler	Room sealed	29.9Kw/h	Yes	n/a	n/a	0.0009	89	8.5%	0.0002	12	8.2%	Yes	Pass	Yes	Yes	Yes	Yes
2	Lounge Worcester Energy Vision 40 Serial(32-689-35)	Fire	Open flued	18Mbar	Yes	Pass	Pass	n/a	n/a	n/a	n/a	n/a	n/a	Yes	Pass	Yes	Yes	Yes	Yes

Faults	Remedy	Warning Notice Issued	Warning Tag or Sticker Fitted
1 -	-	No	No
2 -	-	No	No

Engineer Notes
carry out lger and service to boiler and fire. No gas cooker fitted at time of visit. CO alarm in kitchen broken so fitted new one, there appears to be a water leak coming from the sink wating the kitchen floor a plumber should be sent to investigate. Tenants living conditions are poor it may be worth referring them to tenant liaison team at SLH for assistance. FOW RAISED FOR CO2 JOB REF 746206. EMAIL ALSO SENT TO SLH

Meter Capped	No	Meter/Gas Pipework Defects	No	Notification of Unsafe Gas Installation - I confirm that the work detailed above has been carried out in accordance with the requirements of the Gas Safety (Installation and Use) Regulations (GSUR). However, an unsafe gas installation/appliance has been identified, details of which are listed on a separate Warning/Advice Notice	Category
Meter Location	outside	CO Alarm Expiry Dates	July 2034		AR
Smoke Alarm Expiry Dates	July 2031				D

Gas Installation Pipework				Smoke / Heat Detector Test			
Satisfactory Visual Inspection	Yes	Emergency Control Accessible	Yes	Smoke / Heat Alarms	MAINS-PASSED: Hall exp. 01/07/2031		
Satisfactory Gas Tightness Test	Yes	Equipotential Bonding Satisfactory	Yes	CO Alarms	BATT-PASSED: Lounge 1 exp. 01/01/2027, Kitchen exp. 01/07/2034		
Pipework Warning Notice issued	No						

NEXT GAS SAFETY CHECK MUST BE CARRIED OUT BY 28/11/2024

Received on behalf of the landlord: [Redacted] Engineer's Signature: [Redacted]

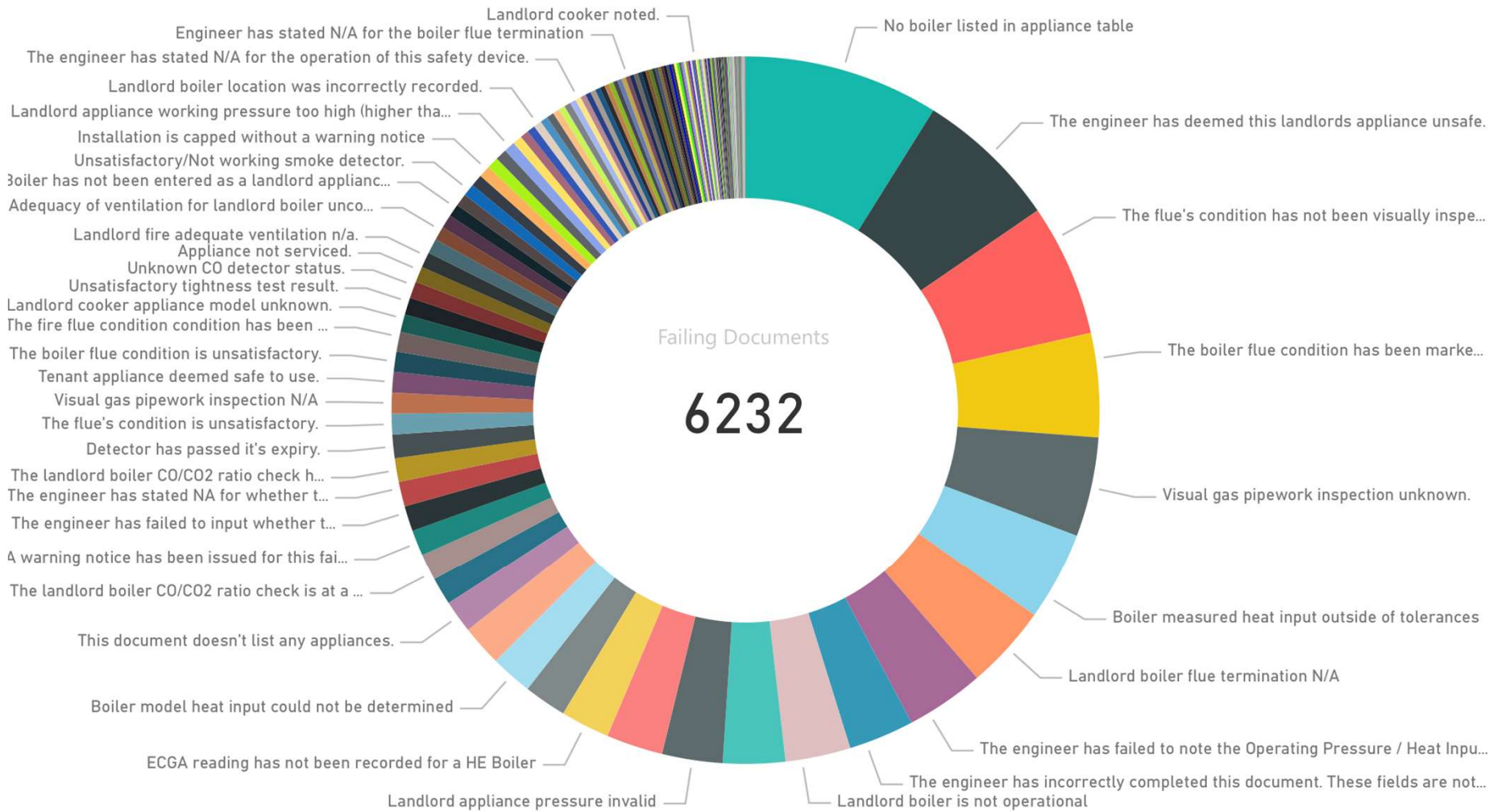
This report was prepared by the Propeller online engineer software solution | Website: www.propellerpowered.co.uk | Email: support@propellerpowered.co.uk | Vain Ref: 3896195

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Appliance 1 Details:

- Make/Model:** Worcester Greenstar 30I ✓
- Location:** Kitchen ✓
- Type:** Combi Boiler ✓
- Flue Type:** Room Sealed ✓
- Operating Pressure:** 29.9Kw/h ✓
- Safety Device:** Yes ✓
- Spillage:** n/a ⚠
- Flow:** n/a ⚠
- Combustion:** 0.0002 !
- Termination:** Yes ✓
- Flue Condition:** Pass ✓
- Ventilation:** Yes ✓
- Landlords Appliance:** Yes ✓
- Inspected:** Yes ✓
- Serviced:** Yes ✓
- Safe to use:** Yes ✓





Summary

- Linear Compliance is Important to show you have a defined process
- Operational Compliance is important to show your organisation is Consciously Competent in the task of managing peoples safety
- Proactive mindsets around compliance will allow for better decisions in the short and long term (remember Gather, Improve and Maintain)
- Try to make sense of all your data, small chunks to start with but build on it. Remember - Perception vs Perspective - dont just tick the box!
- Innovative Tech is available and does help.... Do your due diligence and ask the right questions.
- Be best in class - the people who live in the homes you provide deserve that.





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