

# SENATE SCRUTINY EXERCISE

SEPTEMBER 2024

## Meeting compliance:

Lifts, Legionella, Asbestos and Fire Safety



Methods used in the report

Notes on Group Discussions

Results and Outcomes

# 1. INTRODUCTION

1.1 This report provides feedback from the recent investigation into how River Clyde Homes manages compliance and ensures customer safety regarding Lifts, Legionella, Asbestos and Fire Safety.

# 2. BACKGROUND

2.1 The Senate met to discuss possible investigation exercises.

2.2 Following on from the Senate's last exercise, it was agreed that the customers who had supported the group previously, would be invited to do so again.

# 3. THE SENATE

3.1 The Customer Senators involved in all or part of this investigation were:

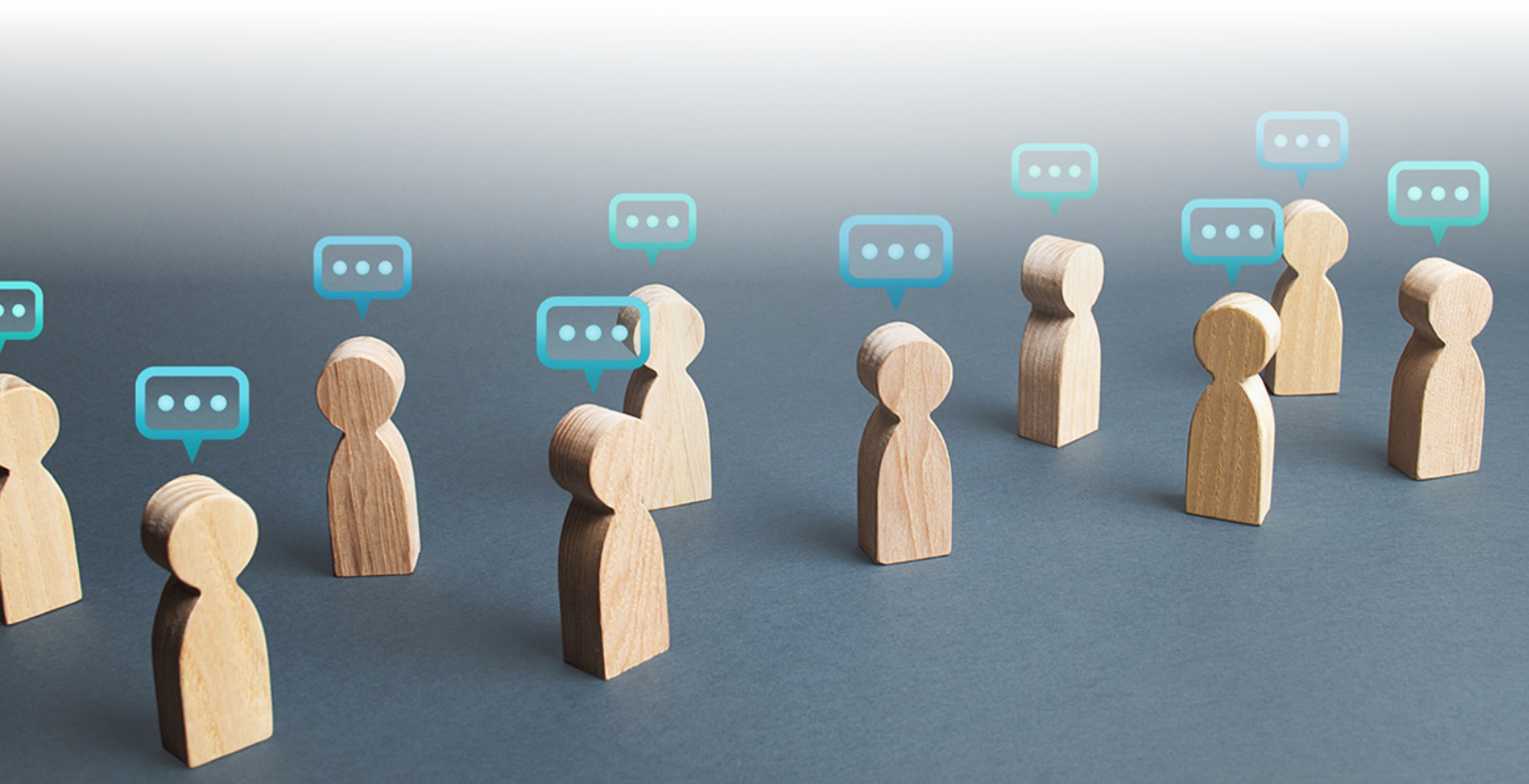
- Marion Wilson (Co-Optee),
- Ian McArthur (Co-optee)
- Andrew Hurrell
- Irene Howe.

Support was also provided by Agnes MacLeod.

3.2 The Senate was supported in the investigation by Siobhan O'Kane, Senior Governance & Planning Manager, RCH and Anne Ross, Governance Officer, RCH.

# 4. REPORT STRUCTURE

4.1 The report outlines the methods used to investigate the current practices and the Senate's findings. It makes recommendations based on these findings.



## 5. METHODS USED:

5.1 The exercise was conducted as follows:

- The group considered potential scrutiny topics and once again sought input from RCH Senior Staff. The group noted an area that all RSLs must meet compliance for the purposes of ensuring customers' safety included, Lifts, Legionella, Asbestos and Fire. The group decided that this was a significant area where standards must be achieved and maintained.
- The group viewed other RSL websites to look at what information is published and available for customers.
- The Head of Property Services attended a meeting and discussed the processes and legislation around these four areas.
- The Senate requested copies of all processes and communications to customers used in those processes from the Compliance Team.
- A request was also made for information from the Housing Team to supply information it shared with customers at various stages of becoming an RCH tenant.
- Contract management was informed by the Compliance Team.
- One customer within the group informed of her own experience in relation to the lift in her building.
- Recommendations

The Senate also tried to engage with other RSL's with a view to sharing information and gaining insight from others as to their approach to these compliance matters. However, this could not be facilitated by the organisations that were approached.

## 6. GROUP DISCUSSIONS

6.1 The Senate is fully aware that all comments and information they are provided with during the course of any investigation are treated in the strictest confidence..

6.2 Senate members have signed a Code of Conduct and confidentiality agreement.



## 7: RESULTS

METHOD	WHAT HAPPENED	COMMENTS
The Senate met to discuss the next subject for a scrutiny exercise.	Online and face to face meetings	Senate agreed to look at areas of tenant safety in regards to compliance for Legionella, Lifts, fire and Asbestos.
The Head of Asset attended an online meeting	Online Meeting	Discussed the Compliance team's responsibilities, RCH's responsibilities to customers and the regulation around these areas
The two Officers who manage lifts, legionella, asbestos and fire safety compliance, met with the Senate.	Online Meeting	Informed Senate about the day to day business in relation to these key compliance areas including roles of other staff members in ensuring ongoing compliance (e.g. Housing Wardens programmes within sheltered complexes)
The Housing Team supplied information around tenants' responsibilities.	Request by email as to what information customers might receive at sign on about their responsibilities as well as RCH's responsibilities in relation to compliance in these 4 areas; e.g. allowing access for checks to be carried out etc.	<p>The Housing Manager informed by telephone that customers are informed of their responsibilities on three occasions; Viewing, Sign on and the Settling in visit. If applicable, they are shown at viewing stage where lifts are situated and what to do in if the lift is not working.</p> <p>If property has a caretaker then he/she will further communicate with customers in relation to lift maintenance and repairs when necessary.</p> <p>It is reiterated to customers that RCH are required to ensure customer safety in our properties and therefore customers have a responsibility to give access to their homes, to allow safety checks to be carried out.</p> <p>RCH and Customer responsibilities specific to the property type, are pointed out when HOs go through the missives at the sign on stage. Then customers sign to say they understand and agree to these.</p> <p>Within the tenancy pack there are leaflets in relation to these areas of tenant safety. This is to allow the customer to reference if needed. Information can also be found online at the RCH website.</p>
Contact was made with 2 RSL's with a view to sharing information on their approach to these compliance areas.	Contact was made	Neither organisation could accommodate this



METHOD	WHAT HAPPENED	COMMENTS
Follow up meeting	The Senate met to discuss the information they had and what possible recommendations they might consider.	<p>A hybrid meeting took place which concluded that RCH carry out all checks as required to meet all legislation and regulation.</p> <p>There is a process in place for customer contact to ensure everything is done to keep customers notified of upcoming checks, access requirements and they are up to date with ongoing repairs and maintenance.</p> <p>Every opportunity is taken to give customers time to allow RCH to gain access and they are advised in due course if forced access needs to be undertaken.</p>
Final report agreed by Senate and Senate supporters.		

## 8. INVESTIGATION SUPPORTING NOTES

- 8.1 The number of people taking part varied throughout the exercise due to work commitments and holidays. Having only 4 Customer senators and one or two supporting customers involved on an ad hoc basis, gathering information from other RSLs was limited.
- 8.2 The group noted the information currently on the RCH website with regards to these Compliance matters and it was agreed that this was acceptable.

## 9. RECOMMENDATIONS

	RECOMMENDATION	REASON FOR MAKING THIS RECOMMENDATION
1.	Ensure communications regarding compliance checks / maintenance is provided with sufficient notice, particularly regarding lift maintenance.	To ensure customers can plan their activities with sufficient notice.
2.	Review communication in the signing on pack to customers regarding their responsibilities as well as RCH's with regards to these compliance matters.	To ensure that customers understand their role in ensuring access is granted as required.
3.	RCH to carry out a feasibility study for carrying out checks in properties, outside of 9-5 working hours.	This is to allow people who work fulltime to meet their tenancy responsibilities without having to take time off work to allow access which could result in less forced entries.

## 10. REVIEW

10.1 The Senate will meet to discuss the Board's acceptance or rejection of any of the recommendations.

10.2 An action plan for any recommendations approved by the Board, will be generated by the responsible Director and presented to the Senate.

10.3 Team Leads will be invited to the Senate meeting to report progress on their specific actions.

10.4 The Senate will have the option to attend any subsequent meetings of the Board or the Social Landlord Operations Committee, during which an update of the action plan is being presented by the relevant Team Lead.



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This document can be made available by request in different languages and in other formats such as in larger print, audio and Braille.

Please get in touch for more information:

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