

# Estate Services Report

Nov 19 – Mar 20

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City of London  
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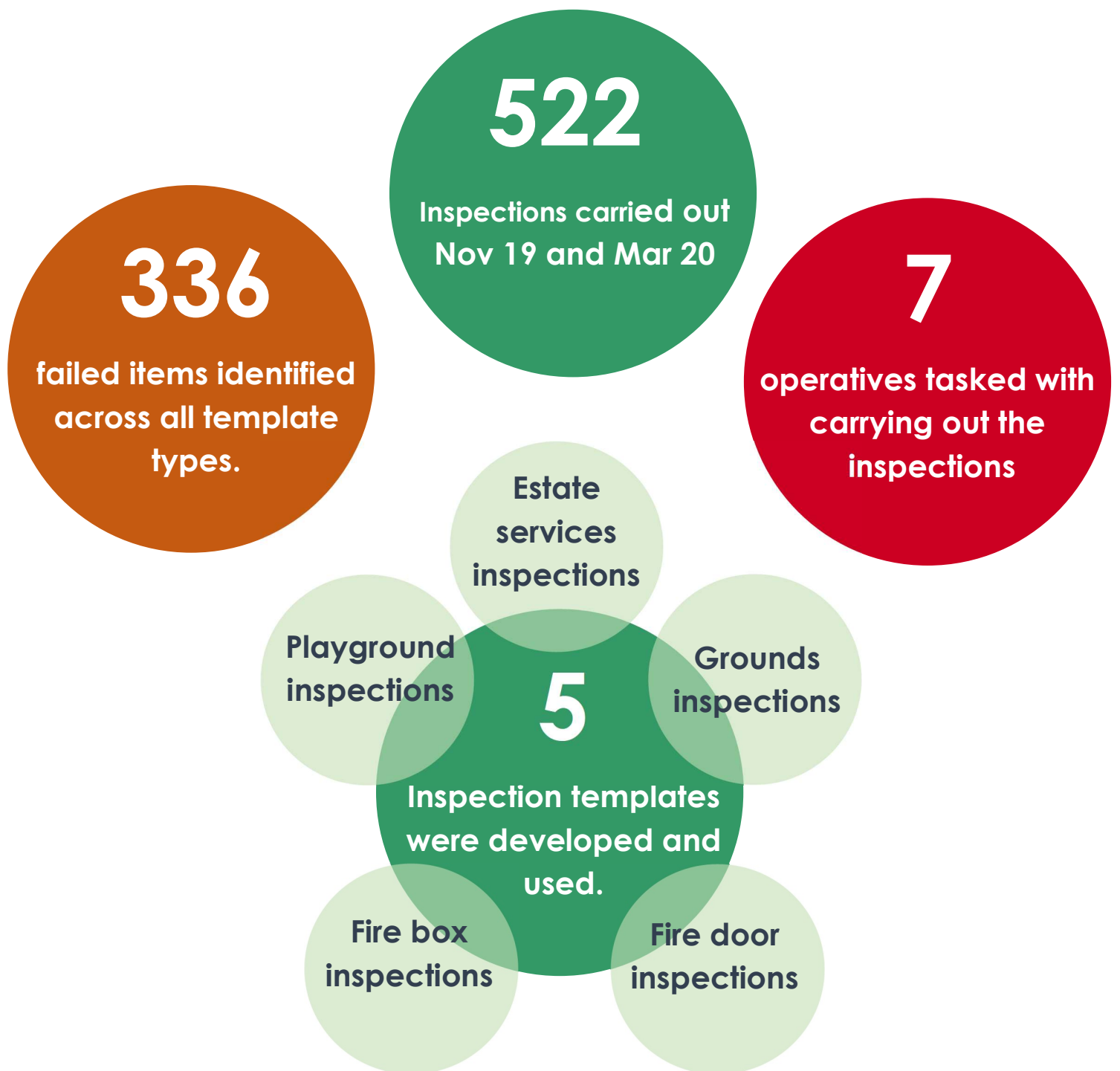
# Introduction

On 1<sup>st</sup> November 2019, the Housing Division introduced a new estate inspections program designed to standardise our approach to inspections and compare our estates against new objective cleaning and caretaking standards. This report provides an update on the first five months of the new regime and includes data taken from the iAuditor inspections system.

The report gives an overall picture of our performance and gives details on how our estates have been graded. It also explains some trends we have identified, which we will use to inform decisions on estate services operations and effective use of resources.

The first five months has been a success and the system has been well-received by the staff who use it. We aim to build on this success and refine the inspections as we go. Some ideas for future development are discussed later in this report.

## Overview



# Estate Services Inspections

## Internal areas – residential blocks

294 completed inspections.

84.63% average score.

197 failed items identified. Failed items can range from below average scoring of areas against the Estate Standards, to areas identified as requiring a repair.

## Cleaning

### Most common low scoring areas

1-Windows in stairwells

2-Entrance lighting

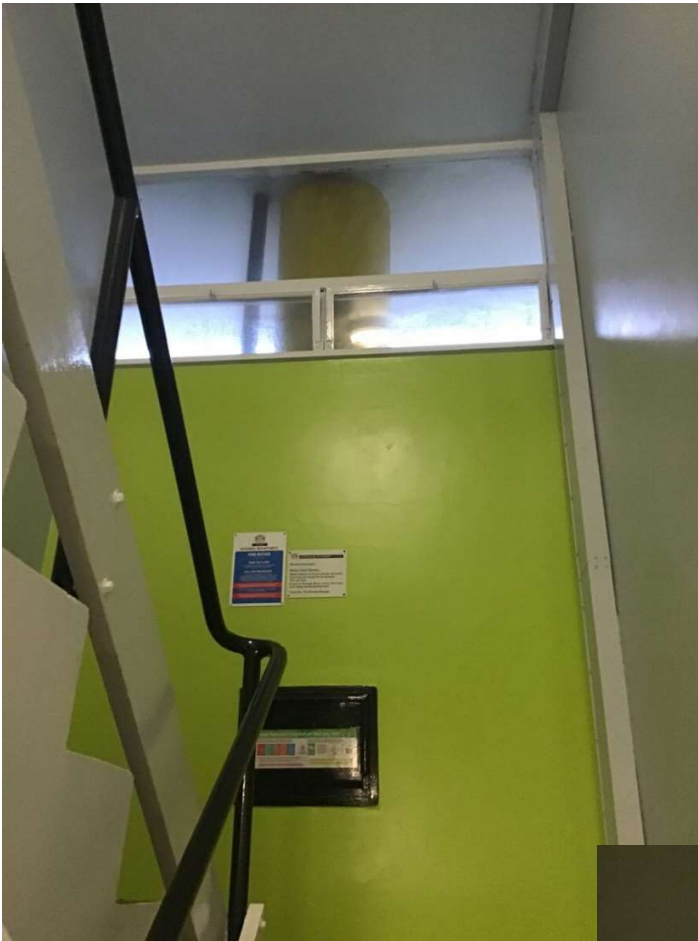
3-Stairwells

4-Bin chambers

5-Lighting in landing, balconies and corridors

In general, our residential blocks are clean and score consistently well across the estates. The most common low-scoring element is windows in communal stairwells. On investigation, we have determined that this is largely caused by a significant number of 'difficult to reach' windows, which have often been neglected. Using this information, we can look at solutions to the problem and incorporate them into our review of the window cleaning contract.



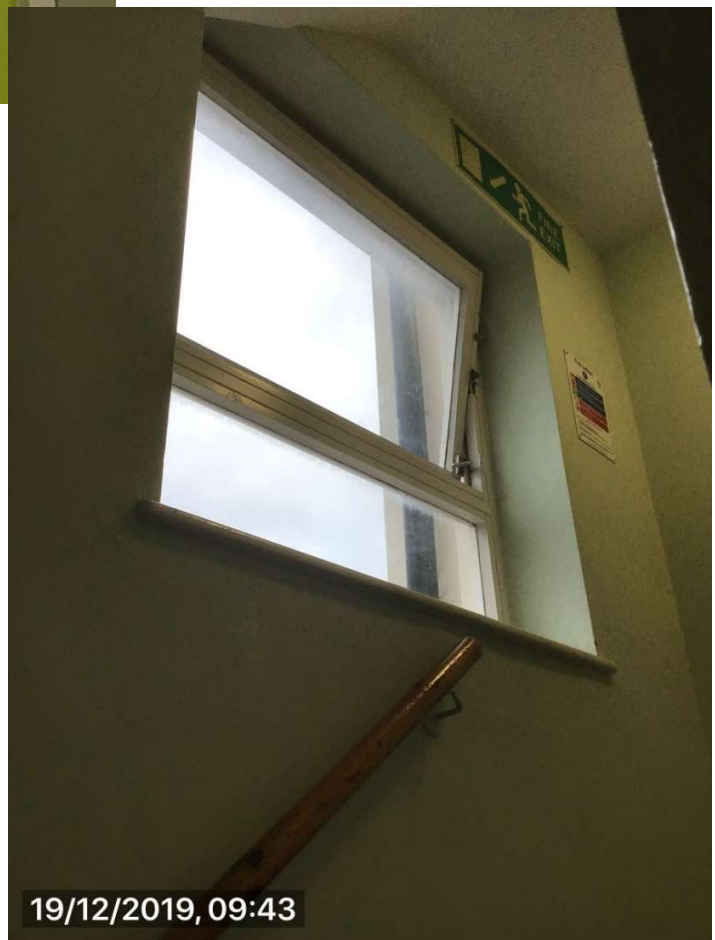


**Left**

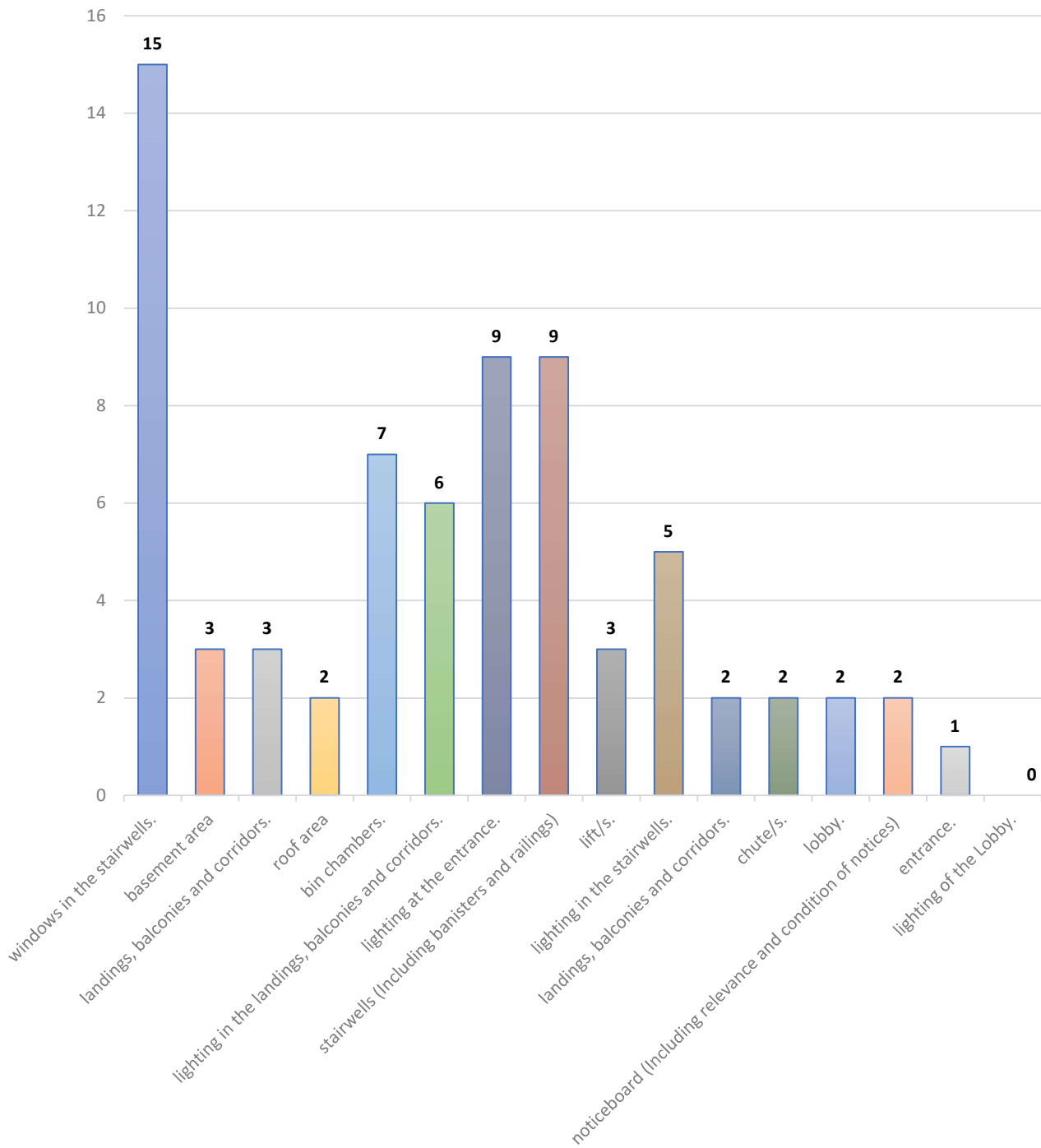
**Image taken from a Stanley Cohen Inspection shows window at height with limited access for external cleaning.**

**Right**

**Inspection photo taken from York House displaying poor window design, limiting access to the outside of the window for cleaning**



### Cleaning of Blocks - Most common low scoring areas



# Hazards

Most common areas where hazards were present:

1-Landings, balconies and corridors

Commonly items stored outside residents' homes, causing an obstruction or potential fire hazard

2-Chute rooms

Issue with chute hopper identified as a hazard

3-Roof areas

Fencing around a restricted area had been damaged

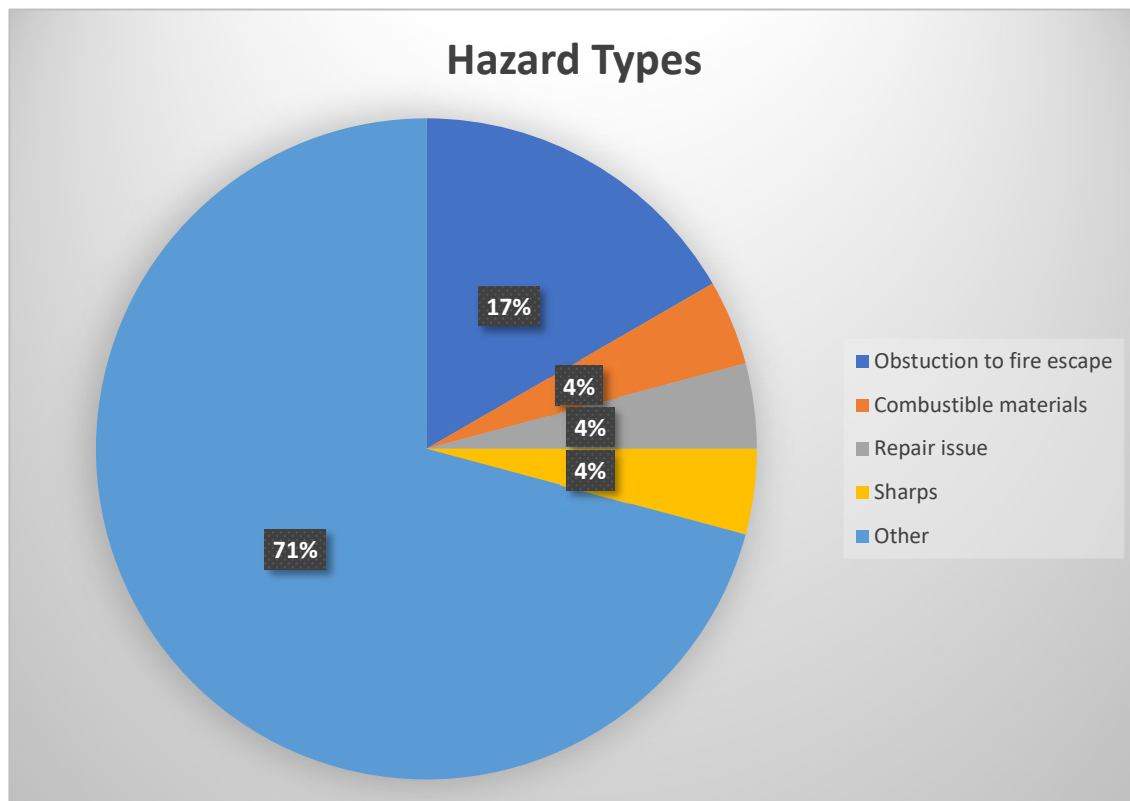
4-Stairwells

Items outside of a resident's home situated in a stairwell

## Hazards by Estate (Internal)

	November	December	January	February	March
Golden Lane	3	1	1	1	0
Middlesex Street	3	0	0	1	0
Dron House	2	0	0	1	0
Windsor House	0	0	0	1	0
William Blake	0	0	0	0	0
Southwark Estates	0	0	0	0	0
York Way	1	1	0	0	2
Holloway	1	0	0	0	0
Isleden House	1	0	0	0	0
Avondale Sq.	1	0	0	0	0
Sydenham Hill	0	0	0	0	0
Harman Close	0	0	0	0	0
Almshouses	0	0	0	0	0





As can be seen from the chart above the term 'other' constitutes the largest percentage by some margin. Through analysis of the inspections, we found that this was mainly due to:

- the uncertainty of the inspectors in deciding where to place their experiences in the options presented by the system
- the limited number of options to select during an inspection

We intend to revise the inspections form and provide further guidance to inspectors in order to improve the data we gather in this area.

## Anti-Social Behaviour (ASB)

### Including External areas

	November	December	January	February	March
Golden Lane	1	0	4	0	0
Middlesex Street	2	0	0	0	0
Dron House	0	0	0	5	0
Windsor House	1	0	0	1	0
William Blake	0	0	0	0	0
Southwark	0	0	0	0	0
York Way	3	3	2	1	1
Holloway	3	0	0	0	0
Isleden House	0	0	0	0	0
Avondale Sq.	0	0	0	0	0
Sydenham Hill	0	0	0	0	0
Harman Close	0	0	0	0	0
Almshouses	0	0	0	0	0

The ASB levels across our estates are low and mostly confined to relatively minor issues.

The types of ASB we might find during estate inspections include:

- graffiti
- fly-tipping and dumping of rubbish
- criminal damage (e.g. damage to entrance doors)
- evidence of people misusing communal areas (e.g. drugs paraphernalia)

Graffiti and other criminal damage were the most common findings.

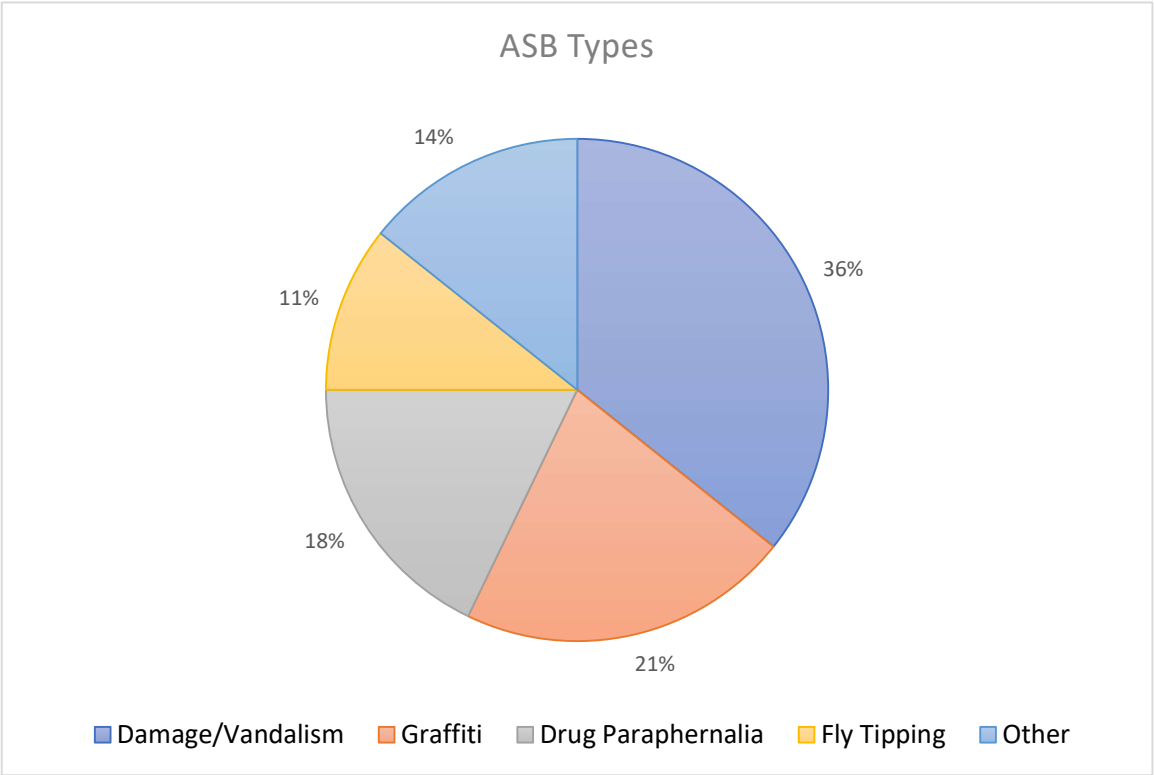


**Images taken during the  
inspection of Dron House  
in February 2020**



We have identified that the available categories of ASB on the inspection forms require expansion, as 'other' is selected quite frequently. This limits our reporting capability in relation to ASB found during estate inspections.

This could also be a training issue, as inspectors may not be sure which category to select. These improvements will be addressed along with those identified in relation to the categorisation of hazards (see above).



## Repairs

### Most common areas requiring repair

1-Entrances

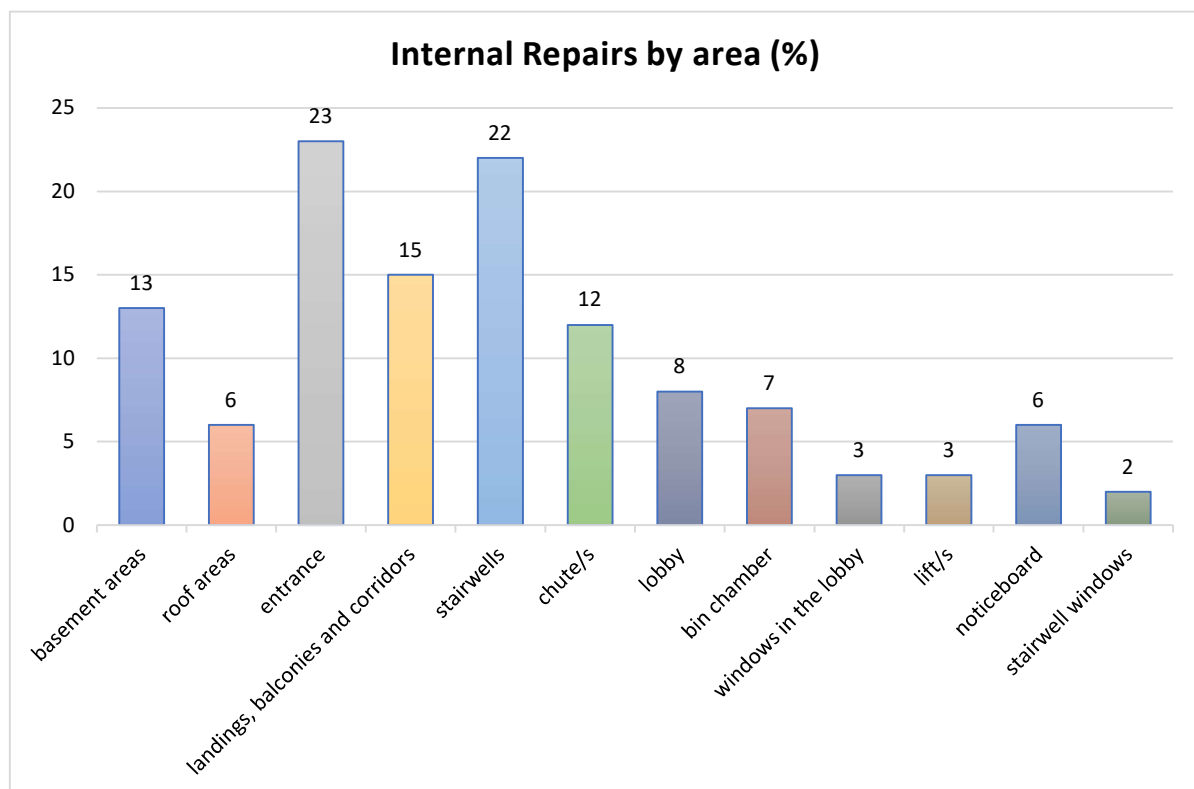
2-Stairwells

3-Landings, Balconies and Corridors

4-Basement areas

5-Chutes

Repairs to block entrances are the most frequently identified repairs item. From further analysis of the results, this appears to be due to several reasons. More commonly these are general wear and tear, such as faulty mechanisms/door entry systems, cracks in glass panes due to slamming of doors, and faulty door closers. However, there are incidents of intentional damage. Evidence such as this can help us in reporting such cases to Police and provide evidence for insurance purposes.



**Right**

**Image shows evidence of cracked glass pane suspected to be due to an attempted forced entry**



**Left**

**Image shows an example of an awaited repair following a suspected forced entry**



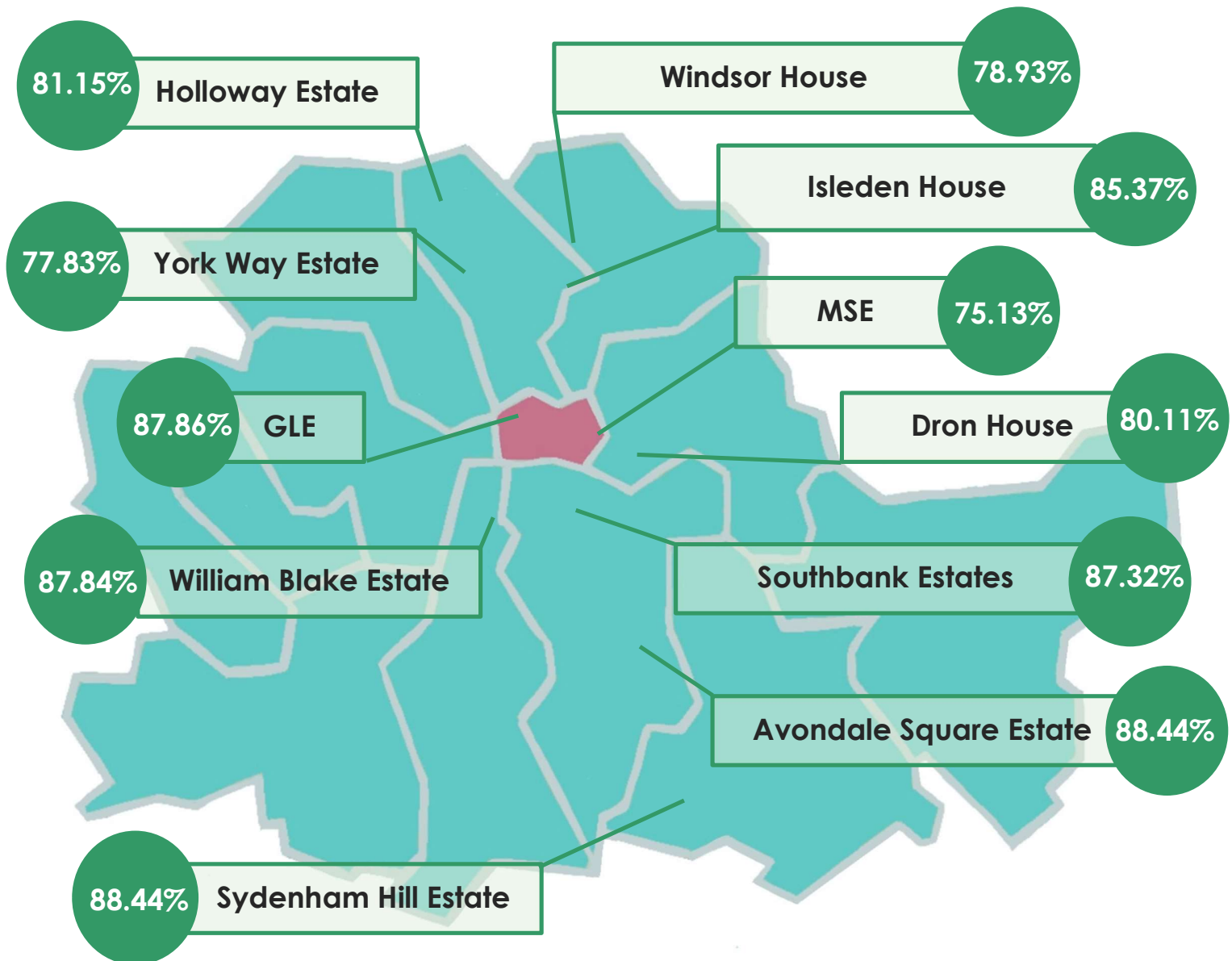
## Repairs Captured by Estate

	November	December	January	February	March
<b>Golden Lane</b>	10	3	8	7	0
<b>Middlesex Street</b>	9	1	5	7	0
<b>Dron House</b>	3	0	2	7	5
<b>Windsor House</b>	1	0	0	1	0
<b>William Blake</b>	1	0	3	3	0
<b>Southwark</b>	2	0	3	4	2
<b>York Way</b>	9	6	6	6	8
<b>Holloway</b>	3	1	3	0	1
<b>Isleden House</b>	2	0	2	0	0
<b>Avondale Sq.</b>	6	0	2	0	0
<b>Sydenham Hill</b>	0	0	0	0	0
<b>Harman Close</b>	0	0	0	0	0
<b>Almshouses</b>	0	0	0	0	0

The larger estates clearly show the most repairs identified which is to be expected.

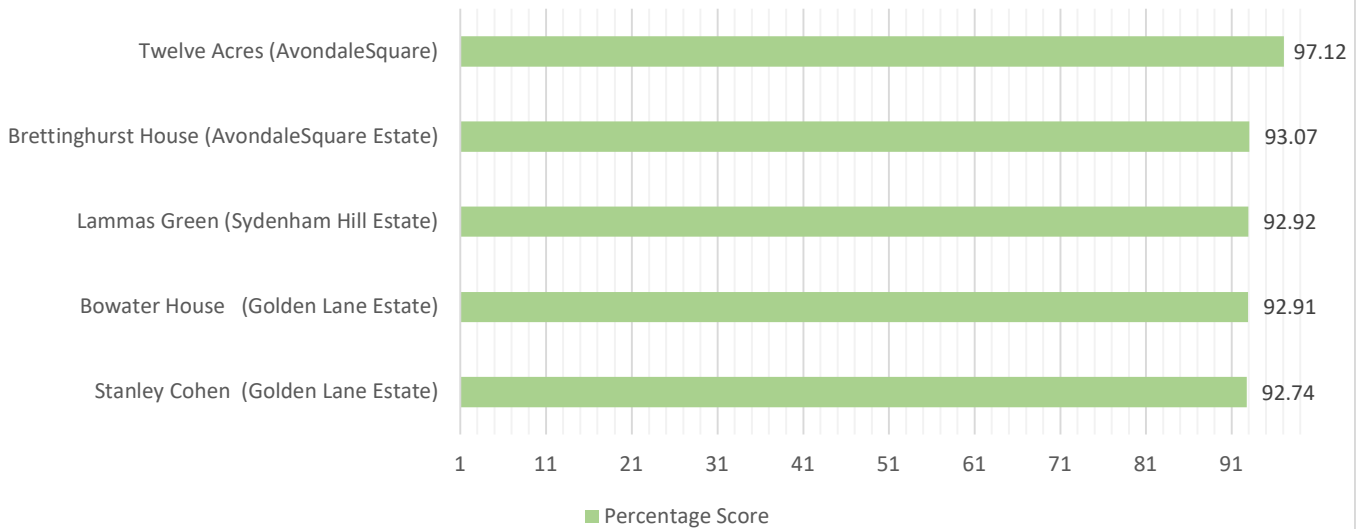
## Performance

### Estates Services inspection averages Nov-Mar

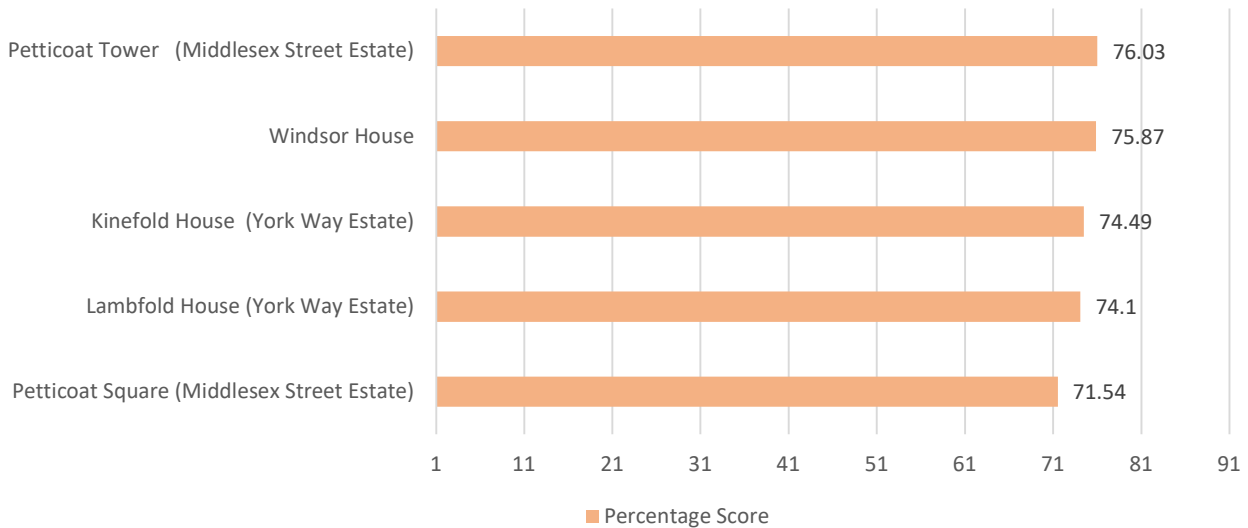


Middlesex Street Estate scored lowest in comparison to the other estates; 75% is considered the minimum acceptable overall score, below which an improvement plan is instituted. We know that there are several factors that relate to low scores in some areas, most notably the large amount of project works ongoing during the period of inspection and the additional disruption that accompanies this.

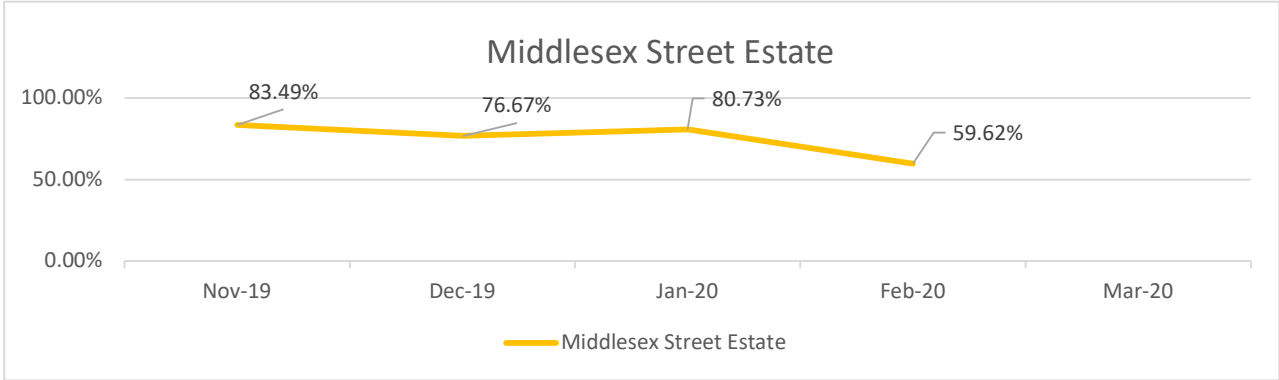
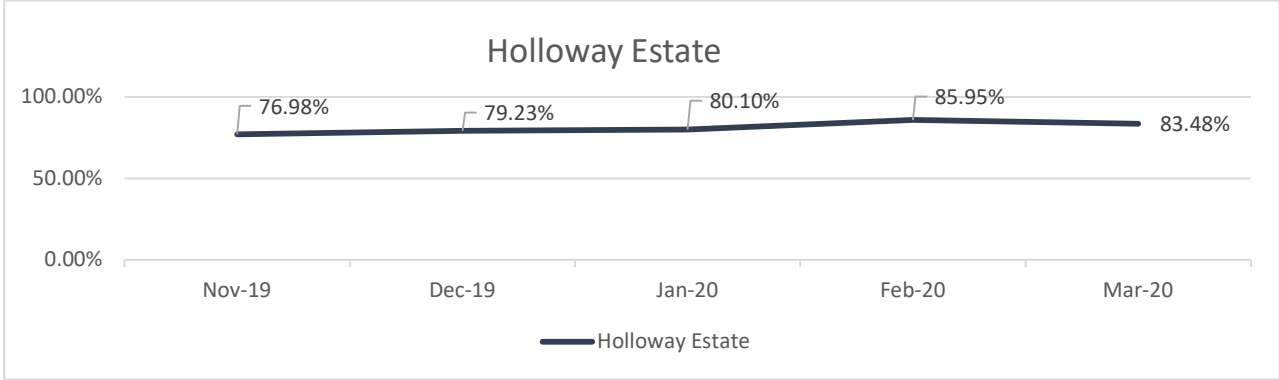
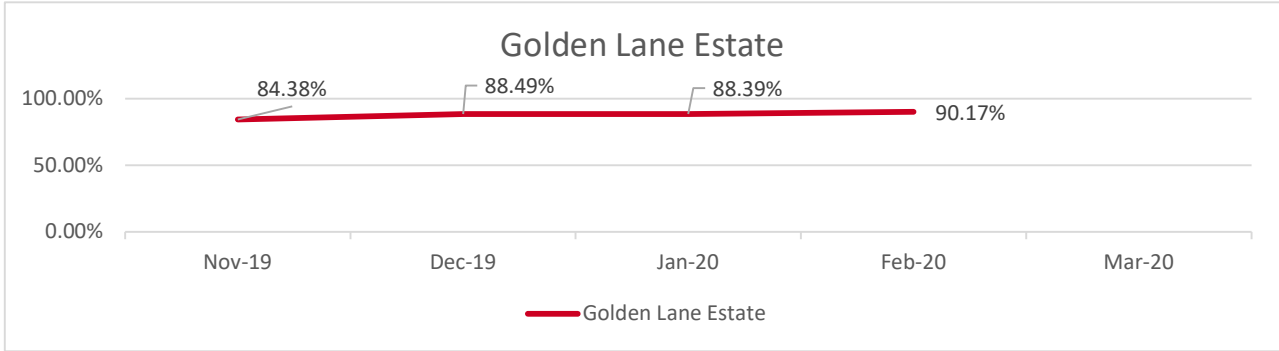
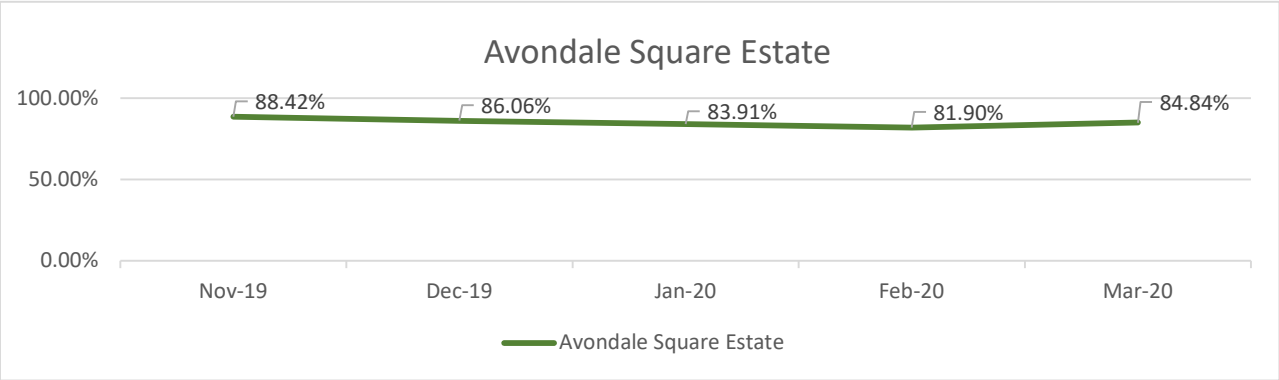
## Highest performing Individual blocks Nov-Mar

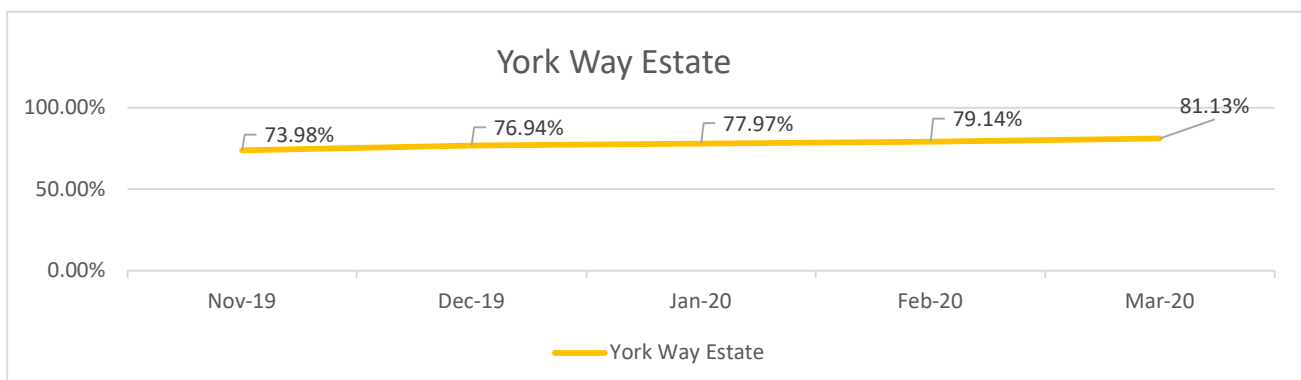
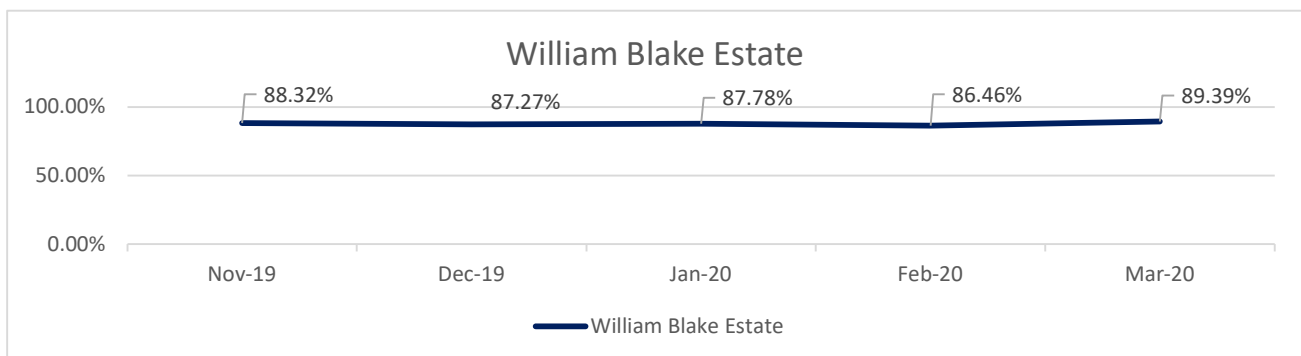
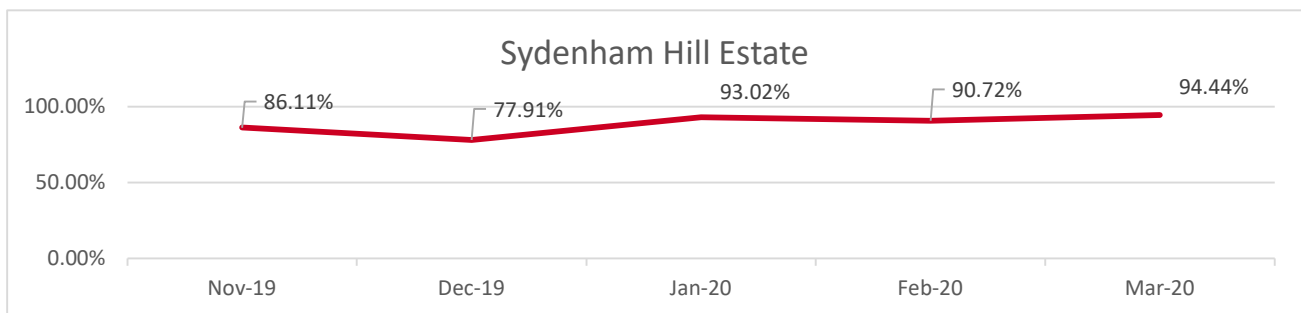
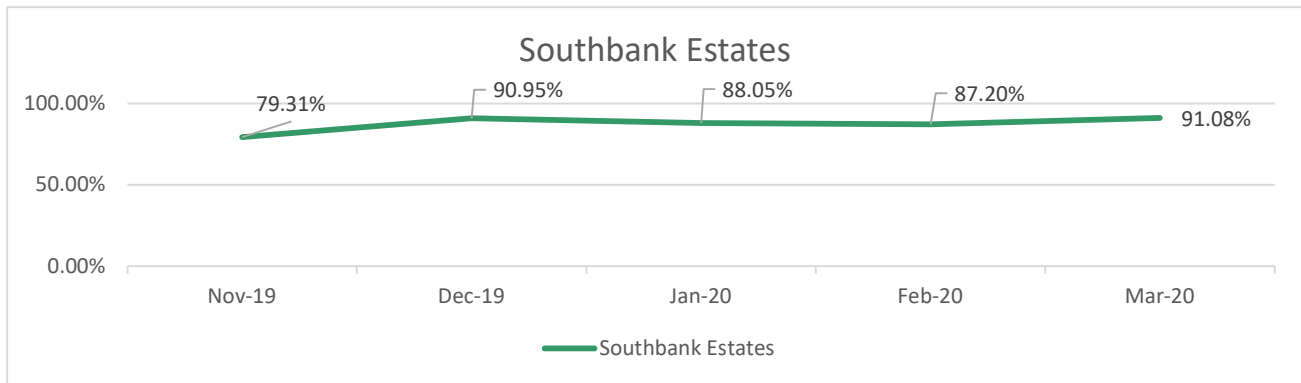


## Lowest Performing Individual Blocks Nov-Mar



# Estate Services Inspections performance by month





Where there are breaks in the timeline these estates were unable to complete inspections during this period.

# Estate Grounds Inspections

**71 grounds inspections carried out November 2019 – March 2020**

**Average Grounds Inspection Score: 82.06%**

## **Cleaning/Condition**

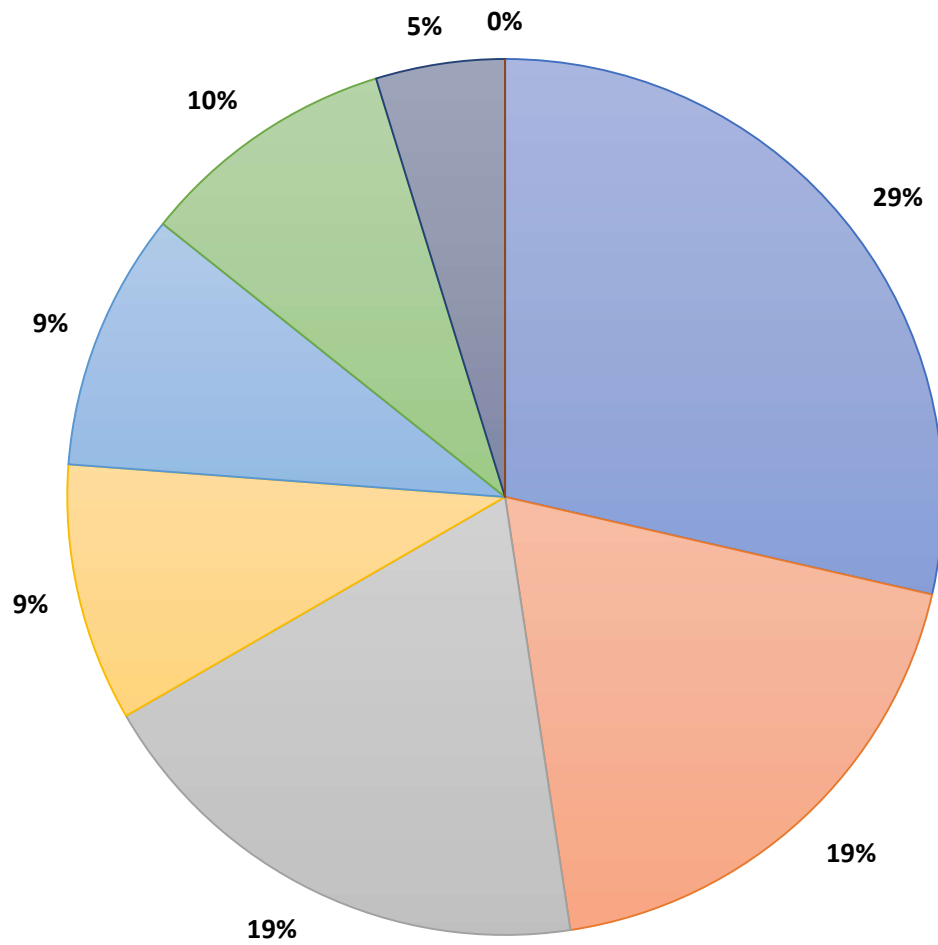
**Most common areas scoring below average:**

- 1-Play areas
- 2-Car parks and roads
- 3-Pathways, pavements and courtyards
- 4-General refuse and recycling areas
- 5-Shrubs and Shrub beds

The play areas are listed as the most common area scoring below average and this is due to the condition rather than cleaning in this instance. Several of our play areas are coming to the end of their expected lifespan and therefore require further maintenance or replacement. This is being addressed estate wide by the projects team. This is similar to our car parks and roads; some of our car parks require significant maintenance.



### Cleaning/Condition of External Areas - Low Scores



- play areas.
- car parks and roads.
- pathways, pavements and courtyards.
- General refuse and recycling areas.
- shrubs and shrub beds.
- external lighting.
- grass area.
- noticeboard (Including relevance and condition of notices)

## **Hazards**

### **Most common areas where hazards were identified.**

Only two hazards were recorded in 71 inspections of the external areas; fencing open to a play area requiring repair and a sharp edge on a bike locker also needing repair.

## **Anti-Social Behaviour (ASB)**

### **Most common ASB types recorded in external areas:**

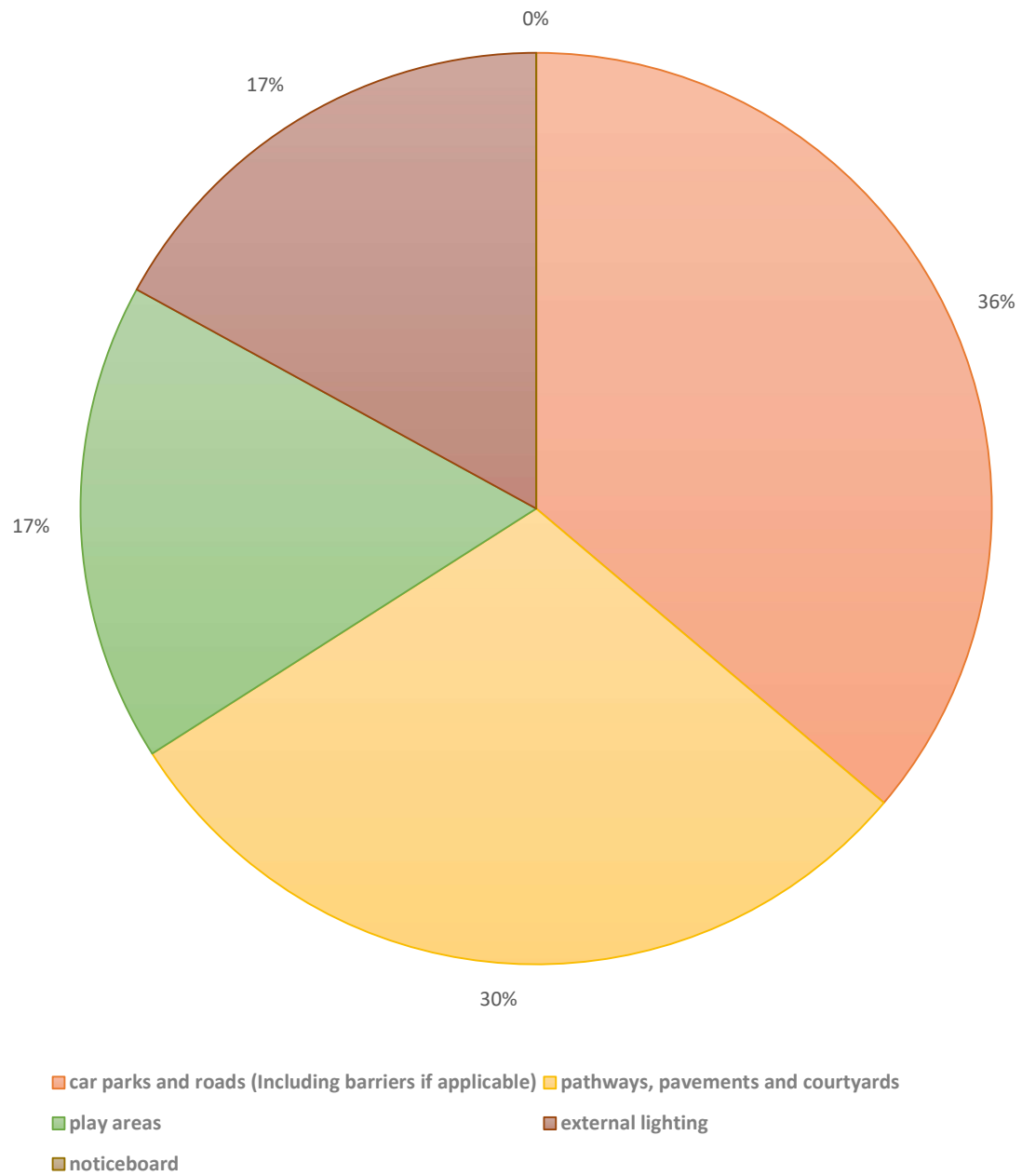
- 1-Fly tipping
- 2-Graffiti
- 3- Drugs paraphernalia

## **Repairs**

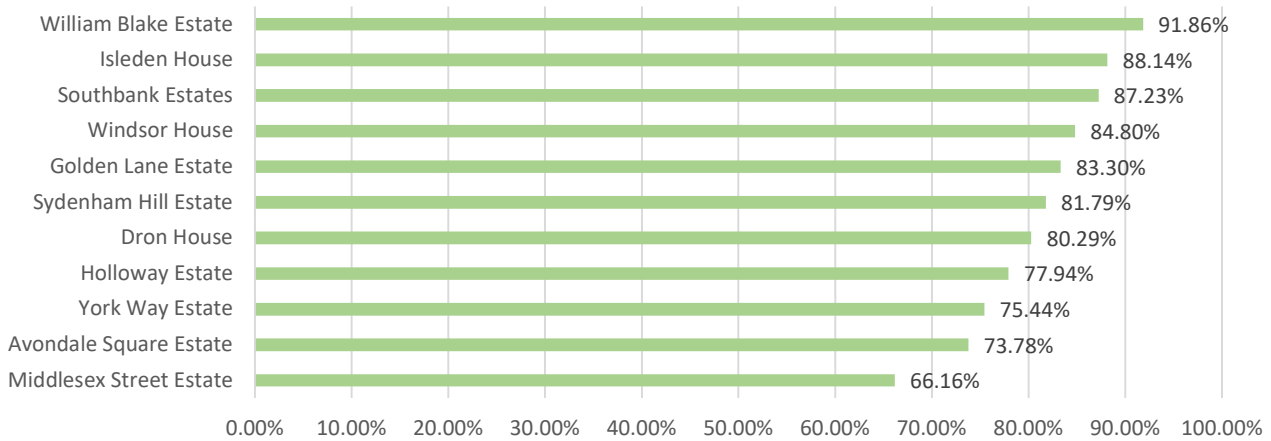
### **Most common areas of the grounds identified as requiring repair:**

- 1-Car parks and Roads
- 2-Pathways, pavements and courtyards
- 3-Play Areas
- 4-External Lighting

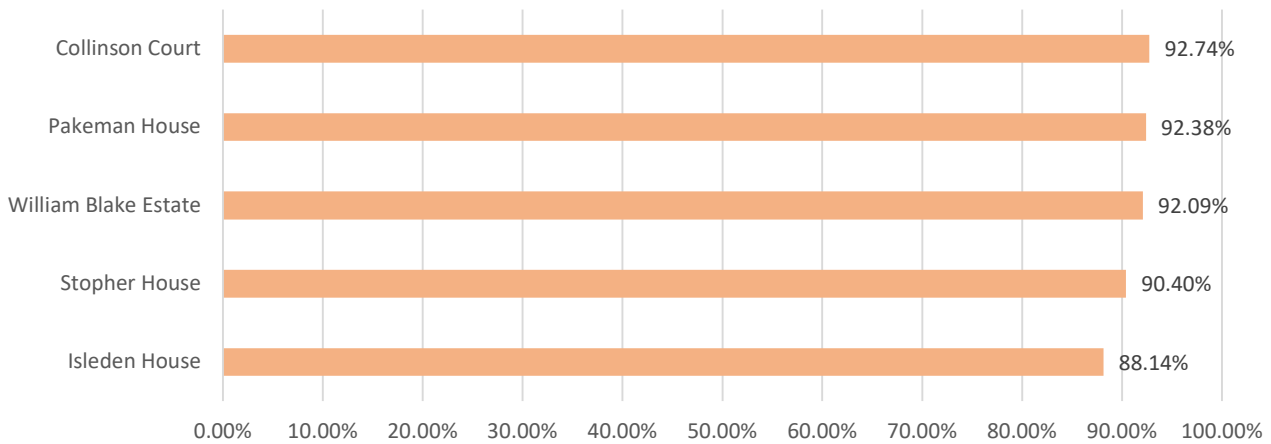
### Most common external areas requiring Repairs



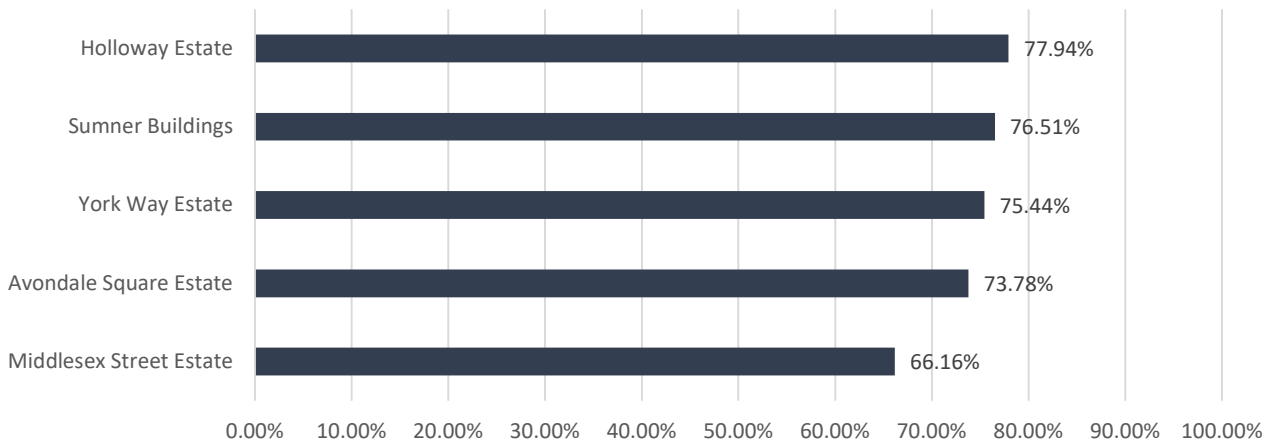
## Estates Grounds inspection averages Nov-Mar



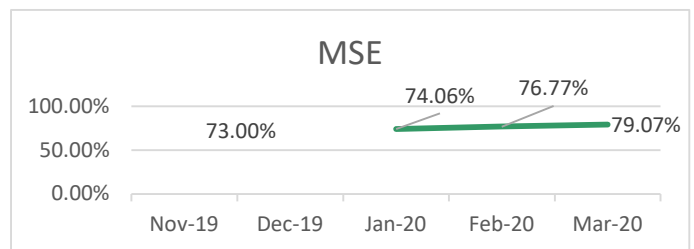
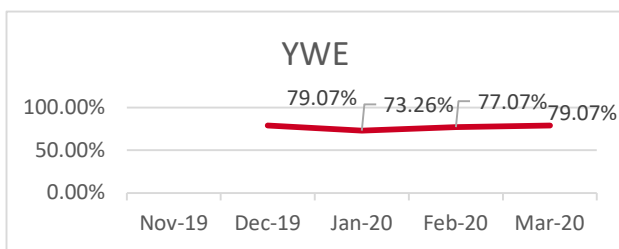
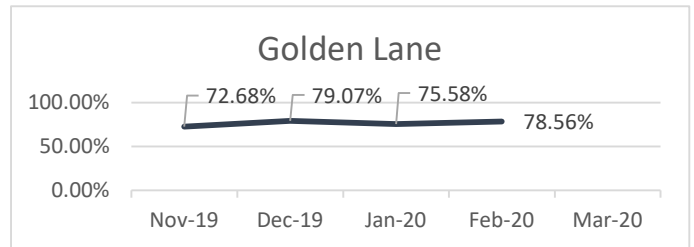
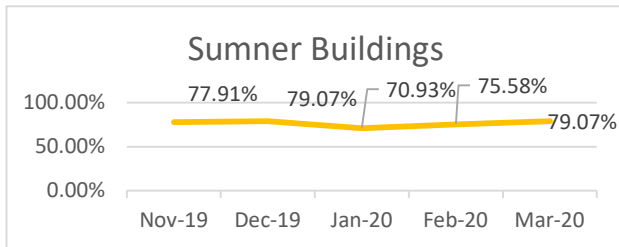
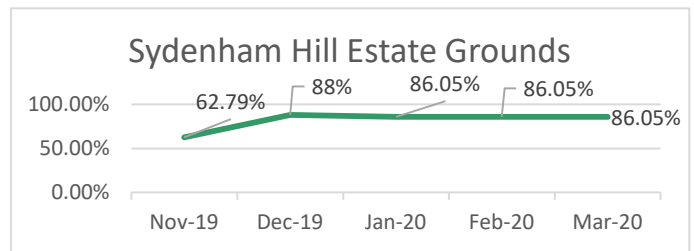
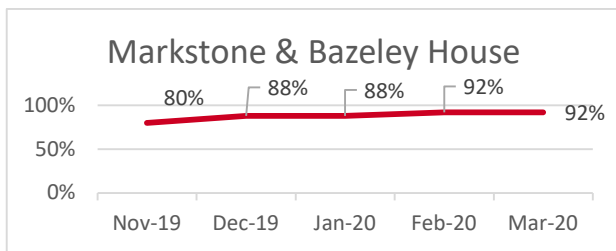
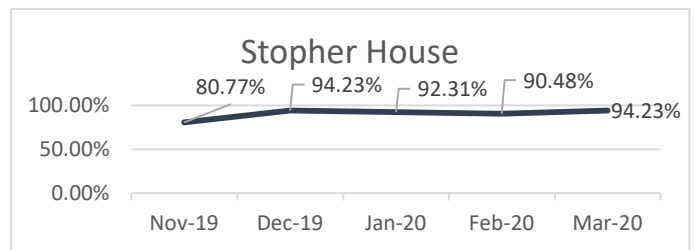
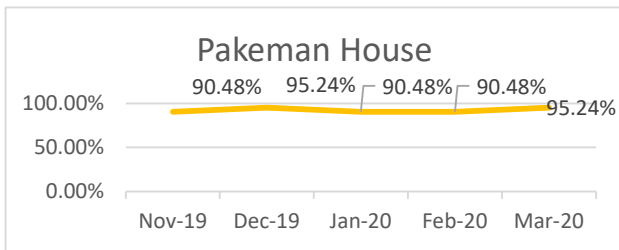
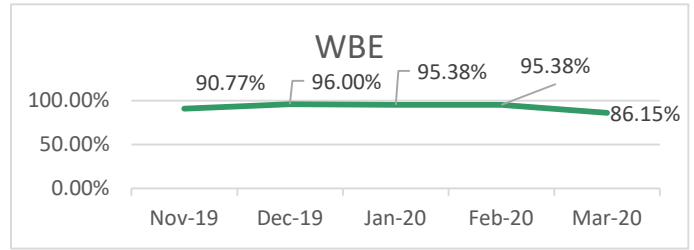
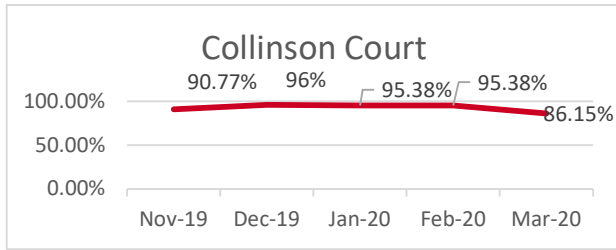
## Highest Performing individual sites Nov-Mar



## Lowest performing individual sites Nov-Mar



## Estates Grounds performance by month



Where there are breaks in the timeline these estates were unable to complete inspections during this period.

# Health and Safety

Several health and safety related inspections were created to bring consistency in the monitoring of some of the key parts of our estates.

## **Fire door inspections**

Inspections are predominantly made up of a checklist whereby all communal doors are checked to be in working order and actions raised when they require repair or adjustment.

76 block inspections were carried out, covering all fire doors in each building. Since this inspection has been implemented, we have seen an improvement in the working order of our communal fire doors in internal corridors, as repairs are being picked up more consistently.

## **Fire box inspections**

A checklist designed to ensure that the appropriate information is consistently held and up to date for the emergency services.

56 inspections of fire boxes were carried out during Nov to March. Once again, we have found this has helped ensure our fire boxes consistently hold the correct information and remain secure.



# Summary

- 522 inspections completed
- 294 Estate Services inspections (Internal areas of blocks)
- High average performance score (well above 80%)
- Most common low scoring parts found to be issues around awkward window design
- Another low scoring part was found to be lack of attention to detail with light fittings in communal areas
- Hazards identified are most commonly recorded as an ongoing issue with items stored outside of resident properties
- Hazards have also been identified in issues around the misuse of refuse chutes and roof areas
- Low ASB recorded across all areas
- Door entries recorded as the most common repair for the blocks
- Lower performance in some areas due in part to external factors, such as major projects or fabric of building
- Highest scoring blocks are notably new builds, smaller blocks and more isolated areas
- Performance scores found to be generally maintained throughout the 5 months of the report, with few discrepancies and most areas displaying steady improvement
- 71 grounds inspections
- Good average performance scores with grounds
- Play areas scoring the lowest due to age of some facilities
- Very few hazards identified in external areas

- Repairs to roads and pavements are the parts of most concern
- Fly tipping is the most common ASB concern in external areas over graffiti and drug paraphernalia
- Middlesex Street car parks play a large role in the low scoring for the external parts of that estate
- 76 fire door inspections
- Improvements in working order of communal doors and capture of repairs
- 56 fire box inspections
- Improvements in consistency of information being held in fire boxes

# The Future...

The success of the inspections has led us to examine other ways in which we could employ the iAuditor software.

Due to its ease of use, the system could certainly assist in processes such as empty property inspections, to help improve standards and ensure consistency against the Lettable Standard (currently in production). It can also potentially help in reducing administration and speeding up property turnaround times.

There is also interest from the Clerk of Works in our projects team, with whom we are working on an improved template to help with their own processes. This will assist the team in recording the necessary regulatory requirements which come with major works projects and will look to reduce the need for unnecessary paperwork, creating more time to be on site carrying out the checks.

Aside from exploring the potential for improvement in these other areas, we will maintain our focus on continued improvement and the delivery of a consistent standard of service delivery on the estates. Following the five months since the inspections commenced, we have already improved the system and will continue to make improvements as we progress.