

Safety and Quality Standard

Effective from 1 April 2024

Owner: Neil Keay (then Steve Hepworth until new Head of Property)

When completing this self-assessment you must also read the relevant parts of the [Code of Practice](#) which help us understand what is expected and how we might deliver the outcomes of the standard.

For self-assessments being reported to Board, you do not need to provide the physical evidence – this is required for the end of year annual review.

Evidence for the end of year review will be checked by the internal Audit & Risk Team. Provision of evidence is a requirement from an internal audit.

| Requirements of the Standard | Assurance None Partial Full | How is the standard met (description/comments) | Evidence to support how the standard is met (attach files or hyperlink to evidence that is published online/intranet) | Detail any ongoing work or action needed to enhance compliance | Internal Audit Team Assurance Review and comments |
|--|--------------------------------------|--|--|--|---|
| 1. Required outcomes | | | | | |
| 1.1 Stock Quality | | | | | |
| 1.1.1 Registered providers must have an accurate up to date and evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well maintained and safe homes for tenants ¹ . | Full | <ul style="list-style-type: none"> All homes are surveyed on a 5 year cycle Ongo's Asset Management system holds all relevant property data down to components and is updated by the stock condition survey and when improvement work is carried out. Ongo has external validation through a 10% stock condition survey carried out by JLL in 2022 | <ul style="list-style-type: none"> Ongo has an Asset Management System (Promaster) that holds all the information regarding the condition of our homes. It is used to develop programs of work through defined lifecycle periods set out by Ongo All updates to elemental improvements are input into the system when completed We have Stock Surveyors that carry out stock surveys on a 5-year rolling cycle <p>We also have an Energy Efficiency module that provides EPC data results by using the data in the Asset Management system. EPC's are carried out to all properties that are empty and provided to the new tenant on letting the property</p> | <ul style="list-style-type: none"> EPC data to be populated on MyHome | |
| 1.2.1 Registered providers must ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard, unless exempted by the regulator. | Full | <ul style="list-style-type: none"> Our business plan is predicated on replacing components in homes such as heating systems, kitchens and bathrooms before they reach the standard lifetimes specified in the Decent Homes Standard Our homes are surveyed every 5 years to ensure that they meet the decent homes standard AND do not have any category 1 hazards as defined by THE Housing Health & Safety Rating System (HHSRS) Any repair requests that could create a failure of the Decent Homes standard are either actioned immediately or included in a programme of future works. If a category 1 hazard is found to exist then our asset management system is updated. | <ul style="list-style-type: none"> All works carried out in our Homes to make them decent meet the standard set out Any completed work is updated in our Asset Management System to inform future programming of works, determine where improvements have improved energy efficiency of the home and update EPC data | | |
| 1.3 Health and Safety | | | | | |
| 1.3.1 When acting as landlords, registered providers must take all reasonable steps to | Full | <ul style="list-style-type: none"> The stock surveys that are carried out use the Housing Health Safety Rating System (HHSRS) to determine any defects that fall within that framework and are | <ul style="list-style-type: none"> Stock survey records Reports to board showing decent homes failure rate | <ul style="list-style-type: none"> Review the process for damp and mould to | |

¹ Throughout the consumer standards 'tenants' means tenants and other occupiers of social housing which includes licensees and shared owners (unless explicitly stated)

¹ Shared spaces are those spaces associated with a registered providers homes and used by their tenants that are not the responsibility of the landlord, as opposed to communal areas where landlords have direct responsibilities for ensuring their safety and maintenance

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| ensure the health and safety of its tenants in their homes and associated communal areas. | | <p>reported in order that the work is completed within the set timescales</p> <ul style="list-style-type: none"> We also carry out servicing to all our homes in relation to: <ul style="list-style-type: none"> Gas Electric Fire Smoke Alarms Carbon Monoxide detectors Ongo also carry out inspections, and have information related to the location and condition of any asbestos in our homes Legionella checks are carried out to our empty homes whilst in the process for reletting We have a Compliance team in place that manage and monitor the contractors and the completions of all legislative servicing works such as Gas/Electric/Fire/Legionella/Asbestos/Lifts Ongo has a Damp and Mould policy that sets out the processes and data in place to deal with properties where Damp and Mould is reported, either by the tenant or members of the internal teams We utilise an augmented reality system (AR) where possible to assist us in determining and rate the damp and mould and giving it the required rating | <ul style="list-style-type: none"> KPI reports and board reports showing the landlord compliance in health and safety Fire Management Procedures Gas safety policy and procedures Health and safety policy | enhance effectiveness by end of August | |
| 1.4 Repairs, maintenance and planned improvements | | | | | |
| 1.4.1 Registered providers must provide an effective, efficient and timely repairs maintenance and planned improvements service for the homes and communal areas for which they are responsible. | Full | <ul style="list-style-type: none"> Ongo employs an internal team of qualified trade colleagues that are involved in the completion of day-to-day repairs and works to our empty homes. The team are assisted by a number of contractors used when demand is high or the work is of a more technical or specialist nature We have a maintenance policy that sets out the priorities in place for repairs to our homes. These are monitored through Key Performance Indicators (KPI's) (including Tenancy Satisfaction Measures (TSMs) and by the Tenants Properties Panel, Tenant Inspectors and Community Voice Planned improvements are undertaken mainly by contractors and managed by the Property Investment Team Contractor Service Level Agreements (SLAs) in place Timescales in Maintenance Policy, report on these via monthly balanced scorecard Asset management strategy and action plan Decarb plan Neighbourhood management policy Lettable standard | <ul style="list-style-type: none"> Maintenance services Policy & Procedures KPI reports Contractor SLA's Asbestos Management Plan Neighbourhood management policy Neighbourhood standard Tree policy | <ul style="list-style-type: none"> Look to a proactive approach of sharing information on planned works with tenants Repairs communications plan to improve the customer journey information | |

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| | | <ul style="list-style-type: none"> Neighbourhood services team carried out planned cleans and environmental works Contract coordinator in place | | | |
| 1.5 Adaptations | | | | | |
| 1.5.1 Registered providers must assist tenants seeking housing adaptations to access appropriate services. | Full | <ul style="list-style-type: none"> Tenancy services team identify and signpost where required At point of contact, signposting to adaptations where relevant Partnership working with Occupational Health (OH) and also with Local Authorities (LAs) Ongo internal teams carry out minor aids and adaptations works that are highlighted by North Lincolnshire Council (NLC) | Aids & Adaptations policy | <ul style="list-style-type: none"> Populate website under Tenants Rights | |
| 2. Specific Expectations | | | | | |
| 2.1 Stock quality | | | | | |
| 2.1.1 Registered providers must have an accurate record at an individual property level of the condition of their homes, based on a physical assessment of all homes and keep this up to date. | | <ul style="list-style-type: none"> Stock condition surveys rolling cycle Updating of asset system process | Stock condition data and reports | | |
| 2.1.2 Registered providers must use data from across their records on stock condition to inform their provision of good quality well maintained and safe homes for tenants including: | | <ul style="list-style-type: none"> Cyclical surveys, repairs information, work to empty homes and damp and mould surveys and repairs are all used to inform and update our asset management system and programs of work | Asset management system reports and policies | | |
| a) compliance with health and safety legal requirements | | <ul style="list-style-type: none"> Balance score card monitoring of compliance checks Stock records Reporting to board Incoming Guinness stock had asbestos survey info but not as advanced as Ongo's standard, hence carrying out additional Ongo survey Use component information from stock survey to set cycles of programmes, to produce the 30 year business plan Housing Health & Safety Rating System - stock surveys use this standard to identify risk to life | Compliance reports to Group Audit & Risk Committee and Board | | |
| b) compliance with the Decent Homes Standard | | <ul style="list-style-type: none"> We monitor and report TSMs within the monthly balanced scorecard to Board Process for No Access Influence of those props that won't meet this, e.g. conservation area. Sustainability Group that looks at long term viability, e.g. demolition. Options appraisal procedure in place | KPI reports to Group Audit & Risk Committee and Board | | |
| c) delivery of repairs, maintenance and planned improvements to homes, and | | <ul style="list-style-type: none"> Stock surveyors report repairs and Health & Safety issues in real time | KPI reports to board and internal audit reports to Group Audit & Risk Committee | | |

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| d) allocating homes that are designed or adapted to meet specific needs appropriately. | | <ul style="list-style-type: none"> Stock surveys, e.g. would pick up adapted properties to understand our homes. This would then influence the advert for the property and the allocation to those who need it Data held in asset management system, e.g. wet rooms, adapted kitchens | Allocations policy | | |
| 2.2 Health and Safety | | | | | |
| 2.2.1 Registered providers must identify and meet all legal requirements that relate to the health and safety of tenants in their homes and communal areas. | | <ul style="list-style-type: none"> OH has an <u>Inspection & Testing Policy and Plan</u> in place Audited legal register in place Risk Assessments (Ras) are carried out as required by legislation Ongo's HRRBs (high risk residential buildings) have been registered with the Building Safety Regulator Component data creates cycle of inspections All required RA's remain up to date and valid Monitoring Balanced Scorecard | <ul style="list-style-type: none"> Health and safety policy Inspection and testing policy Fire Risk Assessments and Building Safety Plans | | |
| 2.2.2 Registered providers must ensure that all required actions arising from legally required health and safety assessments are carried out within appropriate timescales. | | <ul style="list-style-type: none"> Any actions identified from Third party Risk Assessments (such as Fire & Legionella) are currently uploaded and tracked to completion through Pentana where notes and supporting documentation are also attached. This is also reported to Board for transparency. | <ul style="list-style-type: none"> Reports to Group Audit & Risk Committee | <ul style="list-style-type: none"> Building Compliance are in the process of implementing a new system to manage and track Building Compliance in one place. This will include Gas, Electricity, Legionella, Lifts, Fire and Asbestos | |
| 2.2.3 Registered providers must ensure that the safety of tenants is considered in the design and delivery of landlord services and take reasonable steps to mitigate any identified risks to tenants. | | <ul style="list-style-type: none"> Driven processes with tenancy services reporting damp and mould and other H&S issues seen in communal areas etc. Repair operatives pick up H&S issues while out and report back Training of front line operatives on risks, e.g. damp and mould No access process tools Sensitive lettings Designed repair priorities around emergencies Stock surveys Sterile policy and procedure etc. | <ul style="list-style-type: none"> Damp & Mould policy Sterile policy for fire risks Report it button on iPads for repair operatives | | |
| 2.3 Repairs, maintenance and planned improvements | | All responsive and planned repair works are designed to meet all relevant health and safety requirements | <ul style="list-style-type: none"> Health and safety policy Asset Management Plan | | |
| 2.3.1 Registered providers must enable repairs and maintenance issues to be reported easily. | | <ul style="list-style-type: none"> Multiple ways to report through any contact method, e.g. Myhome, telephone, in person, email etc. | <ul style="list-style-type: none"> Transactional tenant satisfaction surveys | | |
| 2.3.2 Registered providers must set timescales for the completion of repairs, maintenance and planned improvements, clearly communicate them to tenants and take appropriate steps to deliver to them. | | <ul style="list-style-type: none"> Repair priorities agreed with tenants and publicised to tenants Staff trained on how to identify correct repair priorities Performance reports to monitor numbers repaired within priority | <ul style="list-style-type: none"> Maintenance policy and procedures Performance reports Contractor SLA's | | |

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| 2.3.3. Registered providers must keep tenants informed about repairs, maintenance and planned improvements to their homes with clear and timely communication. | | <ul style="list-style-type: none"> Contractor SLAs in place Appointment booked and confirmation shared with tenant Trades picks up job and this will alert tenant on route via text If job is to be sent to a contractor then we will tell the customer and advise contractor will be in touch within agreed timescale | <ul style="list-style-type: none"> Transactional tenant satisfaction surveys Customer journey mapping and Plan | <ul style="list-style-type: none"> Build on improving communications with customers on what's happening with their repair throughout the repair journey Need to be able to communicate planned work timescales to customers | |
| 2.3.4 Registered providers must understand and fulfil their maintenance responsibilities in respect of communal areas. | | <ul style="list-style-type: none"> Any repairs identified in communal areas by staff carrying out inspections, including emergency lighting, asbestos checks, any repairs or defects found within the communal areas, are recorded at time of inspection and are reported through to the relevant department or contractor for rectification | <ul style="list-style-type: none"> Maintenance policy and plan Neighbourhood standard Neighbourhood management policy | | |
| 2.3.5 Registered providers must ensure that the delivery of repairs, maintenance and planned improvements to homes and communal areas is informed by the needs of tenants and provides value for money, in addition to the requirement at 2.1.2. | | <ul style="list-style-type: none"> Tenants are involved in the specifying and approval of tenders and contracts Tenants agree all policies relating to repairs maintenance and planned works at their Community voice Group Tenants generally are consulted through written communications, social media ad targeted digital communications | <ul style="list-style-type: none"> Procurement & Tendering policy and procedure Contract management framework and procedure VFM framework Social value framework SLA Planned improvements in place The customer voice feedback, e.g. property panel influencing repair priorities, RSP influencing contractor SLAs etc. <p>Further learning from surveys and complaints</p> | | |
| 2.4 Adaptations | | | | | |
| 2.4.1 Registered providers must clearly communicate to tenants and relevant organisations how they will assist tenants seeking housing adaptation services. | | <ul style="list-style-type: none"> Tenants are informed through information in their tenancy agreement, information at tenancy commencement and in digital and paper communications plus our website how Ongo will assist in adaptations services | <ul style="list-style-type: none"> Aids & Adaptations policy Minor Aids & Adaptions procedure Tenancy services team identify and signpost where required At point of contact, signposting to adaptations where relevant Partnership working with Occupational Health and LAs <p>Ongo internal teams carry out minor aids and adaptations works that are highlighted by NLC</p> | <ul style="list-style-type: none"> Pick up again under property permissions process Populate website under tenants' rights | |
| 2.4.2 Registered providers must co-operate with tenants, appropriate local authority departments and other relevant organisations so that a housing adaptations service is available to tenants where appropriate. | | <ul style="list-style-type: none"> Ongo co-operates with each local authority in the areas in which we work to ensure tenants can access housing adaptations services | <ul style="list-style-type: none"> Partnership working with Local Authorities (LAs) Approval procedure in place Ongo carry out minor aids and adaptations at request of LA | | |

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| | | | Identifying, supporting and signposting tenants to the help they need from Ongo Homes/LA etc. | | |