

Site Supervision Management Plan

A Introduction

- A1. This site supervision management plan (SSMP) sets out the working arrangement to effect the maintenance, safety and quality standards of accommodation to the tenants of Regent Housing Limited (RHL).

B Scope

- B1. This SSMP is Relevant to:

- a. Regent Housing Limited, Regent House, Unit 20, Progress Business Centre, Whittle Parkway, Slough, SL1 6DQ (RHL, the Landlord)
- b. And affects the following property and residing Tenants

RHL Property PRID	: PR0093
Property Address	: 17 Campion Close Uxbridge Middlesex UB8 3PY
Property Contact Number	: 01895 478 302
Max number of Tenants	: 7
RHL Housing Manager Name*	: James Sheridan
RHL Housing Manager Contact Details*	: 07805 038 258 / j.sheridan@regenthousing.co.uk
RHL Head Office Address	: Regent House, Unit 20, Progress Business Centre, Whittle Parkway, Slough, SL1 6DQ
RHL Head Office Contact Details	: 01628 902 466 / info@regenthousing.co.uk
RHL Housing Officer Name*	: Jairo Mora
RHL Housing Officer Contact Details*	: 07387 109 244 / j.mora@regenthousing.co.uk
RHL Out of Hours Contact Details	: 07805 038 258 / 07500 168 168
SCP Name	: Comfort Care Services Ltd.
SCP Head Office Address	: Comfort Care Services Progress Business Centre Unit 2 Whittle Parkway Slough SL1 6DQ

SCP Head Office Contact Details : 01628 600 412 / enquiries@comfortcareservices.com

SCP Line Manager Name* : Katarzyna Skowronska

SCP Line Manager Contact Details* : 07805 033 136
k.skowronska@comfortcareservices.co.uk

SCP Out of Hours Contact Details : 07500 168 168

* Subject to change from time to time

C Agreement

C1. Tenancies

RHL will limit the number of tenants occupying the house to a maximum 7 tenants and that each tenant will be the sole occupier of their allocated bedroom.

C2. Parking Management

As a condition of their tenancy agreement, tenants will not be permitted to park or operate motor vehicles from the property. The current two spaces are reserved for 1 staff and 1 visitor. Adherence to parking restrictions will assured via the RHL housing officer visits in accordance with para C3.

C3. Housing Officer Schedule of Visits

The designated housing officer is scheduled to visit each assigned property on a bi-weekly basis unless increased intervention is requested, required or delegated by the housing manager. During scheduled visits and as part of the housing officers delegated duties they will monitor the security of the premise in accordance with C6, health and safety checks in accordance with para C10, fire safety checks in accordance with para C11, conduct quality assurance audit and inspections in accordance with para C12, and expedite any maintenance requests and / or requirements in accordance with para C13.

C4. Scheduled Maintenance

The RHL maintenance department shall maintain an up to date schedule of routine maintenance including the gardening requirements set out in para C8, the decoration requirements set out in para C9 and the provision of company certification as set out in para C7. All required scheduled maintenance will be delegated to the relevant and suitably qualified maintenance operative for completion within the timescales set out in para C13.

C5. Unscheduled Maintenance

RHL housing officers will raise any unscheduled maintenance and repair requirements to the RHL maintenance department if identified during quality assurance audits and inspections, fire safety checks, health and safety checks or if informed by a tenant or their stakeholder (where applicable).

Unscheduled maintenance requirements may also be submitted directly by tenants by submitting an email request to info@regenthousing.co.uk or by phone on 01628 902 466.

C6. Security

RHL housing officers will conduct a security inspection of the property on a periodic basis, including inspections of internal and external: windows, doors, locks etc. All adverse findings will be reported to RHL maintenance for remedial actions. The RHL housing officer will liaise with the tenant and their stakeholders (where applicable) to keep them informed of outstanding security related matters.

C7. Provision of Compliance Certification

RHL will arrange and maintain an up to date schedule of all health and safety and statutory certifications required by the company and regulations to minimise risks to tenants, RHL staff and visitors. These include:

- a. Fire Detection and Alarm System Inspection and Servicing Report
- b. Fire Equipment Service and Test Certificate
- c. Emergency Lighting Inspection and Test Certificate
- d. Electrical Installation and Conditioning Certificate
- e. Gas Safety Certificate
- f. Portable Appliance Testing Certificate
- g. Others as necessary

C8. Gardening Schedule

During the spring and summer months the RHL maintenance department will conduct maintenance of the front and back gardens every two to three weeks including the mowing of lawns, trimming of bushes etc. During the winter months housing officers will feedback any gardening requirements highlighted as part of their quality assurance audits and inspections in accordance with para C12 and raise any gardening related requirements to the maintenance department in accordance with para C8.

C9. Redecoration Schedule

The RHL maintenance department will conduct scheduled redecoration of all communal areas within a property every three years or as and when required. If the RHL housing officer, as part of their quality assurance audit and inspection highlights that redecoration work should be conducted sooner they will inform the maintenance department. In addition, bedrooms are redecorated prior to a new tenant moving into the property or as highlighted by a housing officer quality assurance audits and inspection. All requirements for decoration are to be raised to the maintenance department in accordance with para C13.

C10. Management of health and safety

RHL housing officers will conduct and periodically maintain a House Health and Safety Risk Assessment. In addition, RHL housing officers will conduct periodic audits and inspections of the property to identify and remedy any health and safety related matters. The RHL housing officer will liaise with the tenant and their stakeholders (where applicable) to keep them informed of outstanding health and safety related matters.

RHL housing officers will conduct a Health and Safety inspection of the tenant's bedroom and communal areas of the property including gardens and outbuildings on a periodic basis, including inspections for

general safety, cleanliness, trip-hazards and electrical overloading and damage to RHL supplied equipment etc. All adverse findings will be reported to RHL maintenance for remedial actions. The RHL housing officer will liaise with the tenant and their stakeholders (where applicable) to keep them informed of outstanding health and safety related matters.

C11 Management of fire safety

RHL housing officers will conduct and periodically maintain a House Fire Safety Risk Assessment. In addition, RHL housing officers will conduct periodic audits and inspections of the property to identify and remedy any fire safety related matters. The RHL housing officer will liaise with the tenant and their stakeholders (where applicable) to keep them informed of outstanding fire safety related matters.

RHL housing officers will conduct a Fire Safety inspection of the tenant's bedroom and communal areas of the property including gardens and outbuildings on a periodic basis, including inspections for general safety, cleanliness, obstacle free fire exits, fire alarm and equipment checks, emergency light checks, smoke and carbon monoxide detector checks and fire extinguishers life checks etc. All adverse findings will be reported to RHL maintenance for remedial actions. The RHL housing officer will liaise with the tenant and their stakeholders (where applicable) to keep them informed of outstanding fire safety related matters.

C12. Quality Assurance and inspections

RHL housing officers will conduct routine audits and inspections of the property including gardens and outbuildings to highlight any shortfalls and expedite remedial actions in relation to the following:

- Fire, health and safety arrangements and equipment
- Maintenance and repair
- General safety
- Cleanliness
- Tenant satisfaction

In addition, RHL housing officers will conduct periodic checks of tenant flats or bedrooms (group homes), including inspections for evidence of cleanliness, storage and hoarding of flammable materials, smoking, use of candles and other naked flames, use of portable heaters, electrical overload and correct operation of smoke detectors, carbon monoxide detector etc. The RHL housing officer will support the tenant to remedy any adverse findings. Where adverse findings cannot be remedied, RHL Housing Officers shall report the findings to the housing manager for further monitoring and actions. The RHL housing officer will liaise with the tenant and their stakeholders (where applicable) to keep them informed of any remedial actions required.

C13. Management of maintenance and repair

RHL housing officers will periodically inspect communal areas including fixtures and fitting, gardens, outbuildings and drives and tenant bedrooms as part of their scheduled visits. RHL housing officers will support tenants to identify and report maintenance and repair requirements to the RHL maintenance department in accordance with the tenant's tenancy agreement. The RHL housing officer will expedite repairs to closure and keep the tenant and their stakeholder (where applicable) informed of progress.

The RHL maintenance department will aim to remedy any maintenance and repair requirements within 30 days unless the matter poses a heightened risk to tenants, staff or visitors, in which remedial actions will be conducted as soon as practicable and within 24hrs.

In the event the maintenance or repair is of an emergency nature the tenant or RHL housing officer must contact the RHL emergency maintenance contact number: 01628 902 466 (09:00 – 17:00) or 07788 4 30 630 (17:00 to 09:00) or 07500 168 168 (17:00 to 09:00).

For gas leaks call: 0800 111 999

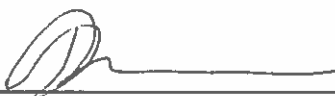
For electricity supply failures call: 105

For water major leaks call: 0800 714 614

James Sheridan, Housing Manager :

Regent Housing Ltd

Date


: 14 / 02 / 2019

Gee Bafhtiar, Chief Operating Officer :

Comfort Care Service (UK)

Date


: 14 / Feb / 2019.

