

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:
- Regent Housing Limited, Regent House, Unit 20, Progress Business Centre, Whittle Parkway, Slough, SL1 6DQ (RHL, the Landlord)
 - 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

C5. 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

C6. 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 C10 and raise any gardening related requirements to the maintenance department in accordance with para C11.

C7. 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 C11.

C8. 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.

C9. 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.

C10. 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.

C11. 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).

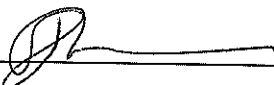
For gas leaks call: 0800 111 999

For electricity supply failures call: 105

For water major leaks call: 0800 714 614

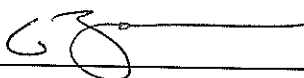
James Sheridan, Housing Manager
Regent Housing Ltd

Date

: 
: 17/12/2018

Gee Bafhtiar, Chief Operating Officer :
Comfort Care Service (UK)

Date

: 
: 17 - Dec - 2018

