

Health And Safety Compliance 2024/2025

Quarter 3 – October - December



DARLINGTON
Borough Council

Summary

This is a compliance report covering from **1st October 2024 to 31st December 2024** focusing on DBC's Sheltered schemes and tenanted properties.

RAG Rating provides you with a summary of information. At a basic level Green means fully compliant at the period end, while Amber was not 100% compliant but actions are in place to rectify. Red alerts you to the fact that it is out of compliance and action is required in some way, as there is no robust plan in place.

Area of compliance	RAG Rating
Asbestos – (Management Surveys Programme)	100%
Asbestos – (Housing)	100%
Asbestos – (Blocks of flats)	100%
Damp & Mould	N/A
Electrical Safety – (Housing)	93.43%
Electrical Safety – (Sheltered Schemes)	100%
Fire Risk Assessments - (Sheltered Schemes / Community centres)	100%
Fire Risk Assessments - (Blocks of Flats)	On hold
Fire doors (Installations)	30.96%
Fire doors (Inspections – new doors)	N/A
Gas Safety – (Sheltered Schemes)	100%
Gas Safety – (Housing)	99.22%
Smoke Alarms & CO – (Smoke Alarms)	98.33%
Smoke Alarms & CO – (CO Alarms)	98.33%
Legionella – (Sheltered accommodation inspection, and monitoring)	100%
Radon	N/A
Lifts	67.71%
Stairlifts	90.57%

The certificate compliance is signed off by the gas and electrical managers. Housing Asset & Compliance conduct sample checks against completed certificates to confirm compliance. This is further being developed through exploration of TCW (The Compliance Workbook) system which enables certificates to be analysed against the many rules and regulations to highlight areas for review.

Definitions

BS01 – Gas safety checks (P30)

Proportion of homes for which all required gas safety checks have been carried out. This TSM must reflect the compliance position at the end of each reporting year.

Providers must ensure that all statutory obligations in relation to carrying out gas safety checks relating to this unit were met and that these were appropriately recorded. This includes statutory obligations for keeping gas safety checks up to date, but not the completion of remedial actions that may be identified in gas safety checks.

Gas safety checks relating to a dwelling unit include all checks required both inside the dwelling and on any communal or relevant part that serves the dwelling. For example, if a gas safety check is required on a communal boiler that serves a number of relevant dwelling units, providers must ensure that this check is carried out to be able to report compliance for these units. Dwelling units for which all required gas safety checks were not carried out as at year end must not be counted within item A of the TSM calculation, even if the reason for this concerned an inability to gain access to the dwelling unit (or a communal or other relevant part). If a vacant dwelling had its gas supply disconnected, then any required records relating to disconnection would be included as a gas safety check reflected in this TSM.

BS02 – Fire safety checks (P32)

Proportion of homes for which all required fire risk assessments have been carried out.

Providers must ensure that all statutory obligations in relation to carrying out FRAs for a particular property were met, and that these were appropriately recorded, in order to report compliance for the dwelling units in that property in item A above. This includes statutory obligations for keeping FRAs up to date through interim reviews, but not the completion of remedial actions that may be identified in FRAs. Although this TSM does not measure remedial actions, providers must of course ensure that these are carried out as required.

A 'property' in this context means a building that requires an FRA – this is typically a building with two or more dwelling units and at least one communal part (e.g., a tower block). All

communal parts (e.g., lifts, stairwells etc.) and other relevant parts of the property (e.g., storage rooms, external wall systems, balconies, and flat front doors etc.) which are required to be included within the scope of FRAs must be covered. If multiple FRAs were required for a property, providers must have ensured that all these FRAs were carried out in order to report compliance for the dwelling units within this property.

This TSM must reflect the compliance position at the end of each reporting year. Subject to statutory obligations, it may reflect FRAs conducted within the current reporting year or previous reporting years.

BS03 – Asbestos safety checks (P33)

Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.

Providers must ensure that all statutory obligations in relation to carrying out asbestos management surveys or re-inspections for a particular property were met, and that these were appropriately recorded, in order to report compliance for the dwelling units in that property in item A above. This includes statutory obligations for keeping surveys and re-inspections up to date but not the completion of remedial actions that may be identified (except for those related to re-inspection specifically).

If multiple asbestos management surveys or re-inspections were required for a property, providers must have ensured that all these were carried out in order to report compliance for the dwelling units within this property.

This TSM must reflect the compliance position at the end of each reporting year. Subject to statutory obligations, it may reflect asbestos management surveys or re-inspections conducted within the current reporting year or previous reporting years.

BS04 – Water safety checks

Proportion of homes for which all required legionella risk assessments have been carried out. This includes statutory obligations for keeping LRAs up to date but not the completion of remedial actions that may be identified in LRAs (except for those relating to re-inspection specifically). Although this TSM does not measure remedial actions more generally, providers must of course ensure that these are carried out as required.

This TSM must reflect the compliance position at the end of each reporting year. Subject to statutory obligations, it may reflect LRAs conducted within the current reporting year or previous reporting years.

Legionella Risk Assessment, (LRAs) relating to a dwelling unit include all LRAs or re-inspections required both within the dwelling and on any communal or other relevant parts of the property that serve the dwelling. This includes hot and cold-water systems which serve dwelling, whether or not such systems are communal, or only serve the dwelling. For example, if an LRA is required on a communal water tank that serves a number of relevant dwelling units, providers must ensure that this LRA is carried out to be able to report that all required LRAs have been carried out for these dwelling units. If multiple LRAs were required for a dwelling unit (e.g., within the dwelling and on a related communal part), providers must have ensured that all these checks were carried out to report compliance.

BS05 – Lift safety checks

Proportion of homes for which all required communal passenger lift safety checks have been carried out. This TSM must reflect the compliance position at the end of each reporting year.

In order to report that all LOLER inspection reports have been carried out for a particular property – and therefore for the dwelling units in that property – providers must ensure that LOLER inspection reports had been carried out for every communal lift within the property and that these were appropriately recorded.

For the purposes of this TSM, carrying out a LOLER inspection report for a communal passenger lift means meeting the requirements of LOLER in relation to examinations and inspections as if the lift were subject to those requirements. This is irrespective of whether the requirements of LOLER strictly apply or not. This includes the requirements of LOLER in relation to keeping examination and inspection reports up to date, but not the completion of remedial actions that may be identified in inspection reports. Although this TSM does not measure remedial actions, providers must of course ensure that these are carried out as required.

A communal passenger lift within a property is a lift provided for use of the occupants of a dwelling unit in common with the occupants of at least one other unit in the property. In this context, a property is a building with at least one such communal lift (e.g., a tower block).

The calculation of this TSM must reflect LOLER inspection reports on all communal passenger lifts in properties in which there are one or more relevant dwelling units owned by the provider. This includes communal passenger lifts which are owned or controlled by a third party. For example,

Where the provider owns LCRA and/or LCHO units in a property owned by a third-party landlord, then these dwelling units must not be counted within item A of the TSM

calculation unless the provider had obtained evidence or otherwise made sure that LOLER inspection reports had been carried out for every communal passenger lift in the property. Dwelling units must not be double counted in either part A or B of the TSM calculation. Any vacant LCRA or LCHO dwelling units within each property must be included within the calculation of this TSM.

Asbestos Management Survey Programme

Schemes

8 schemes for which a survey is required.

For the Regulator, we must present this as the “Number of dwelling units owned within properties for which an asbestos management survey or re-inspection was required to have been carried out as at year end” rather than the number of properties.

3 of the 8 buildings listed are Community Centre’s, therefore have no dwelling units within them and are excluded from the figures we will submit to the Regulator.

In the 5 schemes requiring an asbestos management survey or re-inspection, there are 212 dwelling units. Of these, **100%** are compliant.

Quarter 2 July – September

Three schemes due and all three completed within the quarter.

Quarter 3 October – December

Three due, and all three were completed within the quarter.

Last two remaining schemes are due in Q4.

Asbestos Flat Blocks

Operating on an annual cycle, we have identified a total of 76 blocks that necessitate Asbestos surveys due to the presence of Asbestos in areas designated for communal use.

	No blocks requiring surveys	Surveys completed
Q1	7	7

Q2	7	7
Q3	42	42
Q4	20	
Total	76	56

As of December 31st, there are no outstanding surveys required for any flat blocks, indicating full compliance at **100%**.

Asbestos General Housing

The Asset system is now tested and ready to accept Asbestos Surveys, however there are actions required before it is a working asbestos register. This is primarily regarding supplying historical and new data in the appropriate format for upload. Work ongoing to ensure operatives are provided with appropriate information regarding where Asbestos is confirmed or presumed to be present. Apec have been going through a merger which increased staff workloads and has caused delays.

	Q1	Q2	Q3	Q4	Total
No. properties needing surveys (major works/refurbs)	177	198	99		474
No. properties which have surveys	177	198	99		474
% compliant (% properties that have undergone a survey that was deemed necessary)	100%	100%	100%		100%

Damp & Mould

	TOTAL (YEAR TO DATE)
Jobs reported	766
Jobs cancelled	56
Jobs completed (of those reported)	613
Jobs open (at end of Qtr.)	98
Jobs overdue (at end of Qtr.)	29

% completed (excl. cancelled)	86.34%
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Of the 98 open jobs, 93 were raised during Q3.

Of those 98 jobs, 69 are still within the priority target times (so not overdue).

A total of 225 Jobs were completed in Q3 (of those raised in 2024/25). Of these, 219 (97.33%) were completed within the target time.

- 97 jobs were for inspections with 52 having a follow up job booked after for works/treatment.
- 30 jobs were 'No Access'.
- 109 jobs were for cleaning/treatment works being carried out.

11/2/25 58 still open (21 inspectors, others all look like external contractors). 52 of these overdue.

Note – there is around a two-week delay for a job to be completed on Accuserv to it being completed on Enterprise.

Electrical Safety – Domestic Electrical Installation Conditions Report (DEICR) Council Housing

The process by which we monitor electrical safety in our properties has changed to our asset management system, which should help with getting jobs booked and improve compliance. Additional quality checks and reviews of the process are in place and look to be resolved for Q3. From Q1 of 2025/26 we should also have TCW in which will help complete quality checks.

Electrical installations in our properties are subject to an EICR at 5-year intervals. With the integration of electrical safety into our asset management system, we are now in the process of reorganizing the schedule to ensure that inspections are distributed evenly throughout the five-year timeframe.

Overall compliance for quarters

Date	Overall, compliance at end of quarter	Overall, out of compliance	Total	Total compliance as %
Q1	4333	928	5261	82.36%
Q2	4725	525	5250	88.89%
Q3	4919	346	5265	93.43%

Q4				
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Q3 Breakdown

Total completed = 469 electrical inspections

GOOM completed 126 electrical inspections

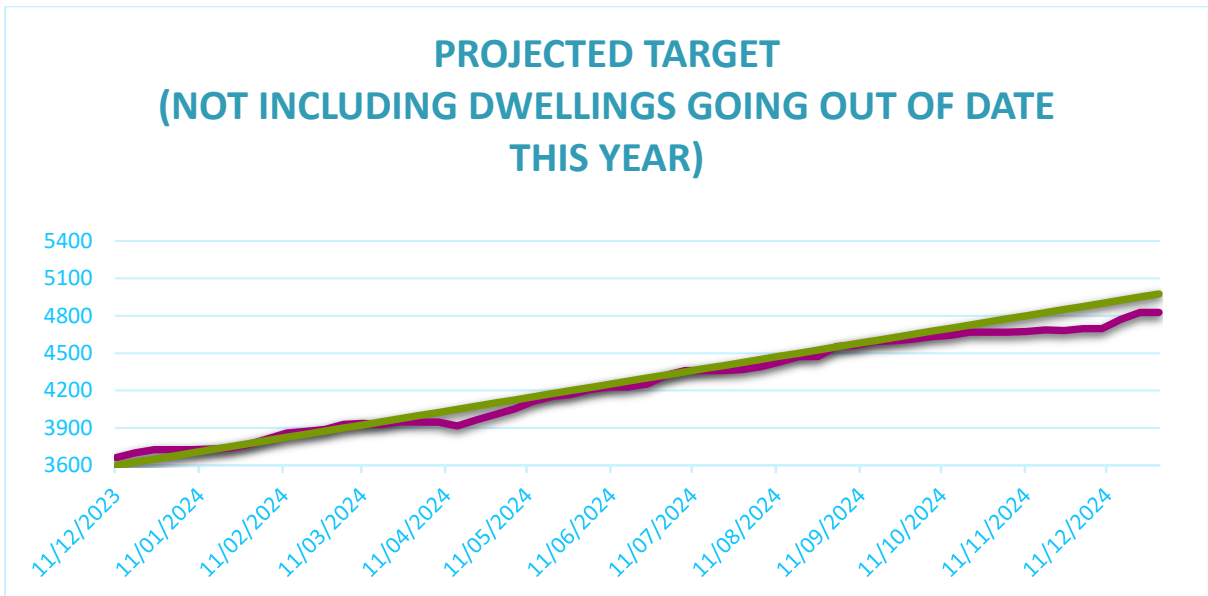
DBC completed 343 electrical inspections

Of this total 230 were completed from the expired certificates backlog

Of this total 239 were completed not from the backlog

It was decided to extend the originally planned completion date from November to March due to difficulty contacting and booking in the last few hundred required services.

Performance against cyclical programme and backlog 2024/25



Date	Due to expire in quarter	Programme / backlog (ALREADY EXPIRED)	Total	Completed within the quarter	Progress against programme
Q3	89	350	439	488	+49
Q4	90	284	374		

Electrical Certificate quality check

DATA TEAM Quality Checks	Q1	Q2	Q3	Q4	Total
No. checks due	90	90	90	90	360
No. checks completed	90	90	103	90	283
Sample %	13.33%	17.14%	21.96%	27.15%	17.48% avg.
No. requiring validation from Electrical Manager	4	2	26		32
Number of properties with outstanding actions (by time of report)	0	0	13		13
Quality	100%	100%	87.38%		95.79% avg.

Goal is to achieve minimum 10% sample of quarterly inspections due.

The team is examining certificates chosen at random to verify accurate dating, it's the right address etc. In the event of any discrepancies/absence of a certificate, the team will escalate to the Electrical Manager. Should 16% of the month's quality checks prove unsuccessful, the quality team will increase the percentage of certificates checked to 20% and recommend improved practices be adopted.

The results of the Quarter 3 quality assessment indicated that a limited number of quality checks still required outstanding actions beyond the third quarter. Additionally, this quarter included extra checks to address previously identified issues related to the transition of electrical information from a spreadsheet to the Asset system, as well as challenges encountered during data synchronization and ensuring the accuracy of initial data input within the Asset system.

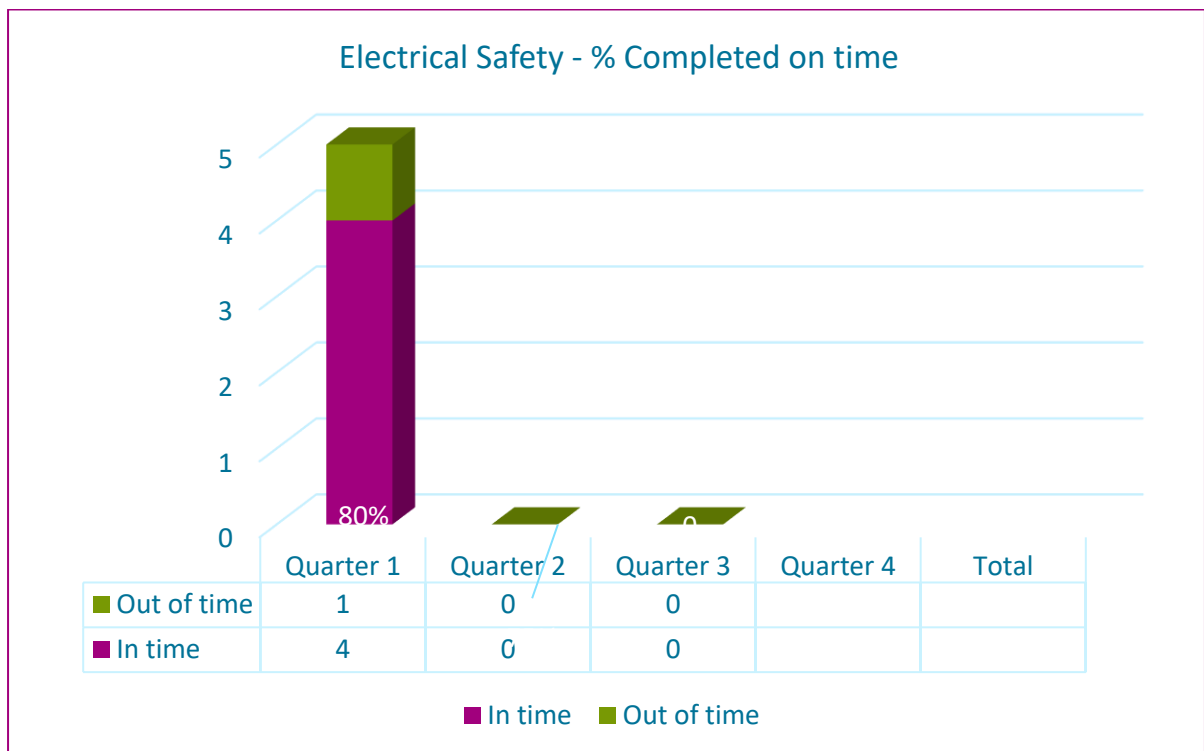
As of now, a total of 346 cases have been passed to Management Services to contact tenants and facilitate the scheduling of services. The Tenancy team is collaborating with Systems Admin to develop a plan for addressing both electrical and gas services concurrently, where applicable. A number of these cases do not currently have a DEICR in place.

Status	End of Q3
Job Raised	9
Initial Notice Letter Sent	1
First Reminder Letter	5
Second Reminder Letter	6
Pass to HTM Visit	2
MO Letter	3
Abatement Notice Letter	320
Total	346

Update 11th Feb – total now down to 243, with 232 of these at abatement stage.

Electrical Safety – Sheltered Schemes, Extra Care & Community Centres

Electrical installations in our 18 properties are subject to an EICR at 5-year intervals.



7 properties are due for electrical tests in 2024/2025:

Quarter 1 April – June

5 due for safety checks, 4 completed within date and 1 completed nine days late.

Quarter 2 July - September

0 properties due.

Quarter 3 October - December

0 properties due.

Quarter 4 January – March

2 properties due.

Total compliance at end of Q3 is **100%**.

Fire Risk Assessment – Fire Regulatory Reform Audits (FRRA)

FRRA’s run on a cycle of three-year cycle, covering 18 Sheltered Schemes and Community Centres

2024/25 – 8 blocks required for FRA.

	Q1	Q2	Q3	Q4	Total
No. due	7	1	0	0	8
No. completed in quarter	5	2	1		7
No. completed in date	0	0	0		0
No. incomplete	2	1	0		1
No. completed to date	5	7	8		7
Compliance	75%	87.50%	100%		100%

Quarter 3 – The outstanding fire risk assessment was successfully completed on October 14th, achieving 100% compliance for the remainder of the 2024/2025 financial year.

	Year 1 (2022/23)		Year 2 (2023/24)		Year 3 (2024/25)		Total	
	Blocks	Dwellings	Blocks	Dwellings	Blocks	Dwellings	Blocks	Dwellings
No. due	9	333	1	75	8	334	18	742
No. completed	9	333	1	75	8	334	18	742
No. completed in date	9	333	1	75	0	0	10	408
No. outstanding	0	0	0	0	0	0	0	0
Completed	100%	100%	100%	100%	100%	100%	100%	100%

For the Regulator, we must present this as the “Number of dwelling units owned within properties for which an FRA was required” rather than the number of properties.

8 of the 18 buildings listed are Community Centre’s, therefore have no dwelling units within them and are excluded from the figures we will submit to the Regulator.

In the 10 schemes, there are 353 dwelling units. Of these, **100%** are compliant.

Actions

Risk Level	Category	Total Identified in Quarter	Total Completed in Quarter	Outstanding in Quarter	Outstanding from Q1 & Q2
Priority 1	High Risk	2	0	2	3
Priority 2	Medium Risk	3	3	0	1
Priority 3	Low Risk	2	0	2	0
Priority 4	Goodwill Advice	0	0	0	0
TOTAL		7	3	4	4

One of the two high priority actions which were outstanding at the end of Q3 is due to be completed by 30th January. **This has now been closed off with completion date 16/1/25.** Other one has completion date of 21/1/25.

Two low priority actions due to be completed in Q4.

Priority 1 breakdown from pre-Quarter

1) All three actions are compartmentation related. Compartmentation surveys were recommended; this has now begun, with 5 schemes surveyed between 18th December and 26th February.

Fire Risk Assessment – Blocks of Flats

The FRA for blocks runs on a three-year cycle. There are a total of 195 blocks which are split into 3 different cycle groups.

2024/2025 Update – Although legislation does not give a specific time period for how often to undertake a fire risk assessment, it states that the person responsible for the assessment must review it ‘regularly’ to make sure it’s up to date.

Year & Group	Number of blocks	Next due
2023/24 (GROUP A)	76	2026/27
2024/25 (GROUP B)	52	2027/28
2025/26 (GROUP C)	67	2028/29

2024/25 (GROUP B) – This group is made up of 52 individual blocks due for checks across 21 different addresses, total of 292 dwellings, with all due dates being in Q1 of the 24/25 financial year.

In the first quarter, the plan included the completion of 52 flat blocks; however, only 6 blocks were finalized prior to the suspension of Fire Risk Assessments (FRAs) until the necessary training was conducted. This training is essential to ensure we possess the required competency and compliance in performing FRAs. The 6 blocks that were completed before the procedural changes will be addressed during Group B’s next three-year cycle.

Revised plan for outstanding blocks

Q3 – 21 blocks planned for this quarter

Q4 – 25 blocks planned for this quarter

	Completed Blocks (cumulative)	Completed Dwellings (cumulative)	Outstanding Blocks	Outstanding Dwellings
Q1	6	42	46	250
Q3	21	103	25	147
Q4				

As of 31st December, 27 out of 52 blocks completed (48.08%), this covers 145 out of 292 dwellings (49.66%).

Actions

Risk Level	Category	Total Identified in Quarter	Total Completed in Quarter	Outstanding in Quarter	Outstanding from Q1 & Q2
Priority 1	Urgent	103	31	72	20
Priority 2	Short term	80	6	74	6
Priority 3	Medium term	34	0	34 (0 overdue)	5
Priority 4	Long term	27	0	27 (0 overdue)	25

Priority 5	Consideration for future	52	0	52 (0 overdue)	26
TOTAL		296	37	259	82 (26 are overdue)

140 actions are for removing various items in communal spaces, others are actions such as servicing or upgrades required, certification needed, log or inspection schedule needed, to consider installing various things.

Fire Safety – Doors

- Housing have commenced a 3-year programme of works to replace fire doors in communal blocks to bring them up to current new standards as set out in Fire Safety (England) Regulations 2022.
- An increased inspection regime to complement the Fire Risk Assessment is also due to commence to ensure any fire doors that have failed their original compliance are replaced on a responsive basis.
- A fire safety document is in development with management which goes in depth about safety policies and covers fire doors.
- Housing will replace flat doors in communal schemes, while Building Services will replace communal doors.

All non-sheltered scheme doors are due to be replaced as part of the programme. All 1,011 doors have been inspected by the surveying team and will be re-inspected by Anglian upon survey. In sheltered schemes, it is unknown how many are due to be replaced until all tests have been completed. These figures are therefore not included below.

Compliance (non-scheme)	Q1	Q2	Q3	Q4
No. installed in Qtr.	68	4	51	
No. doors compliant	258	262	313	
No. doors not compliant	753	749	698	
% doors compliant	25.52%	25.91%	30.96%	

FIRE DOOR INSTALL (not inc. schemes)	Year 1 (2023/24)	Year 2 (2024/25)	Year 3 (2025/26)	Total
No. due	228	342	441	1,011
No. completed	190	123		313
No. outstanding (cumulative)	38	219		219

Percentage completed of those due	83.33%	35.96%	0%	30.96%
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No accesses are tried 3 times by Anglian and then lettered before being passed to Management Services.

Fire doors will all be due 6 monthly visual inspections after being fitted. So, a door fitted in Q1 24/25 will have a visual inspection in Q3, followed by a full annual inspection in Q1 25/26, then a visual inspection in Q3 and so on.

FIRE DOOR ANNUAL FULL INSPECTIONS 2024 – 2025 Anniversary of install	Q1	Q2	Q3	Q4	Total
No. doors due inspection	0	0	0	190	190
No. doors inspected	0	0	0		
% doors inspected which were compliant	N/A	N/A	N/A		

Ongoing developments

Fire door compliance will be going into Asset when ready. A process for the inspection regime has been developed.

A survey is being carried out to ensure certification of compliance is in place for all recent new build schemes. We are awaiting results.

Gas Safety – Sheltered Schemes

Gas safety inspections are conducted every 12 months, with 16 schemes scheduled for completion each year.

Quarter 1 April – June

2 due in Q1 - both schemes completed.

Also another completed in Q1 which wasn't due till Q2.

Quarter 2 July – September

3 due in Q2 - two schemes completed in Q2, 1 was already completed in Q1.

Quarter 3 October- December

7 due in Q3, all completed

Quarter 4 January – March

4 due

As of December 31st 2024, we are **100% compliant**.

Gas Safety - Housing

4,983 of the 5,022 properties requiring a gas safety check, had one in place on 31st December which is **99.22%** compliance. Our annual target is 99.5%, so we have not met it on this occasion.

Quarter	Properties requiring gas check	Properties requiring a gas safety check, which had one in place at end of quarter	No. of checks overdue at end of quarter	% compliant
Q1	5,020	5,007	13	99.74%
Q2	5,014	4,974	40	99.20%
Q3	5,022	4,983	39	99.22%
Q4				

5,022 – New builds properties from the Butterfield scheme were added onto asset.

There were 1,278 gas checks completed in Q3.

- DBC applied for 0 warrants of access in this quarter.
- DBC served 49 management letters and 43 abatements.
- 7 Successful MO visits to properties, and 29 unsuccessful.
- There were 1,488 phone calls made regarding gas services.

As of 10/02/2025, 23 of the out of compliance gas services remain out of compliance.

Smoke & CO Alarms

Smoke alarms are needed for all properties, and these have all been installed. They are then checked annually during the gas service.

CO alarms - not needed for electric storage and ASHP properties. Checked annually at gas service along with the smoke alarms.

Smoke Alarms

Quarter	Due for inspection for 24/25	Total checked in last year	Total outstanding	% checked
Q1	5029	4994	13	99.74%
Q2	5020	4982	38	99.24%
Q3	5022	4938	84	98.33%

Carbon Monoxide

Date	Due for inspection for 24/25	Total checked in last year	Total outstanding	% checked
Q1	4914	4904	10	99.80%
Q2	4905	4867	38	99.23%
Q3	4901	4819	82	98.33%

Q3 figures have increased as we have included properties which only had their gas capped (not a service), as smoke alarms/CO alarms are not checked during gas cap.

Legionella – Risk Assessment, Council Housing

The risk assessment covering council housing is generic and is being reviewed to bring up to date with the current housing portfolio specification.

Legionella – Sheltered Accommodation Inspection & Monitoring

2 yearly risk reviews

There are 18 schemes requiring 2 yearly risk reviews for legionella.

Quarter 1 April – June

None due, but 3 completed during this period which were outstanding from previous year 2023/24

100% compliant

Quarter 2 July – September

None due, but 2 were completed that were due to be completed in Q4

Quarter 3 October – December

None due

Quarter 4 January – March

4 due to be completed in quarter

2 of these have instead been completed in Q2, so only 2 remaining for Q4

For the Regulator, we must present this as the “Number of dwelling units owned for which an LRA was required to have been carried out as at year end” rather than the number of schemes.

8 of the 18 blocks listed are community centres, therefore have no dwelling units within them and are excluded from the figures we will submit to the Regulator.

In the 10 remaining schemes, there are 353 dwelling units. All dwelling units were compliant at the end of December 2024 **(100%)**.

LIFTS – Inspection Programme

10 schemes for which a test is required.

7 schemes are due for monthly tests (279 units)

5 out of 7 completed in period.

3 schemes are due for 3 monthly (74 units)

3 out of 3 completed in period.

For the Regulator, we must present this as the “Number of dwelling units owned within properties with communal passenger lifts for which all Lifting Operations and Lifting Equipment Regulations (LOLER) inspection reports were carried out and recorded as at year end” rather than the number of properties.

Quarter 3 - The ten schemes encompass a total of 353 dwelling units, with 239 units meeting compliance standards as of December 31st, reflecting a compliance rate of **67.71%**

Update: as of January 2nd, 353 units are compliant **(100%)**.

RAAC

RAAC inspections concluded in schemes; none of our schemes contained RAAC.

Blocks are still being investigated; there have been delays due to lack of capacity to carry out the work.

Radon

Radon, a naturally occurring radioactive gas resulting from the decay of uranium in the earth, can be present in rocks, soil, and water. It is imperceptible by human senses, necessitating testing to detect elevated levels.

An evaluation of postcodes was conducted to pinpoint properties located in radon-affected regions. The findings of the evaluation ascertained the radon risk level; any area with a radon probability range exceeding 1% will be categorized as radon-affected.

Assessment summary:

- Total number of postcodes assessed: 454
- Postcodes in Radon Affected Areas ($\geq 1\%$): **7**

The postcode evaluation has identified 7 postcodes located in a radon-affected area with a probability range of 1-3%. There are a total of 82 properties within the postcodes that need testing. Once the testing program commences, we will fill in table below.

Quarter	Total tested
The testing conducted in the initial quarter will be documented in this section.	The total number of tests conducted during that quarter will be provided here.

Stairlifts – Lift Servicing

Our stairlifts supplier is TK Elevator UK (TKE), who handle repairs and annual services. Our stairlift insurance is overseen by the Zurich Insurance Group. Currently we have 54 stairlifts installed in tenants' properties, with services scheduled every 6 months.

Quarter	No. stairlifts	No. compliant	Overall compliance to date (cumulative)
Q1	56	54	96.43%
Q2	54	52	96.30%

Q3	53	48	90.57%
Q4			

One of the properties is a void; this stairlift is currently being reviewed to determine its necessity for the forthcoming tenant.

Update 3/2/2025 -

Two have since been completed.
Another has an appointment booked late February.
50/53 services in compliance, 94.37%.