



Osborne

Social Housing – Realtime Safety Compliance Reporting



“A home should provide safety, security and dignity. An opportunity to put down roots and contribute to our community so we can enjoy social and civic lives.”

Extract from 2020 Charter for Social Housing – White Paper

Issue

Social housing should be safe and secure, and tenants should be proud to call their property a home. To ensure this is a reality, one of the most important areas for landlords to get right is regulatory safety compliance. Full compliance not only protects residents, but it also helps landlords by providing confidence to lenders and driving investment decisions.

The scope is wide ranging, covering areas such as fire safety, electrical testing, fire alarms, emergency lighting, lightning protection, legionella, and lifts. It demands efficient systems and processes to monitor and manage performance across the whole housing stock. But one of the biggest challenges for landlords is 'one click' access to real time data.

At Slough Borough Council they have more than 6,000 properties and understandably they are looking for comfort and assurance that the key compliance elements are up to date and that real time data is available for them to review and be reassured.

Solution

Our aim has been to develop systems which interface with the client's systems as seamlessly as possible. The 'in-touch' suite of tools does just this and puts clients at the heart of their data by using:

- A standardised Microsoft platform and products which are scalable and configurable to their systems.
- 'Out of the box' solutions and applications such as a data module to monitor key dates and milestones and generate alerts.
- In-house technical experts to align with the client's systems and deliver their specific data needs.

A new addition to the suite, is a compliance module which launches soon. It will show snapshots of real time information such as compliance statistics for all core workstreams. It will highlight properties in compliance, those due checks and those out of compliance and the reasons why, all displayed in traffic light format.

To develop the module, we have worked closely with SBC, and our colleagues who deliver compliance. Through observation, engagement and learning a road map has been set for the system, one which is not only best for compliance related work streams but is also a good fit for planned works and for our carbon zero framework.

Outcome

Regulatory safety compliance is a 'must have' and at SBC we have been 100% gas compliant for 40 consecutive months. By replicating that process, we are also now 100% compliant in fire alarm testing, emergency light testing, lift servicing, lightning protection, and legionella.

To make it happen SBC, Osborne as the service provider and the tenants have worked closely to gain access, keep appointments, and track compliance.

The next stage is to implement the new data module as part of the 'in-touch' suite. The addition of real time monitoring and reporting will increase assurance for SBC, improve maintenance efficiency and help to plan for enhancements and the zero-carbon programme.