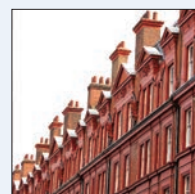


HOUSING MANAGEMENT & MAINTENANCE

DEC/JAN 2021



Ombusman's
tough approach
continues

Rural
homelessness
exposed

Grenfell refurb
failings exposed

Tenants influence
to increase

COVID-19
creating housing
stresses



Balcony fire safety

Richard Izzard of AliDeck explores the prevalence and causes of balcony fires. See report on page 33.



THE SURE CHOICE FOR INDOOR AIR QUALITY

INTRODUCING THE NEW 99.9% VOC FREE*
DULUX TRADE AIRSURE RANGE



The ultra low Volatile Organic Compounds (VOCs) in the new **Dulux Trade Airsure range** minimise the impact on indoor air quality**, while maintaining professional results.



We promise our paint will give you the perfect colour with a uniform finish and the coverage stated, or we'll replace it. Visit dulux.co.uk/promise

Terms and conditions apply. Claims must be made within 6 months of purchase. Proof of purchase required. Colour claims limited to 10L per customer. Manufacturer's tips and instructions must have been followed. UK purchases only.

*Based on in-can VOC content, measured in accordance with ISO 11890-2:2013. ** Respectively, 'Ultra Low' as this product is 99.9% VOC Free with 'MINIMAL' VOC content (0-0.29%), as defined by the VOC Globe scheme operated by the British Coatings Federation, and minimising impact on indoor air quality as independently tested for emissions, including formaldehyde, TVOC, TSVOC and Cat 1A & 1B carcinogens. Compliant with the emissions limits criteria in BREEAM New Construction 2018. (UK and International), LEED v4 & WELL 2.0.



Dec/Jan 21 Contents

Features

30 Efficiency: Air Quality & Ventilation

What is IAQ and how do we measure it?

Vince House of Aereco explores what indoor air quality (IAQ) really means as residents are confined to their homes more than ever.

33 Maintenance & Refurbishment: Balconies

Balcony fire safety

Richard Izzard of AliDeck explores the prevalence and causes of balcony fires.

41 Maintenance & Refurbishment: Doors, Windows & Glazing

Clarity on composite fire and security doors

There is a lot of confusion and frustration among specifiers as to what is required and what is actually needed following recent updates to legislation and guidance around composite fire and security doors.

49 Maintenance & Refurbishment: Roofing & Cladding

How to deliver on flat roof refurbishment projects

Clients are constantly trying to make the smartest investment, presenting surveyors with the challenge of delivering predictable project costs and providing precise technical data to enable clients to make the correct decision. Bauder explores how to deliver cost certainty and client savings on flat roof refurbishment projects.

53 Safety & Regulation: Boiler & Gas Safety

Remote management: sensible or intrusive?

Terri Hickman of Intergas Boilers discusses the pros and cons of remote management in the Covid-19 era.

In this issue of **HOUSING MANAGEMENT & MAINTENANCE**

| | |
|---------------------------|----|
| Industry News..... | 04 |
| Appointments & News | 26 |
| Directory..... | 59 |



Products

| | |
|--------------------------------|----|
| Efficiency | |
| Air Quality & Ventilation..... | 26 |
| Finance & Procurement | |
| Warranties | 36 |
| Maintenance & Refurbishment | |
| Balconies | 32 |
| Doors, Windows & Glazing..... | 40 |
| Flooring..... | 51 |
| Kitchen Refurbishment | 36 |
| Roofing..... | 46 |
| Workwear..... | 51 |
| Safety & Regulation | |
| Boiler & Gas Safety | 53 |
| Smoke & Fire Protection | 55 |
| Technology | |
| Software & Apps..... | 57 |

News Editor:
Patrick Mooney
patrick@netmagmedia.eu

Publisher:
Anthony Parker

Features Editor:
Jack Wooler

Studio Manager:
Mikey Pooley

Production Assistants:
Georgia Musson
Kim Musson

Account Manager:
Sheehan Edmonds

Sales Executives:
Nathan Hunt
Steve Smith

PR Executives:
Suzanne Easter
Kim Friend

Audience Development Manager:
Jane Spice

Managing Director:
Simon Reed



Cointronic House,
Station Road,
Heathfield,
East Sussex TN21 8DF

Advertising & administration:
Tel: 01435 863500
info@netmagmedia.co.uk
www.housingmmonline.co.uk

Editorial features:
Tel: 01435 863500
jwooler@netmagmedia.co.uk

Press Releases:
editorial@netmagmedia.co.uk

The manufacturer of the paper used within our publication is a Chain-of-Custody certified supplier operating within environmental systems certified to both ISO 14001 and EMAS in order to ensure sustainable production.

Subscription costs just £18 for 6 issues, including post and packing. Phone 01435 863500 for details. Individual copies of the publication are available at £3.25 each including p&p.

All rights reserved

No part of this publication may be reproduced or transmitted in any form or by any means, electronic, mechanical, including photocopying, recording or stored in any information retrieval system without the express prior written consent of the publisher. Although every effort is made to ensure the accuracy and reliability of material published in Housing Management & Maintenance, the publisher can accept no responsibility for the claims or opinions made by contributors, manufacturers or advertisers. Editorial contributors to this journal may have made a payment towards the reproduction costs of material used to illustrate their products.

Printed in England



Editor's comment

A busy in-tray for the Housing Secretary



Patrick Mooney,
News Editor

It's difficult at the moment to think about housing issues beyond the impact of the COVID-19 pandemic and the ongoing news emanating from the Grenfell Tower public inquiry. Both are likely to have long reaching consequences for millions of people. Individuals and organisations can mitigate many of the negatives, but it will be down to the Government to set the correct policy climate and to provide the budgets necessary to ensure that positive solutions are found and resourced. We also want to ensure that tenants' voices are heard and where possible, they are acted upon. This needs to become the default position, rather than an accidental coincidence. In the short-term these twin issues are competing with Brexit and how we increase new housebuilding to 300,000 a year, while in the medium to long-term, they will be competing with decarbonisation of our housing as the country tries to deliver on its Green commitments. This will not be an easy set of challenges to navigate successfully, but our children will never forgive us if we botch this up. Already we have seen some unacceptable compromises have been made over implementing the recommendations from the first phase of the Grenfell Tower public inquiry. Health and safety issues are far too important to skimp on or to cut corners. The terrible example of the decision to change cladding materials at the Grenfell Tower in order to save £265,000 should act as a reminder that such important matters need to be based on thorough and well-informed research. Failure to properly consider the fire safety qualities of the cladding meant that cost and appearance were the primary determinants. The consequence of this was that 72 people lost their lives and many more lives were destroyed or badly affected by their experience. Put simply, this must never happen again.

CLADDING REMOVAL NEEDS TO HURRY UP

More than three years on from the fire, we still have hundreds of medium and high-rise buildings clad in dangerous materials. This is clearly a difficult problem to solve, but surely in the past three years we should have been able to come up with a solution to the thorny problem of 'evacuation or stay put' in the event of a fire. Similar questions could be asked about why checks on fire doors are being scaled back from the inquiry's recommended cycle and when is the retrofitting of water sprinklers going to be made a legal requirement on existing properties? If it's good enough for new builds, then surely it also needs to apply to our existing stock. Which brings us back to the thorny issue of dangerous cladding panels and their use on thousands of residential tower blocks across the country, many of them built in the last 20 years or so. Progress on removing and replacing the panels is happening at an incredibly slow rate. The impact on residents' mental health is truly awful with individual leaseholders facing the added pressures of demands for thousands of pounds, while their flats and apartments are considered worthless by a housing market that has turned its back on their plight.

EFFECTIVE STRATEGIES NEEDED

The recent Building Safety Bill has failed to reassure residents of the affected tower blocks that this is a comprehensive solution to their problem. The public spat on twitter between the Housing Secretary's department and campaign groups did no one any favours and simply poured oil onto some very troubled waters. There are similar concerns emerging over how COVID-19 lockdowns and restrictions are particularly affecting low income tenants, whose incomes are falling, who are struggling to pay their rent and are increasingly feeling less secure in their homes. The recent Resolution Foundation study highlights the problems in stark fashion, with many tenants taking on loans to pay their rent while others are planning on moving to cheaper accommodation before they are asked to leave by their landlords. It would be fantastic to be reporting on some good news over the matters outlined above. We remain optimistic that positive things will happen, but the timing of this is unknown. After all we are seeing some real progress towards the Government's target of eliminating rough sleeping by the year 2024. This particular problem won't be sorted overnight, but at least the Government has a clear strategy, with measureable targets and significant resources allocated to delivering it. There are short term measures to tackle the immediate pressures over this winter and long-term actions designed to provide suitable accommodation and expert support. Well thought out plans and strategies stand a good chance of succeeding and we sincerely hope they do.

Patrick Mooney



On the cover...

Richard Izzard of AliDeck explores the prevalence and causes of balcony fires.

*Development: Thomas York House in Woolwich
Company: AliDeck*

See page 33.

Tenants are struggling to pay their rent during Covid pandemic as 'housing stress' levels increase

A major new study from the Resolution Foundation on the impact of Covid-19 restrictions and lockdowns has found that tenants are suffering financially and significant support from the Government is needed to avert a debt and evictions crisis.

The foundation's survey of more than 6,000 UK adults discovered a perfect storm has developed in the rental market, with job losses and reduced incomes producing higher rent arrears and growing insecurity. They are calling on policy makers to step in with long-term changes, resulting in lower rents, higher levels of housing benefit and more security from eviction.

More than one-in-six (17 per cent) of social renters reported being behind on all, or part, of their housing costs, with nearly one-in-eight (12 per cent) private renters also unable to cover their rent in full. This compares to one-in-fourteen – or seven per cent – of mortgagors for part of housing costs. And this is despite nearly one-in-ten (nine per cent) tenants are already running up debts to pay their rent.

In addition, close to one-in-seven black, Asian or minority ethnic adults are currently behind on housing costs, almost double the one-in-fourteen (seven per cent) of white respondents who report being in that position.

HARDEST HIT

The lowest paid workers tend to be tenants and they have also been harder hit by job losses and reduced hours than those further up the payscale. Those in the lowest pay quintile are twice as likely to be in housing costs arrears than those in the highest quintile (10 per cent to 5 per cent respectively).

Private renters are especially exposed to current financial pressures. Over one-in-five (22 per cent) report cutting back on other types of spending to manage their housing costs.

With the COVID-19 jobs crisis only likely to worsen in the months ahead, state support has a key role to play if housing costs are not to become an even more serious pressure on strapped household budgets.

The benefit system is already taking more of the housing costs strain, with the proportion receiving support up between May and September. Most strikingly, the claimant rate of private renters has increased by 33 per cent in this period, indicating that the earnings hits they have experienced have reduced incomes to a point at which many more of this group have become eligible for support.

More than three-in-ten (31 per cent) of private renters do not expect to stay put or do not know



With the COVID-19 jobs crisis only likely to worsen in the months ahead, state support has a key role to play if housing costs are not to become an even more serious pressure on strapped household budgets

where they will be living in one year's time, unsurprising given that this is the most mobile of tenures, but it is five percentage points higher than the 25 per cent who move (in England) in any 'normal' year.

While many of these moves can be for positive reasons (being able to afford a better home, for example, or a change in circumstances such as moving in with a partner), two per cent of private renters expect to be asked to leave their current tenancy due to their inability to pay their rent (and a further four per cent plan to move to cheaper accommodation before they are pushed).

With the moratorium on evictions having ended in September (albeit with the requirement that landlords give tenants in arrears six months' notice of repossession), this figure suggests around 200,000 private renters in England could face eviction in the UK over the next year.

LONGER TERM SOLUTIONS REQUIRED

A clear commitment from Government to maintain the current level of housing costs support (at the 30th percentile of local rents) would be a big step in the right direction, as would a prolonged suspension of the benefit cap and an extension of the evictions ban.

But in the final analysis, the Resolution Foundation says that the benefit system and the courts cannot resolve the fundamentals: that private rents in particular are now set too high, and need to be encouraged to move to a 'new normal' (we see no evidence to date of movement towards a new equilibrium in the market). The key question is, how can policy makers encourage that to happen?

Housing is often the largest single cost a household has each month, and one that is usually hard to adjust in the short-term. Coping strategies such as mortgage holidays and rent reductions, can only last for limited periods and after the last six months they appear to be wearing thin.

Most worryingly, both private and social renters are now more than twice as likely than mortgagors to have lost their job (eight per cent of private renters and seven per cent of social renters, compared to three per cent of mortgagors. This shows younger and lower-paid workers (who are more likely to be renters) are bearing the brunt of the COVID-19 jobs crisis.

Confidence levels are also falling with 15 per cent of private renters and 13 per cent of social renters currently in work are worried they might lose their job in the next three months, compared to 11 per cent of those with a mortgage.

Clarion reports flat operating surplus in spite of pandemic

Britain's largest housing association has reported a marginal increase in its operating surplus during the first six months of 2020/21 despite the disruption caused by the coronavirus health crisis.

Clarion Housing Group has 350,000 tenants living in its 125,000 homes. It saw its operating surplus grow from £138m in the first half of 2019/20 to £139m in the same period this year.

In an update to investors based on unaudited results, Clarion reported income from outright sales and shared ownership of £70m, up from £43m over the same period last year. Investment in existing stock fell from £31m to £29m and from £284m to £274m in new homes.

Clarion said the figures represented a “strong performance given the pause in construction activity towards the end of March 2020”. It experienced a drop in new build starts during the six months to 30 September 2020, with activity beginning on 813 homes, compared with 1,132 in the same period last year. Its development pipeline currently stands at around 18,000 homes.

Clarion has increased its liquidity position during the pandemic. Liquidity rose from £900m at 31 March 2020 to £1.6bn at the end of September. The HA is planning to publish in November its first environmental, social and governance report bringing together a variety of key metrics.



Landlords confidence levels falling during Covid pandemic

Almost two thirds of private landlords in England and Wales expect their rental business to be negatively impacted by the COVID-19 pandemic according to new research.

The latest survey of just over 2,000 members of the National Residential Landlords Association found that 48 per cent felt they would face a ‘slightly’ negative impact to their business as a result of the pandemic and 18 per cent said they would face a ‘significant’ negative impact.

This has caused landlord confidence to fall with 56 per cent saying that they were less, or much less, confident of being able to achieve their goals over the next year compared to four months ago.

Concerns over the impact the pandemic is having is affecting investment decisions being made by landlords. While 16 per cent of those surveyed said they planned to purchase at least one or more properties over the next year, 30 per cent said they intend to sell one or more properties.

The likely fall in the supply of rental homes comes as the survey found that 35 per cent of respondents reported that over the previous three months they had seen an increase in demand for private rented housing.

With previous analysis by the NRLA suggesting the total private sector rent arrears as a result of the COVID-19 pandemic in England could be up to

£437 million, landlords are calling on the Government to help sustain tenancies by providing the finances needed to pay off COVID related arrears.

Following similar schemes developed in Spain, Wales and Scotland, the NRLA is calling for tenants in England to be able to access hardship loans to cover such arrears. This would see loans available interest free and guaranteed by the government specifically to cover unpaid rents since lockdown measures began in March. Payments would be made directly to the landlord.

The NRLA's survey has found that 78 per cent of respondents supported such a scheme. Ben Beadle, Chief Executive of the NRLA, said: “While the vast majority of landlords have been working constructively with their tenants where they have struggled due to the pandemic, it is not sustainable to expect them or tenants to continue having rent arrears building indefinitely. This is highlighted in the lower levels of confidence among landlords and the impact it is having on their businesses.

“Providing the financial support needed to help tenants pay off rent arrears built up since lockdown started would cost the Government less than the Eat Out to Help Out scheme. As we head into more local lockdowns, it is even more important that tenants don't have to worry about meeting their rent bill.”

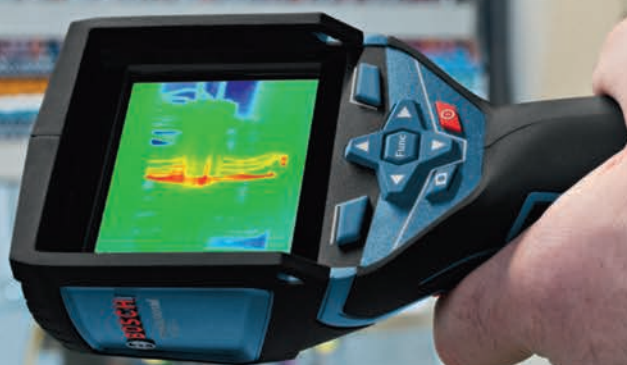


BOSCH

GTC 400 C BOSCH PROFESSIONAL THERMAL CAMERA

Precise. Reliable. Efficient.

It's in your hands. Bosch Professional.



Make the invisible visible with the Bosch GTC 400 C

Large 3.5" Display



For clear readability with overlay thermal and real images to clearly understand and contrast findings. Ensures high-quality work conducting tasks like checking in and outflow and checking fuse boards for overheated parts.

Visual Camera



Integrated to save real image together with thermal image. Users can always remember the measurement site well if this is not obvious from the thermal image.



Simply Connected



Download thermal measurements via the GTC 400 C's Wi-Fi hotspot to your smartphone or Micro USB to laptop. Communication with clients can be simplified to show markers and highlight findings.

Robust IP 53 Housing



IP53 protection makes the GTC dust and splash proof for added security on site.

www.bosch-professional.com/gb/en/

Court reform is vital before Section 21 is axed



One of the most controversial grounds for private landlords to recover possession of their rental properties is under threat from planned Government reforms, but landlords are demanding compensatory safeguards.

The Lettings Industry Council is saying that Section 21 should not be scrapped until Section 8 (the other popularly used ground for evicting tenants) is reformed and a new specialist housing court is created.

In a new report called 'Beyond Section 21', the TLIC is warning there could be dire consequences if Section 21 is scrapped suddenly, without other reforms being delivered first. The report was commissioned following the Government's consultation on axing Section 21, which received more than 20,000 responses.

The report says that without the requested

reforms there could be a 20 per cent reduction in the overall supply of homes in the private rented sector, and the justice system will be under more pressure, faced with a greater high court caseload.

It also suggests vulnerable tenants could be hardest hit if this were to happen. For example if landlords lack the confidence to stay in the sector and seek to either disinvest altogether or move their properties into a different area of the market, such as short term lets.

The "Beyond Section 21" report recommends the following measures should be introduced before Section 21 is abolished:

1. Strengthening the grounds of Section 8 for which it can be used and to allow an accelerated property recovery process;
2. The use of meaningful mediation to reduce the number of disputes resulting in court

proceedings before they commence and save both sides substantial legal costs;

3. Court reform including a modernised, specialist housing court for all housing related hearings, ensuring timescales for repossession can be reduced and a viable route for tenant claims against landlords for disrepair, poor conditions and management; and
4. Bailiff reform because securing the services of county court bailiffs is one of the longest delays for landlords, following the grant of a warrant for possession.

The National Residential Landlords Association continues to campaign for a number of reforms to the court system, as well as a dedicated housing court, before Section 21 is scrapped altogether.

The NRLA is also calling for Section 8 grounds to be reformed, so that landlords have the confidence they will be able to regain possession swiftly, when they have a legitimate reason to do so, and also for:

- increased resourcing of the courts, to address the lengthy process, including an increase in bailiff capacity across England and Wales; and
- the establishment of a specialist housing court or tribunal, to aid access to justice for both landlords and tenants.

The Government says it intends to axe Section 21 in England, with the introduction of the Renters Reform Bill. Earlier this year, Housing Minister Christopher Pincher quoted the NRLA when confirming the Government would not be rushing through the legislation to abolish Section 21.

Theresa Wallace, Chair of The Lettings Industry Council, said: "The private rented sector has doubled in size over the last 20 years, which means any changes to the current regulations will have a huge impact on the life of millions of citizens.

"It is vital to strike a balance between the needs of tenants for long-term security and legal certainty, restoring landlord confidence to ensure an adequate supply of private rented homes. The social cost of abolishing Section 21 lies in the economic effects it will release and how the market will react to it. That is why the government must not proceed with its proposal to do so without careful consideration of the impacts and implementation of measures to mitigate such negative consequences."

Bailiffs ordered to halt evictions in lockdown areas

Court approved evictions will not be taking place in large parts of England after bailiffs were told to not enter residential properties in areas covered by COVID-19 restrictions.

Lord Chancellor Robert Buckland has written to the High Court Enforcement Officers Association clarifying that evictions should only be enforced in areas subject to the lowest Tier 1 restrictions. This means millions of tenants in large parts of the north west, north east, the midlands and London will be

secure in their homes.

Back in September, the Government instructed bailiffs not to carry out evictions in areas where local lockdown measures were in place. Additionally it requested bailiffs to not enforce evictions anywhere in England for a one-month period over Christmas.

Under the new restrictions announced in late October, county courts will still be able to hear possession cases but their bailiffs will be prevented

from enforcing eviction orders in areas within Tier 2 or Tier 3. Tenants who have accrued more than six months' of rent arrears or who are being evicted for antisocial behaviour, are exempt from the evictions ban.

Andrew Wilson, chairman of the HCEOA, said Mr Buckland's instructions were "in line with the interpretation of the guidance that our members had already taken", but added that "it is very useful to have it confirmed in writing".

A-RATED FLOORING SYSTEMS FOR BALCONIES & TERRACES



AR-DECK®
FIRE-RATED

- Designed & manufactured in Britain
- Aluminium decking & sub-frame system
- Adjustable from 28mm upwards
- Slope correction up to 5%
- Deckboards available in any RAL colour
- 3 RAL colours held in stock - short lead times
- Competitively priced
- Quick installation

100% A-RATED FOR FULL SYSTEM COMPLIANCE



AR-PAVE®
FIRE-RATED

- Designed & manufactured in Britain
- Aluminium sub-frame system
- Suitable for porcelain & concrete pavers
- Adjustable from 31mm upwards
- Slope correction up to 5%
- Spacer tab with two independent 3mm tabs
- Competitively priced
- Quick installation

ALFRESCO
FLOORS

**Experts in Class A Fire-Rated
External Flooring Systems**

Action to prevent vulnerable young people from becoming homeless

New guidance for councils to ensure that young care leavers get the stable homes they need and prevents them becoming homeless has been issued by the Government.

Care leavers often struggle to cope with the challenges of living independently at a young age without a family network, and they usually need help to access services or deal with specific problems they face. Without specialist help they can end up at risk of becoming homeless.

To ensure this vulnerable group gets the support they need, new guidance from the Ministry of Housing sets out how council housing departments and children's services can work effectively together to support care leavers into settled accommodation.

The good practice guidance recommends council housing departments and children's services produce a joint protocol setting out how they will work together to ensure:

- each care leaver has a tailored support plan as they transition to independent living;
- those at risk of homelessness are identified early and action is taken to prevent it; and
- a quick, safe and joined up response for care leavers who go on to become homeless.

The Government has written to councils reminding them that they can offer council tax discounts to care leavers. This is on top of the £3.2 million Whitehall funding per year announced as part of the Rough Sleeping Strategy to increase the support provided to care leavers at risk of homelessness or rough sleeping. This funding has been allocated to the 47 councils with the highest number of care leavers at risk of rough sleeping.

Kelly Tolhurst, Minister for Rough Sleeping and Housing said: "Young adults leaving care need firm foundations on which to build a stable home for themselves, and to help support them start their adult lives confidently so they can fulfil their potential."

"The guidance we've published will help key services ensure care leavers get the housing support they need is another mark of the Government's resolute commitment of helping vulnerable people."

Children's Minister Vicky Ford said: "Young people leaving care too often face daunting transitions to adulthood, without the support system many of us take for granted. That's why this government is working together to tackle the challenges they have told us they face, like housing, health care and employment, to make sure the right help is available."

"Young adults leaving care need firm foundations on which to build a stable home for themselves, and to help support them start their adult lives confidently so they can fulfil their potential."

Kelly Tolhurst, Minister for Rough Sleeping and Housing

"This new guidance will directly support care leavers to live independently and prevent them becoming homeless – building on the excellent work many councils are already doing for young people in care. Everyone has a responsibility – government, businesses, universities and local authorities alike – to support care leavers at this critical time in their life."

The good practice advice document has been produced by the Homelessness Advice and Support Team within the Ministry of Housing, Communities and Local Government (MHCLG), and with the Department for Education.

Rural homelessness more than doubles in past two years

Homelessness in rural parts of England has risen by 115 per cent in the last two years, with campaigners warning of further increases as a result of planning reforms reducing the number of affordable homes to be built in the countryside.

The number of households categorised as homeless in rural local authorities in England rose to 19,975 according to the countryside charity CPRE, and the Rural Services Network, which represents parish councils and many other countryside organisations.

The true figures for rural homeless are likely to be even higher as rough sleepers in the countryside should include people camping in woods or sleeping in cars and outbuildings. These people are rarely included in official counts, which are based on snapshots, focussing on rough sleepers on the streets and those in emergency hostels.

The rise in homeless households has been greatest in the north-east and north-west of England but increases have been recorded across all areas. The rates of increase in rural areas is currently greater than that occurring in towns and cities, and rural councils fear the housing shortage in the countryside could soon get even worse.

Councils are forecasting a potential reduction in

The rise in homeless households has been greatest in the north-east and north-west of England but increases have been recorded across all areas

affordable house construction by up to 50 per cent if the requirement to build them switches to applying to sites with more than 40 or 50 homes rather than just 10 homes. The change is part of Housing Secretary Robert Jenrick's proposed alterations to the planning system

Crispin Truman, chief executive of CPRE, said key workers were being priced out of rural areas by high rents in the private sector. "Tragically, rural homelessness continues to soar. Continuing to deregulate the planning system will only make this situation worse."

"Instead, investing in rural social housing now would deliver a boost to the economy at a time

when this is so desperately needed. The evidence is crystal clear that this is the best way to provide affordable homes for rural communities, especially the key workers whom communities rely on now more than ever, while at the same time jump-starting the economy."

The CPRE has calculated that at current social housing build rates it could take more than 150 years to clear the current rural housing waiting lists. The Rural Services Network has said that changes set out in the Government's planning white paper would be catastrophic for the delivery of rural affordable housing.

It argues that more rural affordable housing would boost the economy. It has forecast that for every 10 new affordable homes built the economy would be boosted by £1.4m, supporting 26 jobs and generating £250,000 in Government revenue.

Graham Biggs, chief executive of the network, said: "The social case for affordable rural housing provision is undeniable and is at the heart of sustainable rural communities. Now the economic case for investment in such housing is also firmly established, we call on the Government to boost affordable rural housing supply in a clear win-win situation."

Winkhaus Composite Fire Door Solutions

The one stamp of quality that leads to many approvals

We've tested our FD30 fire door set solutions to consistently prove performances way beyond the 30 minute requirement.

Tested from both the inside and outside to ensure compliance with all requirements of MHCLG 2020, BS EN 1634 for fire resistance & smoke control plus PAS 24 enhanced security.

All third party certified and audited for fire and security by Q Mark to ensure consistent safe performance.

If you're looking to specify or manufacture composite fire doors but need assurance that you're making the right decision, let us help you make an informed choice. Winkhaus has invested heavily in R&D, product testing and new products; all of which has been created by a dedicated expert in house team which has provided the platform for multiply approved solutions for you to now take advantage of.

For more information please contact Winkhaus UK Ltd on 01536 316091 or marketing@winkhaus.co.uk



Covid restrictions push more under-25s to sleep rough in capital

The number of young people sleeping rough in London has risen to a record high with further increases forecast as sofa surfing and staying with friends has been outlawed by lockdown restrictions.

The Combined Homelessness and Information Network says the number of 16 to 25-year-olds sleeping rough has risen to 368 in 2020 up from 250 in the same period last year, an increase of 47 per cent.

Young people now make up 11 per cent of the capital's rough sleepers, a figure described as "an historic high", well above the normal level of eight per cent. The number of young people contacting Centrepoin's helpline has risen by more than 50 per cent in 2020 compared with previous years.

Paul Brocklehurst, Centrepoin's helpline manager, said: "Time is running out to ensure adequate, age-appropriate provision is in place. The mayor needs to refocus his efforts and the resources he has at his disposal to address this rise in young people rough sleeping."

Phil Kerry, the chief executive of New Horizon who chairs the sub-group on young rough sleepers of the mayor's Life Off the Streets Taskforce, said: "Young people are being ignored by the Government and in the mayor's rough sleeping response."

"Many more young people who are sleeping rough are coming through our doors but most of the time we can't find them a safe space to sleep that night. We end up offering them the choice of a sleeping bag or us paying a stay in a shared room with total strangers at a backpacker's hostel. There must instead be better and safer options."

However, the latest figures also contain some good news as the overall number of people recorded as sleeping rough in London between July and September 2020 was 3,444, down by 14 per cent on the same period last year. There were 1,901 people sleeping rough for the first time, an eight per cent drop compared with 2019.

Lorrita Johnson, the Salvation Army's director of homelessness services, said it was good to see a fall, but that "this short-term gain could still lead to a long-term crisis unless the Government acts now".



Bill for homeless accommodation soars to £1.2 billion

The Government has released figures showing that local councils in England spent £1.2 billion on temporary accommodation for homeless households in 2019/20, with most of the money going to private landlords.

According to analysis carried out by the campaigning charity Shelter, this level of spending has increased by nine per cent in the last year and by 55 per cent in the last five years.

Of the total spent on temporary accommodation by councils in England last year, 87 per cent of it went to private landlords, letting agents or companies. The amount of money paid to these private accommodation providers has increased by 66 per cent in the last five years from £621 million in 2014/15 to £1 billion in 2019/20.

More than a third (38 per cent, or £393 million) of the money paid to private accommodation providers was spent on emergency Bed & Breakfast hotels,

Meaning that spending on emergency B&Bs has increased by a staggering 73 per cent in the last five years.

This is despite B&Bs are widely considered to be some of the least suitable places for families with children to live. This is because they involve having to share facilities (bathrooms and kitchens) with other families and often the whole family will have to sleep in one room. There is a six-week legal limit on families being placed in B&Bs but this is

frequently exceeded due to a lack of move-on accommodation.

At the end of March 2020 there were a total of 93,000 households living in temporary accommodation in England.

Polly Neate, chief executive of Shelter, said: "It is outrageous that almost £1.2 billion a year is being spent on often shoddy and expensive temporary accommodation because of a lack of social homes. It's a false economy for taxpayers' money to be used to pay private landlords for grotty emergency B&Bs, which can be so terrible to live in that families end up deeply traumatised."





"The decades of failure to build social homes means too many people on lower incomes are stuck in unstable private rentals – increasing their chances of becoming homeless. This cycle of destitution persists when those who lose their homes turn to the council for help, because councils have so little social housing left that they can't alleviate their homelessness for good. All they can do is pay over the odds for insecure temporary accommodation."

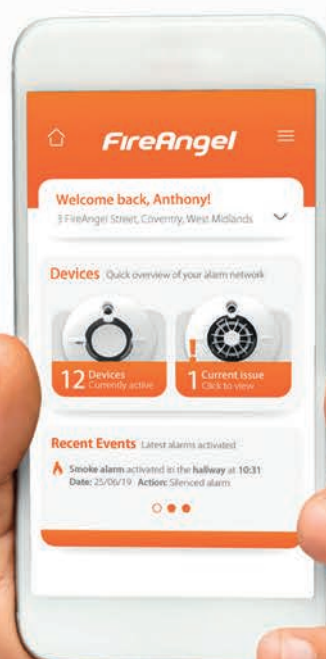
"If the Government fails to act on this crisis, the economic chaos of the pandemic is only going to make what is already an awful situation worse, as even more people are forced into homelessness. The Government must commit now to spending 'smarter' with a rescue package for social homes. By investing £12 billion over the next two years, we could build an extra 144,000 lower-cost homes, including 50,000 desperately needed social homes."

FireAngel CONNECTED

Remotely Monitor Fire and CO Alarms

Maximum Fire and CO protection for Tenants and Properties.

-  Real time status updates and instant diagnostics without requiring access to properties
-  Unlimited property profiles stored within FireAngel's secure cloud system
-  Unique 'FireAngel Predict' algorithm monitors and detects the risk of future fire events to allow earlier intervention
-  Cost-effective solution with running costs as little as 60p over 10 years per alarm*
-  Future-proof properties with a hybrid system that can be upgraded at any time



FireAngel Specification leading the way in Connected Fire and CO Safety.



Our Specification Managers are the experts in fire & CO protection - get in touch to find out more:

 **Call** 0247 771 7700  fireangel.co.uk/connect

50M Over 50 million alarms sold worldwide **100+** Registered technology patents **UK** based Research and Development team

* Calculations based on smoke and heat alarms

Campaigners clash with Housing Secretary over cladding removal and building safety

An acrimonious disagreement broke out on twitter between the Housing Secretary and campaigners over the delivery of recommendations from the Grenfell Tower public inquiry.

On 30 October, the MHCLG tweeted “It has been a year since the Grenfell inquiry phase 1 report was published. We are implementing the recommendations from the report in the most practical, proportionate and effective way as a priority. By reforming building and fire safety we are making homes safer.”

It did not take long before angry tweets were being fired back with people complaining about the slow speed of implementation, some of the recommendations being amended or dropped altogether and the Government’s proposals on the funding of cladding removal costs, particularly from leaseholders.

The group End Our Cladding Scandal responded with “We beg to differ. We wouldn’t be here, speaking on behalf of millions of people, if that were true. Please, follow our 10 steps if you want to.”

Current affairs journalist and broadcaster Kate Lambie challenged the Housing Secretary, tweeting “One year on from the Grenfell Tower Inquiry’s first set of recommendations we think only 4 of 46 have already been implemented.”

Other responses were elicited from such groups as the UK Cladding Action Group, Olympic Park

Homes Action Group, East London Cladding Action Group, Richmond House Residents and Grenfell United.

CAMPAIGN DEMANDS

The 10 steps referred to by the End Our Cladding Scandal are:

1. The Government must lead an urgent national effort to remove all dangerous cladding from buildings by June 2022, including the prioritisation of blocks most at risk
2. The Building Safety Fund must cover all buildings, regardless of height, and a range of internal and external fire safety defects, not just cladding
3. The Government should provide the money up front and then seek to recover it from any responsible parties or via a temporary levy on development
4. Social housing providers must have full and equal access to the fund
5. The government must compel building owners or managers to be honest with residents about fire safety defects
6. The Government should cover the cost of interim safety measures
7. The Government should act as an insurer of last resort and underwrite insurance where premiums have soared

8. A fairer, faster process is needed to replace EWS and funding is necessary to ensure all buildings that require a form are surveyed within 12 months
9. Mental health support must be offered to affected residents
10. Protecting residents from historic and future costs must be a key commitment of new building safety legislation

EWS refers to a system for competent fire risk assessors to confirm the safety of an external wall façade, without them having to carry out invasive tests. It has problems from day one because there is a shortage of surveyors, they struggled to obtain indemnity insurance and when inspections were carried out, they usually resulted in the building test being “failed”.

These problems were exacerbated when the Government changed the threshold of building heights which needed testing, adding another 88,000 residential buildings to the testing programme.

The upshot is that banks require EWS forms for almost all purpose-built flats and the system cannot cope with demand. These properties cannot be sold and the occupants cannot move. An estimated 1.5 million flats across the country are unsellable, causing a huge deadlock and misery for individual mortgage holders.

Cladding removal work could take until 2029

Dangerous combustible cladding panels which exposes residents to unacceptable fire risks is being replaced so slowly that it could take until 2029 before all affected buildings are fixed.

The claim is being made by the Labour Party. According to official figures, 220 high-rise tower blocks are yet to be made completely safe, and the majority of them are still wrapped in dangerous aluminium composite material (ACM) panels.

Over the last eight months privately owned towers have been fixed at a rate of 1.2 per month, and 80 blocks have still not started remediation works. Social housing blocks are being fixed at the rate of just over two per month, and there are seven where nothing has happened yet.

The shadow housing minister, Thangam Debbonaire, said the current rate of progress meant the Government was on course to miss its original targets for fixing the cladding crisis by almost a decade.

Back in July 2019, James Brokenshire the Housing Secretary at the time, said he expected building owners to complete remediation work by June 2020. In September this year, the Government said it expected all unsafe ACM cladding to be removed by the end of this year, with remedial works finished by the end of 2021.

“The Government’s lack of action over the last three years to tackle the building safety crisis has left thousands trapped unsafe homes,” Debbonaire told the Housing Secretary, Robert Jenrick, in a letter.

“The only thing that will fix the issue is a long-term solution to the remediation of buildings. It is increasingly clear that the size and scope of the building safety fund is nowhere near sufficient to ensure that all tall buildings are made safe. The Government must urgently bring forward a long-term solution for external wall remediation which protects leaseholders.”

Leaseholders have been left unable to sell their properties because mortgage companies are requiring checks on external wall systems before they lend, and there is a shortage of surveyors to do the checks. Additionally some qualified assessors have been unable to obtain professional indemnity insurance to undertake the job.

“The property checking process is not working and millions of families across the country are in limbo as a result,” said Debbonaire, calling for a faster and fairer process that prioritises the buildings most at risk.

So far the Government has made £600m available for the removal of ACM panels, and a further £1bn to tackle other fire safety problems in high-rise blocks discovered since Grenfell. The public accounts committee has suggested the repair fund needs to be much larger, with up to £3.5bn likely to be needed.

In total, the government estimates that more than 2,000 high-rise buildings need to be fixed because of various types of dangerous cladding – which also includes high-pressure laminate panels – plus the discovery of previously hidden problems that could allow fire to spread.



**STAMP THEM OUT
FOR GOOD.**



The right ventilation solution can remove the excess moisture in the air which causes damp, condensation, and mould problems.

For more information contact us on
029 2085 8507 or visit nuaire.co.uk/fixcondensation

PIONEERING NEW AIR TECHNOLOGY

nuaire

Pet ownership is soaring but few landlords allow them

One of the most popular responses from the public to the lockdown has been the acquisition and keeping of new pets, particularly cute puppies, as people found they had a lot more time on their hands and they coveted company and excuses to undertake exercise.

But this trend has butted up against a long running feature of the private rented sector, which is that many landlords ban the keeping of pets in their rental properties. And this is at odds with the wishes of a lot of actual and potential tenants.

New research from the property technology company Home Made, has revealed how far out of step landlords and tenants are from each other. The research has revealed:

- Registrations of new puppies jumped by 26 per cent between April and June with one in ten renters now looking for pet friendly properties;
- Just 2.8 per cent of UK rental properties are pet friendly, with 39 per cent of pet owners unable to rent a property, just because they own a pet; and
- Plymouth is home to the most pet friendly rental properties, with eight per cent of landlords welcoming pets, but in Belfast and Leicester there were no pet friendly properties advertised as recently as October.

Some two thirds of landlords say they are worried about the possibility of damage being caused to their property by pets, while a quarter say that their letting agent actively advised them against advertising as 'pet friendly'.

But it appears these landlords are missing out, because over half of renters would be happy to pay a five per cent premium to cover any damage a pet might cause, with seven per cent happy to pay a ten per cent premium.

Over half of pet owning renters would also be happy to set up a meeting so the landlord can get to



Plymouth is home to the most pet friendly rental properties, with eight per cent of landlords welcoming pets

know them and their pet and over a third would be happy to provide references from ex-landlords to demonstrate their pet is well behaved.

However, it is possible that some changes of opinion maybe in the offing as 56 per cent of landlords say they are currently considering changing their policies to allow pets in their rental properties following the rise in pet ownership during lockdown. Nearly half of all landlords (49 per cent) recognise that tenants would be inclined to stay longer in the property, and a third (34 per cent) believe it would lead to fewer periods with no renter in the property.

Commenting on the data, Home Made's founder and CEO, Asaf Navot, said: "We're a nation of pet lovers – even more so following lockdown. But finding a rental property to suit you and your pet or pets can be tough. It is understandable many landlords are

concerned about potential damage to their properties as we know that pets can be hard on a home. But there are real upsides to renting to pet owners – they're often more conscientious tenants and they stay longer.

THE TOP 10 UK CITIES FOR PET FRIENDLY RENTAL PROPERTIES

Ranking City % of pet friendly rental properties:

- 1 Plymouth 8%
- 2 Edinburgh 6%
- 3 Stoke 4%
- 4 Northampton 4%
- 5 Glasgow 4%
- 6 Manchester 3%
- 7 Bristol 3%
- 8 London 3%
- 9 Nottingham 3%
- 10 Liverpool 2%

Ombudsman names social landlords guilty of 'severe maladministration'

The Housing Ombudsman has continued its tougher and more transparent approach by naming and shaming the five social landlords it found guilty of 'severe maladministration'.

The Ombudsman named the five landlords as the London boroughs of Camden and Newham, as well as the housing associations Together Housing, Cottsway Housing and the Hyde Group.

Both Camden and Newham councils left residents in poor living conditions for years, having failed to perform outstanding repairs. The

Ombudsman ordered both councils to pay thousands of pounds in compensation.

Together Housing did not properly consult 29 supported housing residents before it withdrew support services; Cottsway gave a tenant the wrong tenancy agreement to sign, leading her to believe wrongly for 15 years that she had a preserved Right to Buy, while Hyde ignored a leaseholder's queries about service charges for eight months and then failed to respond to her complaint, despite being asked to six times over four months.

The Ombudsman plans to release further details of cases that result in a 'severe maladministration' determination and will notify the Regulator of its findings, in line with their recently agreed memorandum of understanding.

Housing Ombudsman Richard Blakeway commented: "This report focused on the few but most serious failings where we investigate and make a finding of severe maladministration. Issues with complaint handling featured in all the cases, together with poor record keeping in several.

"I have been encouraged by the response from landlords in wanting to put things right and hope that by publishing these cases, the learning is shared more widely across the sector, to help improve services and benefit residents."

DECORUS

for **sage**

Property management
software built with
you in mind.

Property Management
Software for Landlords,
Letting Agents &
Property Managers.

Updated
for
Sage 2021
(v27)

Get in touch

www.decorus-pms.com

info@decorus-pms.com

0114 2307305

PLATINUM

sage
Partner

Developer
2019/20

AUTHORISED

sage

Certified Developer
50cloud

Grenfell inquiry hears of questionable behaviours

The public inquiry into the Grenfell Tower fire has continued to reveal a series of questionable behaviours by key participants in the refurbishment project which ultimately resulted in 72 people losing their lives.

Actions by a number of staff at the Kensington and Chelsea Tenant Management Organisation (KCTMO) have come under sharp focus, as the hearings have revealed:

- Cost cutting negotiations were started with Rydon's 'in a secret meeting' before they had been awarded the contract, in contravention of legal advice obtained by the KCTMO;
- Tenants were excluded from discussions over cuts to the project's budget;
- Opportunities to appoint experienced project managers and fire safety experts were missed;
- The impact of swapping zinc cladding for combustible aluminium composite panels was not understood by any of the decision makers in awarding the works contract;

- KCTMO staff focussed on the cost and appearance of the ACM cladding, rather than on its fire safety qualities;
- Tenants who raised complaints about the standard of work, such as faulty fire doors or poorly fitted windows, were labelled as 'antagonists' and 'rebel residents'; and
- Notebooks and diaries kept by key staff during the refurbishment project were either thrown away, or their existence was not disclosed to the Police or inquiry staff.

There have been many occasions during the inquiry when the atmosphere was very tense with legal representatives of the inquiry reacting with incredulity and sometimes frustration and anger at the evidence being given by former staff of the KCTMO.

Previously the inquiry heard that Kensington and Chelsea Council had driven the cuts to the project's budget without giving sufficient thought to the consequences.



The council had also made swingeing cuts to its building control department, while the inspector in charge of the Grenfell project was covering three roles on his own, with 130 projects on the go at once. He also had no experience of the type of works undertaken at the Grenfell Tower and his training was not sufficient to fill his knowledge gaps.

Claims of professional negligence made at Grenfell inquiry

The Grenfell inquiry's fire safety expert has said the advice given by specialist fire engineers during the design stage of the tower block's refurbishment, amounted to professional negligence.

Exova was employed to put together the fire strategy for the refurbishment of the Grenfell Tower, this included comments on how the construction changes may impact on the building's fire safety performance.

In two written reports assessing the changes and their affect on external fire spread, Exova stated "proposed changes will have no adverse effect on the building in relation to external fire spread" but would be "confirmed in a future issue of this report". These comments were made

despite Exova not making an assessment of the cladding proposals.

Dr Barbara Lane, fire safety expert for the inquiry, who put together a report assessing the performance of Exova, said: "Critically, Exova fails to identify that overcladding the entire building is a part of the definition of the refurbishment works in their report, but of more grave concern is they still go on to provide their advice that this part of the works would have no adverse effect.

"Yet the records show the staff at Exova had never analysed the external wall construction proposals and so were not in any position to make this statement. Therefore, I conclude this was very serious evidence of professional negligence, from

my perspective as a practicing fire engineer."

When asked at the inquiry if her position with regard to these comments had changed after hearing evidence from Exova employees, she said no.

Representatives of the firm have previously told the inquiry that Exova was not part of the process of selecting the cladding, the choice of materials used, nor was it responsible for designing, installing, or approving the system.

They maintain that after the lead contractor (Rydon) was appointed in March 2014, it chose not to appoint Exova nor did it ask Exova to update the advice that it had given previously, before the cladding system had been chosen.

Building control checks on Grenfell Tower contained 'fundamental failings'

The building control system and processes used by the Royal Borough of Kensington and Chelsea were fundamentally flawed and failed to properly assess the planned refurbishment of Grenfell Tower, according to an expert witness for the inquiry.

Beryl Menzies identified a litany of failures including not asking about the tower's cladding

system or the materials to be used, failing to spot out-of-date and contradictory information; and failing to recognise that no cavity barriers had been indicated in initial designs to seal the cavities or opening in the walls.

Ms Menzies said that she believed the initial full plan application to the building control department

should have been rejected before work started. She said the fire strategy from the refurbishment's fire engineer Exova "did not address the actual proposals" put forward.

Ms Menzies described the role of building control as the "third line" of protection for a construction project and that it should ensure the construction meets building regulations.

When asked about the performance of John Hoban, the council's building control officer who worked on the Grenfell Tower project, Ms Menzies said she felt that he was struggling and that he was badly managed.



Ei1000G SmartLINK® Gateway

The smarter way to check every tenant's safety. At any time.



- Actively monitors a property's RadioLINK+ or SmartLINK enabled alarms
- Minimises the requirement of property access causing less disruption
- Utilises the best available mobile connection for reliable connection
- Collates data and provides real-time notifications
- Accessible intelligence that can be actioned, reported on and documented
- Enables solution focused asset management



A Revolution In Tenant Safety

www.aico.co.uk/Ei1000G | 01691 664100 | enquiries@aico.co.uk

an **Ei** Company

Allocations made for 3,300 homes for rough sleepers

The Government has allocated more than £150m to pay for more than 3,000 permanent homes aimed specifically at getting rough sleepers off the streets and provided with specialist support.

In all some 276 schemes have been approved across England, including 38 in London. These should deliver 3,300 new homes by the end of March 2021, with further allocations expected to bring the total number of new homes for rough sleepers up to 6,000 by the end of this parliament.

This is the latest step in the Government's aim to end rough sleeping by 2024. Those moving into the new housing will also be supported by specialist staff to access support for mental health or substance misuse.

Housing Secretary Robert Jenrick said: "Our Everyone In plan is widely considered the most effective action taken by any country in the world to protect those sleeping rough from the pandemic.

"And that work hasn't stopped – 29,000 rough sleepers and other vulnerable people have been supported into safe accommodation since the start of COVID-19.

"The next step in our mission is to ensure they have a more settled home, which is why we are providing over £150m as part of the biggest ever investment in homes for the homeless, to deliver over 3,000 new long-term homes across England, giving them the stability and security they need to start to rebuild their lives."

However, some charities and campaign groups are warning that further support will be necessary to avoid a homelessness crisis over the winter due to the economy shedding thousands of jobs. At the same time, night shelters may be forced to close or drastically reduce the numbers housed due to social distancing restrictions.

Professionals welcome the regulation of short term lets in Scotland



"We are pleased that short term let hosts will now have to meet the same safety standards as private landlords."

Ashley Campbell, policy and practice manager at CIH Scotland

The Chartered Institute of Housing in Scotland has strongly welcomed proposals to toughen the regulation and control of short-term lettings north of the border.

The Scottish Government has set out plans for the regulation of short term lets including a nationwide licencing scheme and discretionary powers for local authorities to apply for control areas to be designated in specific locations if they think that further restrictions might be required.

Where a control area is designated, planning permission would be required for a residential property to be converted into a short term let.

The consultation includes details of licencing requirements that all short term lets would have to meet, including extending the Repairing Standard which currently applies to the private rented sector. The Repairing Standard covers the property condition and health and safety elements such as fire, gas and electrical safety and carbon monoxide detection.

Local authorities will also be able to add licencing conditions at their discretion and tailored to local conditions. For example, they may wish to include additional rules around noise or anti-social behaviour.

Ashley Campbell, policy and practice manager at CIH Scotland said: "We welcome the introduction of regulations for short term lets in Scotland. While we recognise that this type of accommodation is popular with tourists, can provide flexible income for hosts and support local economies, we also need to acknowledge the negative impact that short term lets can have on some communities.

"Where large numbers of homes are being converted into holiday accommodation, local residents have less choice over where they can live and may see costs pushed up. Many people have also experienced noise nuisance from parties and may feel insecure with strangers coming in and out of shared stairways.

"The current lack of regulation or accountability means that guests and neighbours can be put at risk if homes are not being maintained or do not have adequate fire safety measures in place and this is unacceptable.

"We are pleased that short term let hosts will now have to meet the same safety standards as private landlords. These regulations are a step in the right direction but will only be effective if they are effectively communicated, understood and enforced."

**IN OUR RUSH TO SEAL UP OUR HOMES FROM THE COLD,
LET'S NOT FORGET WE HAVE TO LIVE IN THEM.**



AERECO, SECURING INDOOR AIR QUALITY FOR OVER 35 YEARS

Finding a balance between good indoor air quality and energy savings is now possible with Aereco.

By monitoring air quality room by room, minute by minute, Aereco's demand controlled ventilation system (DCV) automatically adjusts itself to the rhythm of life, to ensure good indoor air quality is achieved at all times. Regardless of how sealed up the property becomes.

Aereco's range of demand controlled ventilation products have been securing the quality of indoor air for over 35 years. Affordable, easy to install and maintain, they provide an ideal solution for homes new and old.



For more information: www.aereco.co.uk

 **AERECO**
air on demand

Large Yorkshire landlord handed governance downgrade

A 22,000-home landlord had its governance rating downgraded by the Regulator of Social Housing after owning up to not correctly implementing rule changes within its group structure.

Yorkshire-based Incommunities Group was downgraded from 'G1' to 'G2', meaning it is still compliant for governance, but there are weaknesses in its risk management.

The housing association had self reported itself to the regulator saying that it had not implemented rule changes correctly, for two of its subsidiaries, in April 2018, according to the regulatory judgement.

The error was not discovered until May 2020, by which time the group had refinanced and issued a bond, meaning the subsidiaries made incorrect certifications about their rules to lenders. Decisions

made between April 2018 and May 2020 had to be re-ratified by Incommunities and the affected subsidiaries "including in respect of its funding arrangements".

The regulator says Incommunities' internal controls did not ensure that the new rules were implemented correctly or identify that it had not registered them with the Financial Conduct Authority. The HA has since worked with funders and lawyers to rectify the situation, although for a while they were reliant on the goodwill of their funders.

The group has now "commenced work to strengthen its internal control framework and is keeping the regulator informed of its progress", the judgement said.

Incommunities' financial viability rating remains unchanged at 'V1' following an in-depth assessment

The housing association had self reported itself to the regulator saying that it had not implemented rule changes correctly, for two of its subsidiaries, in April 2018, according to the regulatory judgement.

that found it has an adequately funded business plan, has sufficient security in place and is forecast to meet its financial covenants.

Two associations regain their governance compliance ratings

A Liverpool based social landlord has regained its compliance rating from the regulator two years after being down-graded over widespread health and safety failings.

The Livv Housing Group, formerly known as Knowsley Housing Trust, was found to be non-compliant in August 2018 but in October this year it was regraded on governance from 'G3' to 'G2'.

Two years ago the regulator also found significant weaknesses in the effectiveness of board oversight and scrutiny, as well as ineffective risk management and internal controls.

Following a restructure Livv was found to have strengthened governance arrangements with a fresh board and executive team, which enabled more effective scrutiny and risk reporting.

It has also implemented a fresh risk management framework, which included new policies and procedures relating to statutory health and safety compliance.

Meanwhile down the M5, GreenSquare Group which manages 12,000 homes in Gloucestershire, Oxfordshire and Wiltshire, had its governance rating upgraded to 'G1'. It was previously downgraded in June 2019 after breaching the regulator's standard for fire safety.

The regulator found GreenSquare has enhanced the skills mix of its board and improved the quality of reporting, leading to improved oversight of health and safety compliance. The HA also implemented recommendations from an independent

Following a restructure Livv was found to have strengthened governance arrangements with a fresh board and executive team, which enabled more effective scrutiny and risk reporting.

review of governance and communicated material issues with the regulator in a proactive and timely way.

NHF calls on sector to adopt its tenant engagement charter

The National Housing Federation is asking all English housing associations to adopt its new resident engagement charter and make themselves more accountable to their tenants.

Together with Tenants, was an initiative set up in response to the Grenfell Tower fire in 2017. It is the centrepiece of a four-point plan aimed at ensuring HA boards are properly accountable. The four steps are:

- a new requirement in the NHF's code of governance for board accountability (a new version of the code is due to be published in November);
- the new Together with Tenants charter, which lists six pledges for housing associations in a bid to ensure residents have a more consistent experience of dealing with their landlord;

- reporting publicly and to residents about progress against the charter; and
- a requirement to pass information to the Regulator of Social Housing where necessary.

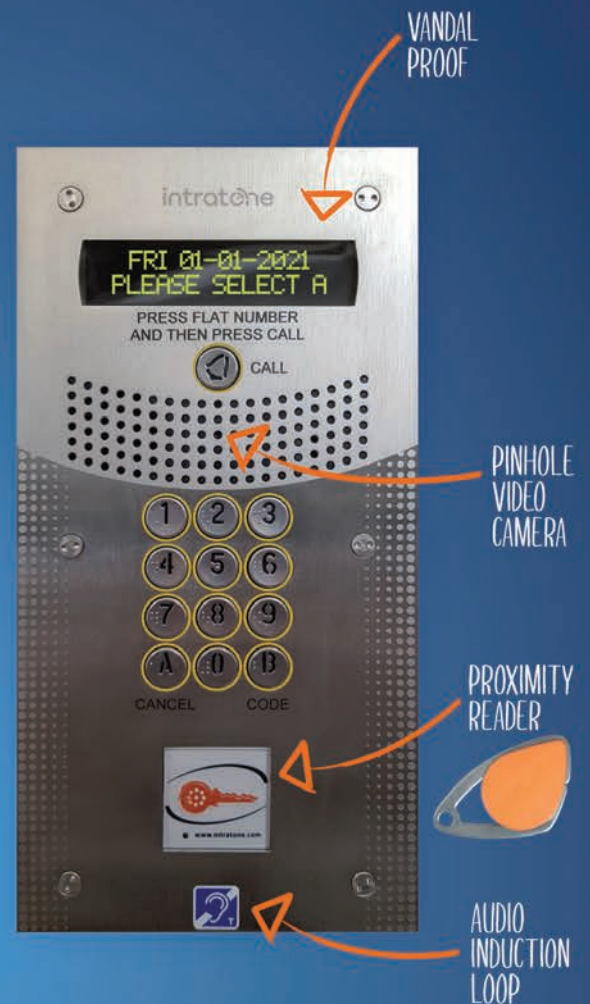
Since the Together with Tenants programme was launched in draft form in early 2019, 130 housing associations have become early adopters. They say their experience is that this led to clearer, more collaborative decision-making.

The NHF has promised to support landlords and tenants to share what is and what is not working under the scheme.

INTRODUCING THE NEW INTRATONE DD-02 INTERCOM PANEL

THE INTERCOM
THAT'S
CREATING A

BUZZZZZZZZZZ!



The complete intercom solution for housing managers

The **NEW wireless DD-02** is the all-in-one smart intercom for Housing Associations. Not only does it offer **more accessibility features**, it's durable and secure too – visitors simply **direct dial** the flat number then press '**call**' to request access. It also benefits from an audio induction loop and braille backlit keypad for broad accessibility. Plus, with a built-in proximity reader and coded keypad function, access is secure for both residents and service providers. What more could you want? To find out more, visit intratone.uk.com

intratone

National 'Statement of Expectations' for supported housing published

The Ministry of Housing has published its National Statement of Expectations for supported housing as part of a concerted attempt to drive up standards of housing management in care settings.

This new set of guidelines for local authorities and supported housing providers, sets out good practice for the housing management aspects of supported housing provision. Many housing associations and the NHF worked with the Government on the statement, to help promote good practice in supported housing provision.

The NHF says the statement will be a tool for local authorities to champion good practice in the supported housing sector, and can be used to make the case for increased funding for this type of housing.

The Government also announced £3m of new money to fund pilots in five areas – Birmingham, Hull, Blackpool, Bristol and Blackburn, to improve the quality, enforcement, oversight and value for money in supported housing, focusing on short-term supported accommodation. The pilots will run until the end of March 2021.

The supported housing pilots will involve collaborative working between local partners and will carefully test different approaches to greater oversight of the sector and how higher standards could be enforced. The pilots are intended to improve the quality of non-commissioned provision in priority areas.



The Housing Ministry wants to hear feedback from supported housing providers about the National Statement of Expectations. Officials will start by engaging with the social housing sector on an informal basis, followed by more formal survey in the Spring, to find out

whether the framework is useful to providers and local authorities.

The NHF will be consulting member HAs through its National Health and Housing Forum and regional Health, Care and Supported Housing Forums.

Mass evacuation of students from troubled west London estate

Hundreds of students living on a west London housing estate owned by Notting Hill Genesis, were evacuated at short notice and rehoused after a series of building safety problems emerged.

The building safety issues are understood to include problems with fire breaks in the cladding, but extends to other health and safety matters. NHG has commissioned specialist consultants to examine the buildings and identify the full extent of the problems.

Students living on the 1,059-home Paragon Estate in Brentford said they were completely unaware of any safety issues with their blocks. They attend the University of West London and had only moved into their accommodation as recently as September.

NHG are one of the biggest social landlords in the capital. The 66,000-home housing association said that recent inspections had uncovered issues so serious that resident safety at the blocks, which

The building safety issues are understood to include problems with fire breaks in the cladding, but extends to other health and safety matters

also houses 170 leaseholders and tenants, could no longer be guaranteed. This resulted in the almost immediate evacuation and rehousing of all 858 residents.

The blocks were built by the private house builder Berkeley Group before being sold to Presentation Housing Association in 2006 and then

transferred to NHG. The six blocks contain a total of 1,059 homes.

Kate Davies, chief executive of NHG, said: "We are extremely sorry that we had to ask our student residents to leave the Paragon Estate, which we understand is causing disruption and worry to them at what is already a challenging time. We understand this is a distressing time and are offering free well-being advice and face-to-face counselling sessions to all student residents for the next 12 months.

"All Paragon students have been found alternative accommodation in other purpose-built student housing. We are supporting them as they move to their new homes and providing travel expenses and removal costs, including a packing service. There is no suggestion that any other buildings in the Notting Hill Genesis portfolio will require a similar approach to the one being taken at Paragon."

New safety requirements for residential blocks come into effect

Three key changes to building safety requirements affecting new residential buildings have come into effect from 26 November 2020.

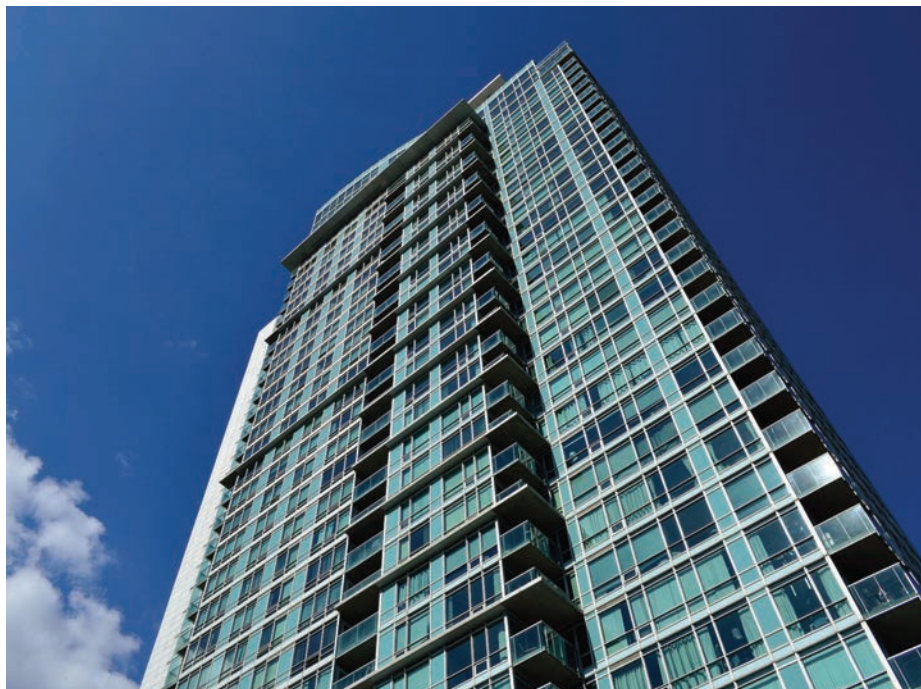
The changes to Approved Document B, look to improve fire safety matters within and around buildings but they only affect new buildings at this stage, although campaigners hope they will eventually be made to apply to existing homes.

In brief, the changes are:

Blocks of flats with a top storey more than 11 metres above ground level should be fitted with a sprinkler system throughout the building. This represents a change from the previous threshold of 30 metres.

Wayfinding signage for the fire and rescue service should be provided in blocks of flats with a top storey more than 11 metres above ground level. The amendments provide clarification on the type and placement of signage, which aims to provide greater consistency for building owners.

There is new clarification around the definition of a boundary between two buildings, with a view to resisting fire spread from one building to another.



02476 434661
CONTACT@RESICOMSPRINKLER.CO.UK
WWW.RESICOMSPRINKLER.CO.UK

RESIDENTIAL AND COMMERCIAL FIRE SPRINKLER SYSTEMS DRY AND WET RISER SYSTEMS • FIRE HYDRANTS

ResiCom Fire Sprinkler Solutions have a proven track record of innovative designs, effective problem solving and attention to detail, delivering excellence for every customer. From small domestic work to large residential and commercial projects, our unique, performance and risk analysed engineering offers greater flexibility in design, without compromising the effectiveness of the suppression system.



*Because we all have the right to be protected and safe...
from the devastating effects of fire, and the catastrophic impact on our lives...*

ResiCom delivers, first time, every time

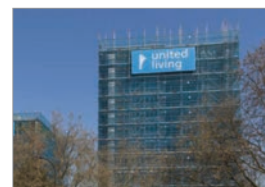
Stefen Kilgallon of ResiCom has been involved in the Fire Protection Industry for over 25 years. ResiCom recognise the need for professional, honest, quality service delivery to the industry and the company constantly strives to provide this. From their front line staff, to the behind the scenes support who work tirelessly to ensure ResiCom delivers, first time, every time. It is their firm belief and professional ethos that people like to deal with people, not organisations, that it's important to build relationships with customers and clients, and most importantly, ensure they trust to deliver the best solution for them at all times. At ResiCom, client and customer care is the cornerstone of its organisation.



02476 434661 www.resicomspinkler.co.uk

Fastflow prepares for the future

Fastflow Group has restructured its business in a move designed to ensure the company is 'fit for the future' and able to adapt to the changing marketplace. It will also cease using the Fastflow Group name and instead be known as The United Living Group. It follows the successful merger last year and the creation of a new business. The Group will have combined revenues for the financial year ending 31st March 2020 of £400m, with 2021 revenues budgeted to be £420m.

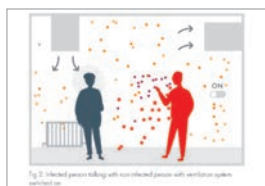


The new streamlined business is made up of the three distinct service pillars that together will deliver a broad range of integrated services.

01332 665522 unitedliving.co.uk

The importance of ventilation

Vent-Axia has welcomed the launch of the Government's new public information campaign which highlights how ventilating indoor spaces can reduce the risk of coronavirus infection by over 70 per cent. Vent-Axia has praised the Government's new Public Health information campaign since the company has seen first-hand how ventilation has helped fight the virus. The ventilation manufacturer has helped in the national response against COVID-19 by supplying ventilation to a number of COVID hospital wards and field hospitals, including the NHS Nightingale Hospital in London and the Rainbow hospitals. Vent-Axia was recently named a UK Business Hero by the UK Chamber of Commerce.



0344 856 0590 www.vent-axia.com/dilutethevirus

Airflow Developments conquer

On the 15th October 2020 Heating and Ventilation Review (HVR) held their 11th consecutive annual awards. As many other events have, HVR took to our screens and held their first ever virtual ceremony. Celebrating the best of the Heating and Ventilating sector, HVR gave out 11 prestigious flame trophies to the winners of their category awards.

Airflow Developments are a longterm supporter and attender of these prestigious awards. With the highest number of products shortlisted across the categories, Airflow conquered with two Highly Commended products and one Category Win.



01494 525252 www.airflow.com

Fully Integrated MVHR with Cooker Hood

Adroit DV51CH

Domestic Product of the Year 2020

Highly Commended Sustainable Product of the Year

- Up to 84% thermal efficiency and low SFP
- Internet control by smart phone, tablet or PC
- Two G4 and one F7 filter
- Full heat recovery for the whole dwelling
- Slim and stylish extractor hood
- Can be integrated into a standard 600 mm wide kitchen unit
- Available in white or stainless steel
- 5 year warranty

01494 525252

airflow.com

Laser printing from ESi

Installers and heating contractors can request that the ESi heating controls they order from their merchant can be laser printed on the front outside cover of the controls with their company name and logo and inside the controls cover with contact details so the homeowner can contact the company easily if necessary.



Simply request this additional service when you order twenty controls or more from your merchant and they will be delivered duly engraved. ESi just needs a jpeg of the logo and the company name in its normal typeface to set up the laser printer.

01280 816868 www.esicontrols.co.uk

Vent-Axia wins at H&V News Awards

Market-leading ventilation expert Vent-Axia is celebrating winning the 'Domestic Ventilation Product of the Year' award at the prestigious H&V News Awards. Scooping the award for its pioneering Lo-Carbon PoziDry Compact Pro, which offers an ideal solution for combating condensation and mould in problem properties without a loft, the Sussex-based company received the accolade at a virtual awards ceremony on 25th November 2020. Demonstrating the company's design leadership in tackling the problems of indoor air pollution in the home, over a third of the shortlisted products in the category were designed by Vent-Axia.



0344 856 0590 www.vent-axia.com

PKOM 4 compact service unit

Do you build or retrofit homes to a super-insulated and superior air-tightness standard? Then good indoor air quality with no formal heating system can be achieved with the multi-award-winning PKOM 4 compact service unit. It provides energy efficient space heating, cooling, hot water and heat recovery ventilation all in one, compact service unit. Passivhaus certified, it is suitable for flats and small townhouses. Great for off-gas properties, it was also featured in Cardiff University's ground breaking energy positive SOLCER house. Make an appointment to visit **Total Home Environment's** showrooms in Moreton in Marsh or arrange a Zoom meeting now.



0345 260 0123 www.totalhome.co.uk

Convenient and paper-free

Enjoy reading **Housing Management & Maintenance** but find it is not always convenient to have the printed magazine? Or has your workplace turned paper-free? Covering the growing social and private rented sectors, the Housing Management & Maintenance digital issue offers you the same content as the printed magazine, delivered straight to your inbox and accessible via smartphone, tablet, and desktop computers. What's more, the digital issue includes interactive links to featured companies. Keep up to date with a wide range of topics including legislation, projects, product information, and more, before the print issue has even been delivered! Subscribe for free now.



www.subscribepage.com/hmm

- heat recovery ventilation
- heating
- cooling
- hot water
- energy efficient COP: 6.8
- ideal for super-insulated & airtight flats or townhouses

send us floorplans for a quote
info@totalhome.co.uk
 0345 260 0123 | totalhome.co.uk

proud to be part of

The importance of permanent ventilation solutions

Damp, condensation and mould growth remain perennial problems for housing maintenance. With the introduction of the Homes Act 2018, ventilation and condensation control have never been more important.

Reduced maintenance costs. Avoiding expensive structural repairs. Maintaining property values. Glidevale Protect's Technical Product Manager Michelle Wareing explains how the company's proven and economical condensation control solutions help achieve these goals.

THE ISSUES - MOULD GROWTH, CONDENSATION AND DAMP

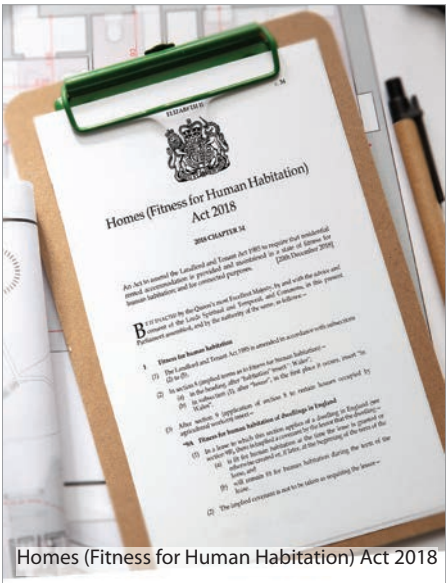
A 2018 survey* of 88 local authorities managing almost 475,000 homes revealed over 57,000 complaints about condensation, mould growth and damp. Over a six-year period, this was a total complaint rate of 12.2%. One local authority reported that despite installing cavity and external wall insulation in all its stock, 80% of residents still complained about mould. Clearly the problem isn't confined to cold properties and poorly maintained stock.

So, temperature is not necessarily the issue; high relative humidity is. The best solution is condensation control through natural ventilation.

THE LEGISLATION

THE HOMES ACT 2018 (FITNESS FOR HUMAN HABITATION)

All rented properties in the private and public sector after 20th March 2019 must comply with the Homes (Fitness for Human Habitation) Act 2018. As a landlord, this means ensuring damp, mould growth and ventilation issues are fully resolved, meaning properties comply with relevant building regulations.



The Homes Act update is also likely to generate more claims from tenants against social housing landlords renting non-compliant properties.

FUTURE HOMES STANDARD

Energy efficiency for new build properties is seeing further improvement as part of the Future Homes Standard, which will be introduced by 2025 to increase energy efficiency requirements. The steps to achieving the standard are well underway with a two-part Government consultation about proposed changes to both Building Regulations Approved Document Part L (Conservation of Fuel and Power) and Part F (Ventilation).

These ambitions are for new build homes to be future-proofed with heightened building performance, meaning more stringent building fabric and U-value standards, with the objective of delivering significant reduction in heat loss and better ventilation guidance.

THE SOLUTION - VENTILATION FOR CONDENSATION CONTROL

VENTILATION IN THE ROOF SPACE

Glidevale Protect ventilators for both new builds, retrofit and insulation upgrade projects are tried and trusted. These BS EN ISO 9001 compliant options are ideal for eradicating roof space condensation and preventing damp and mould.

The comprehensive range of over 450 slate and tile ventilators can match almost any profile on the market. Options include the maximum airflow 'G-Range' cowl design or the unobtrusive In-line range. The compact Universal range is designed to suit plain tiles, interlocking plain tiles, flat interlocking tiles and slates, making selection simple.

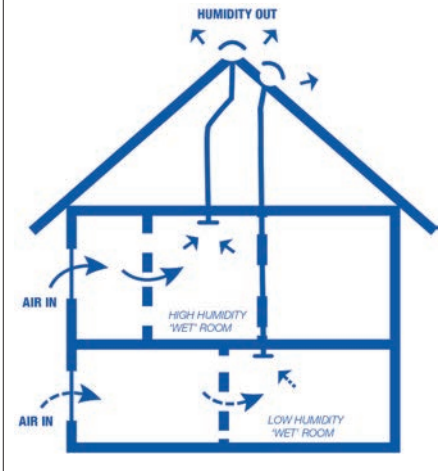
VENTILATION IN THE LIVING SPACE

Providing air inlets to dry, habitable rooms and extract systems in wet rooms are simple methods of condensation control. They help ensure dwellings have adequate ventilation levels when fitting retrospectively, helping to maintain occupancy wellbeing.

Glidevale Protect's air inlets include the Fresh 99H wall ventilator and humidity-sensitive Energy Saver tricklevent. These through-wall vents and through-window frame vents don't need power to regulate airflow, opening and closing automatically so no unnecessary heat loss occurs. Both ventilators include sound-insulating options, providing noise reduction of up to 50dB.

Glidevale Protect's low maintenance Intelligent Passive Stack Ventilation (iPSV) system offers a natural, low-cost and zero energy alternative to mechanical ventilation. Automatically delivered, whole house ventilation, it operates via the stack effect; drawing warm, moisture-laden air out of the property whilst delivering fresh air into the living

Glidevale Protect's Intelligent Passive Stack Ventilation system (iPSV)



space via background vents. iPSV is totally silent in operation, with no commissioning or user intervention required. Unlike traditional passive stack ventilation, iPSV uses inlets and extracts that open and close depending on humidity levels in each room.

TECHNICAL SUPPORT TO ACHIEVE THE RIGHT SOLUTION - FAST

GLIDEVALE PROTECT'S TECHNICAL TEAM GETS YOU STRAIGHT TO THE ANSWER, VIA:

- Design & regulation guidance
- Product specification
- Structured quotes and easy ordering
- Plot-by-plot delivery
- Site visits & surveys
- Toolbox talks

To discover how Glidevale Protect can help you achieve healthier homes, reduced maintenance and optimised property values, contact us today on info@glidevaleprotect.com.



0161 905 5700
www.glidevale.com/ipsv
www.linkedin.com/company/glidevaleprotect

WHAT'S THE TRUE COST OF CONDENSATION IN YOUR HOUSING STOCK?



Ask Glidevale

Everyone knows the damage damp and mould can do. The costly repairs to rotten timbers and water damaged plaster. But more serious are the asthma, allergies and skin conditions they cause.

Quite simply, preventing harmful condensation with controlled ventilation isn't just good property management practice. It's a duty of care you have to all your tenants.

Glidevale Protect ventilation products have already been utilised for remedial works in tens of thousands of UK homes. Our technical support and advice is tried and trusted by social landlords and housebuilders. **To discover how we can help you achieve healthier homes and reduced maintenance, contact us today.**

glide**VALE**
protect

Contact our Technical team today
for ventilation advice

0161 905 5700

technical@glidevaleprotect.com



What is IAQ and how do we measure it?

Vince House of Aereco explores what indoor air quality (IAQ) really means as residents are confined to their homes more than ever.

There has been a lot of talk around Indoor Air Quality (IAQ), especially during the pandemic, but what does IAQ really mean? There are various pollutants in the air which will contribute to poor IAQ, one of those being Carbon dioxide (CO₂). Recorded levels above 1000 parts per million (ppm) inside properties can be associated with deteriorating air quality, so it seems like a good measure to focus on.

What is interesting is when we monitor CO₂ and moisture together, they rise and fall at almost the same rate. This stands to reason as generally where there is a human there is also CO₂ and moisture caused by breathing. As a result, in the right circumstances using moisture as a proxy to CO₂ can be just as effective as measuring CO₂ itself. While also providing the benefit of measuring moisture too, this is often not the case in reverse.

There are of course other things we can measure. Total Volatile Organic Compounds – or TVOC's – are becoming more well-known now, and can have

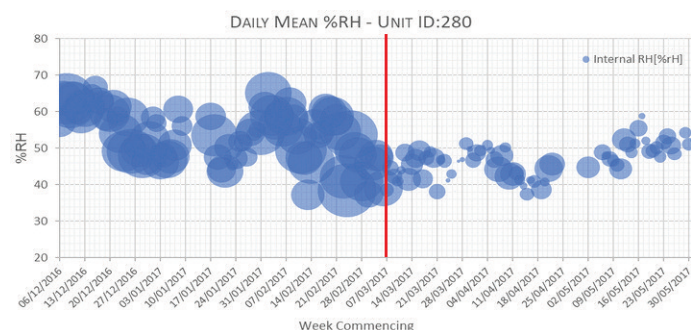
Ventilation often gets overlooked by landlords and housing professionals when other home improvement measures are being installed

a damaging effect on our internal environment. VOC's are gasses which emanate from all sorts of things in our homes, furniture, toys, deodorants, paints, aerosols, cleaning products, etc. The list is exhaustive. There's also Radon gases in parts of the country, NO₂ and PM₁₀, 2.5, 1's and below (of which there is still extensive research being carried out to understand the effects).

When talking about ventilation, some are quick to talk about air conditioning to continue the conversation. It is important to note however that although the name “air conditioning” would imply that the air is being purified, it is not always. These units heat or cool the air, but unless they take the air out and replace it with fresh air, they are not providing ventilation. The true definition of ventilation is “the controlled or designed replacement of stale indoor air with fresh outdoor air.” Sounds easy, but it is much harder than you would think.

By and large, it is us and what we do in our homes that causes stale air; cooking, cleaning, washing, even breathing – all these things contribute to reducing the IAQ. A typical family of four will produce 16 litres of moisture a week.

One issue lies in the fact that we are all unique and we all have different habits and lifestyles. This can be very difficult if you are looking to set just the right level of ventilation in a home for good IAQ, as there is a constant moving target. Each room will have a rising and falling demand for ventilation at different times of the day. If you over ventilate, there will be comfort issues as the property will be too cold. If the ventilation is not enough, this will lead to issues with excess moisture in the home, causing condensation



Pre and post monitoring of a dwelling to determine IAQ after new ventilation measures had been installed

By and large, it is us and what we do in our homes that causes stale air; cooking, cleaning, washing, even breathing – all these things contribute to reducing the IAQ. A typical family of four will produce 16 litres of moisture a week

and ultimately creating an environment for mould to develop and grow.

Ventilation often gets overlooked by landlords and housing professionals when other home improvement measures are being installed. Improving insulation or upgrading windows to reduce infiltration can put a strain on the existing ventilation system (unless it had been designed to deal with more airtight properties). The results can be very damaging to IAQ and the buildings.

So, how can we effectively measure IAQ in our homes? There has been a real step forward in low cost monitoring equipment, and it has become much more popular in recent years with Smart Home controls, for instance.

There has been a shift towards large monitoring schemes by housing providers, Peabody, Renfrewshire, Flagship and Riverside Housing to name just a few. Big data seems to be the way forward to monitor the IAQ and health of buildings.

A recent survey into ventilation carried out by Aecom for the Government concluded that 79 out of 80 properties did not meet minimum building regulations. Monitoring would certainly highlight these issues quickly.

One thing is certain, that the more information we gather, the more we learn about the internal environment, the more equipped we are to overcome any issues found.

Vince House is head of Sales and operations UK at Aereco

Do your properties suffer from condensation & mould?

Don't let this destroy your housing stock!






PoziDry Pro™

PoziDry Compact Pro™

The PoziDry Compact Pro
- proud winner at the H&V
News Awards 2020



Our PoziDry PIV range can take the problem off your hands!

#FightTheMould



Book your FREE Site Survey today
0844 856 0590 www.vent-axia.com/piv

Vent-Axia®

Balcony refurbishment is not just about replacing combustible materials

Making balconies safe can be challenging.



Quality and "installability" of decking products



The design of your sub structure



Installation strategy and optimisation



Access solutions, material movement and debris removal



Health and safety

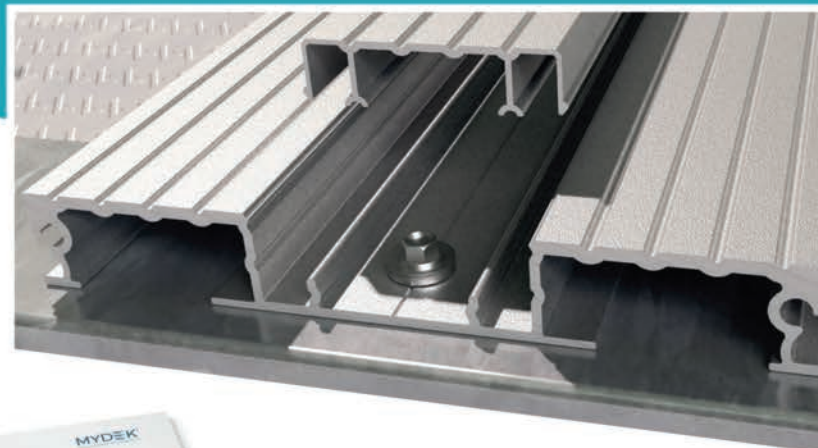
Talk to the experts!

Over 14,000 balconies have been made safer with MyDek.

- High performance non-combustible decking system
- Comprehensive range of colours and finishes
- Innovative problem solving approach to retrofitting from our expert team
- Unique access solution to reduce costs and installation time

If you're facing the challenge of refurbishing balconies on your high rise building, you'll be in safe hands with MyDek.

Our innovation both in products and access solutions will reduce costs and save time whilst ensuring safety and minimum disruption to residents.



For your FREE guide to balcony refurbishment email: hello@mydek.com

Boost your knowledge with MyDek's CPDs – **The Essentials of Class A Decking.** Delivered online via video conferencing.

MYDEK®
Non-combustible decking systems

T: +44 (0)3300 94 94 11
www.mydek.com



Balcony fire safety

Richard Izzard of AliDeck explores the prevalence and causes of balcony fires.



Following the Grenfell tragedy, various building regulation updates and Government initiatives have attempted to resolve the flammable cladding issue by outlawing combustible materials and mandating its replacement in existing buildings with non-combustible alternatives.

Progress has been slow, however, and there remain many high-rise buildings still clad in the same or similar material as that used on Grenfell Tower.

Major upheaval was caused in the property market as lenders became reluctant to provide mortgages for homes within buildings suspected to have combustible cladding on their external walls.

The External Wall Fire Review/EWS1 process was developed as a solution to this issue via a cross-industry working group consisting of the Royal Institution of Chartered Surveyors (RICS), the Building Societies Association (BSA), and UK Finance. Launched in December 2019, this process was intended to provide a framework by which mortgage lenders could be assured that the risk on their loans was suitably mitigated, unblocking the logjam and allowing homeowners to sell their properties.

Unfortunately, the reality has been far removed from the hope.

ISSUES PLAGUE EWS1

The EWS1 process was, unquestionably, developed with the best of intentions, but there are clearly gaps in its execution through which many landlords continue to fall. Primarily, the scheme began to fall apart when the Government issued a new Advice Note in January 2020 that dramatically increased the scale

For new-build projects, the use of non-combustible elements in the external envelope of buildings is now an absolute requirement

of affected buildings by expanding the scope of the Advice to cover buildings below 18m.

A profound shortage of qualified inspectors, risk-averse lenders over-applying the process, and potentially many tens of thousands of buildings requiring inspection has led to a total log-jam in the market, and landlords have again found themselves trapped with their properties being valued at nil.

A major emerging issue, however, is the impact that combustible materials on balconies are having. Buildings with no flammable cladding or any other fire safety issues are failing EWS1 inspection when the balconies have timber or composite materials in their construction, leading to lenders refusing to provide mortgages for any properties in the block, even those without balconies.

COMBUSTIBLE MATERIALS ON BALCONIES

Balcony living is rapidly becoming the norm for an increasing proportion of the population, particularly so in lockdown. While there are many pleasures to be



A greater investment in fire safety education should be a priority for all property managers, with clear and plain guidance on the safe use of balconies.

had from enjoying time on balconies, there are also clear implications for fire safety.

Fires that start on balconies are regularly in the headlines, with distressing and concerning stories of loss and suffering all too frequent; a balcony on an apartment in Manchester's Northern Quarter was set ablaze and destroyed; in Kennington, London, a flat was badly damaged when its balcony caught fire; three fire crews responded to a third-floor balcony fire in Cambridge; The Cube student accommodation in Bolton was gutted by a fire that is suspected to have been started on a wooden balcony; and so on. The common factor in all of these fires is carelessly discarded cigarettes igniting combustible balcony materials.

These are just a handful of examples of fires on balconies, all of which thankfully only resulted in property damage rather than loss of life. Each of these fires, though, represents a devastating human impact as families and individuals have seen their homes and possessions turned to ashes, often leaving them with nothing other than the clothes on their backs.

For new-build projects, the use of non-combustible elements in the external envelope of buildings is now an absolute requirement and the construction industry has, broadly speaking, embraced these necessary changes and adjusted their practices accordingly.

There remain a vast number of multi-occupancy blocks in the UK however that have combustible materials on their walls and external attachments. While the focus post-Grenfell has naturally been on combustible cladding, flammable materials on balconies are equally impacted by the evolving legislation environment; in January of this year, the Government issued a consolidated Building Safety Advice Note that stated that, on balconies specifically, combustible materials should be removed and replaced "as soon as practical," and with good cause as we have seen from the frequency that balcony fires feature in the news.

THE HUGE SCALE OF BALCONY FIRES

AliDeck has recently conducted in-depth research on the issue of balcony fires, collating data from Fire Services around the UK. The research posed two simple questions to the Fire Services: How many balcony fires occurred in the prior three years, and what is the breakdown of causes of these fires? The answers are troubling, to say the least.

In total, between 2017 and 2020 year-to-date, 873 fires on balconies were recorded by the responding Fire Services. Of this total, 587 balcony fires occurred in London. Given the vast number of high-rise properties in the capital, this should come as no surprise, but it is still genuinely shocking to see such a large number of balcony fires concentrated in just one region, representing a huge toll of loss and misery. Outside London, the areas with the next highest incidence of balcony fires were Greater Manchester (51), Hampshire (37), Scotland (33), and Kent (20).

Smoking is by far and away the leading cause of fires on balconies, responsible for a frankly staggering 420 of the total 873 fires. Other causes included reckless use of barbecues, accidental fires caused by candles, accumulated rubbish being ignited, arson, electrical faults, and so on. Discounting the relatively small number of electrical fires, nearly all recorded balcony fires were caused by human error and so were entirely avoidable.

THE ROUTE TO COMPLIANCE

Changing the behaviour of people is obviously a difficult task, but it clearly follows that if more people were to quit smoking, say, then the risk of smoking-related fires would fall so smoking cessation should be encouraged.

A greater investment in fire safety education should be a priority for all property managers, with clear and plain guidance on the safe use of balconies. Most impactful, of course, is the replacement of combustible materials with non-combustible alternatives.

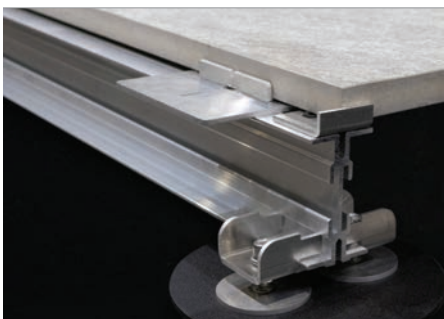
Richard Izzard is managing director of AliDeck

External flooring specialists offer efficient solutions for combustible balconies



A-Rated external flooring specialists, Alfresco Floors, are set to be part of a nation-wide initiative to replace combustible balconies on high-rise residential properties with their innovative, time-saving solutions.

As work gets underway to replace combustible cladding on residential buildings, high-rise balconies are also facing scrutiny due to the continued use of flammable materials such as timber, composite and plastic pedestals.



With over 450,000 flats said to be impacted, many are suggesting that the industry needs to act quickly in order to rectify the 'mistakes of the past'.

With the launch of their latest non-combustible paving and decking system, The AR-Deck & AR-Pave, Alfresco Floors are set to facilitate the growing need for a safe, compliant and stylish solution for use in high-rise residential projects.

Manufactured in the UK, the 100% aluminium system comprises of a fully adjustable pedestal and joist subframe and built-in slope corrector. Its aim is to significantly speed up installation time, whilst providing specifiers with a fully A-rated solution in very short lead times.

The AR-Deck and AR-Pave system allows specifiers to incorporate a variety of Alfresco Floors' Class A-Rated surface options, including aluminium deck boards, Italian-made porcelain tiles and concrete paving, allowing specifiers to deliver a competitively-priced, A-Rated paving and decking solution without compromising on style – a key message that the team are keen to promote.

Alfresco Floors, which is the sister company to

The Outdoor Deck Company and Buzon UK Ltd, have been at the forefront of fire related products, producing an e-Book on product requirements for A-rated external flooring, running CPDs for architects and landscape professionals, and offering full technical site-specific advice.

Mike Wilderink comments,

"We identified a huge gap in the UK supply chain to the UK construction industry for a quality fire-rated external flooring system that would meet the new 2019 edition 'Approved Document B' - Building Regulations for England".

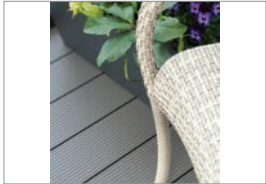
The launch of Alfresco Floors' Euroclass Fire-Rated system - and their wide variety of Class A-Rated external flooring products - comes at a time when non-combustible materials are a crucial component of any high-rise project.

For further information on the AR-Deck & AR-Pave system or any other Class A-Rated external flooring solutions, visit the Alfresco Floors website.

020 8977 0904 www.alfrescofloors.com

Partners for your balcony refurbishment

Finding the right partner to assist in your balcony refurbishment is essential to ensure that all safety hazards are dealt with appropriately. You need a partner who is experienced in refurbishments and has the relevant skills, staff and equipment to successfully manage high-risk projects, thereby ensuring safety is maintained throughout the process. **MyDek** is fully equipped to assist with refurbishment projects using our innovative approach, including our unique Rapid Access System, which enables installers to carry out refurbishment without disturbing the residents. MyDek have made over 14,500 balconies safe in their mission to make safer balconies for the apartment community.



www.mydek.com

Style and simplicity key

A new streamlined **Prima®** worktop Collection from **Formica Group** promises offers the ultimate in fresh, modern kitchens.



Our product and design experts at Formica Group have opted for a quality-over-quantity approach, simplifying the Prima Collection from 52 to 34 core and on-trend designs, including 16 new worktop decors and 10 feature splashbacks. Light woods, warm stones and solid colours are at the heart of the selection, which draws upon intensive design research, complemented by detailed customer research and of course knowledge and expertise from our own in-house design team.

0191 622 0106 www.formica.com

The Axiom® Worktop Collection

Twenty new and exclusive decors, 13 new feature splashbacks and three new textures are among the exciting highlights of **Formica Group's** cutting edge **Axiom®** by Formica Group worktop Collection launched in October 2020. The details have been revealed as Formica Group prepares to unveil an ultrapremium, refreshed and refined collection for one of the market's most recognisable worktop brands. A selection of lighter woods, stones and slates have been added to meet growing demand for enriched yet timeless designs. Among the other innovations in the launch will be 22mm square edges, 38mm square edges and 38mm profiled edges, giving homeowners the best-of-the-best.



0191 622 0106 www.formica.com

Protect your budgets

For Housing Associations, Local Councils and Authorities, the maintenance of properties is an ongoing project and significant local government funding is invested in improvements every year. When Local Authorities or housing tenants hire sub-contractors to carry out repairs, maintenance and improvements, it's important for peace of mind, and local authority budgets, that the investment is protected, should the contractor cease to trade. The best way to protect your budgets and tenants is with a genuine Insurance Backed Guarantee from a UK Authorised Insurer on all work done on your properties. Talk to **QANW** about protecting the investments made on improving your housing stock.



01292 268020 www.qanw.co.uk

Safe. Simple. Durable.

Non
combustible
aluminium
decking.

Designed as a complete decking
system for balconies, roof terraces
and walkways.



Adek is a lightweight, A2FL S1 fire rated aluminium decking system which has been designed with the practicalities of everyday living in mind. The clean lines, sleek appearance and concealed fixings reflect trends in modern building design.



Designed for
everyday living.

An Epwin Group design.

Adek® a-dek.co.uk

Fire door, tenant and coronavirus safety – do they contradict?

WHAT EFFECT HAS THE PANDEMIC HAD ON FIRE SAFETY?

Since the beginning of the pandemic, people have a much higher awareness of the things they touch. Whether it's a shopping trolley, money or a door handle. With new research findings being released regularly, it is believed that Coronavirus can last on some surfaces for up to 28 days. This makes cleaning surfaces more important than ever to help prevent cross-contamination.

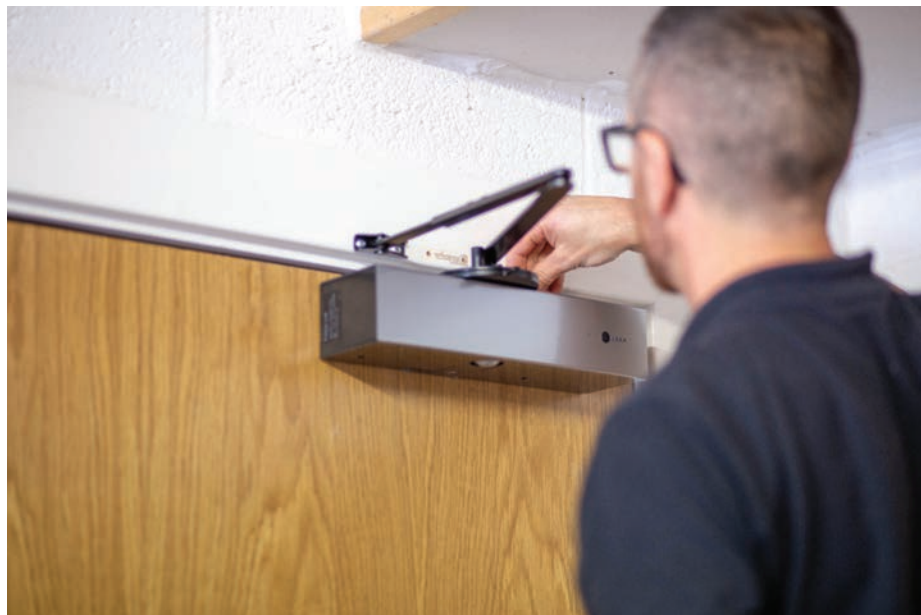
Throughout flats and apartment blocks, there are self-closing fire doors installed for the fire safety and protection of tenants and property. Although this is vital in terms of a Fire Risk Assessment, it can be a massive obstacle to someone who is shielding, self-isolating or who has high anxiety around catching the virus. To avoid touching the door plates and handles, tenants may find themselves not leaving the house or wedging open the doors to avoid touching them.

Fire doors can only do their job if they can close safely in an emergency. If tenants do wedge doors open and a fire breaks out, the fire could spread through the building very rapidly, putting lives at risk. Measures can be taken to prevent the spread of the virus, but once a fire breaks out, it is much harder to control.

Unfortunately, door wedging and disengaged door closers are not a new problem caused by the pandemic. It is something the industry has been trying to tackle for a long time.

SELF-CLOSING DOORS ARE PROBLEMATIC TO EVERYDAY USERS

Most people in the fire industry would agree that self-closing fire doors are one of the most important pieces of fire protection that we use in our



buildings. Many would also agree that we have a long way to go in terms of how heavy fire doors are when being operated. In fact, heavy fire doors are one of the main reasons why social housing has a high percentage of closers being tampered with.

Recently, one fire officer at a local authority told us that, during a survey of 6000 flat entry fire doors, 1700 doors had disengaged or removed door closers. That's over 30 per cent of their doors being made non-compliant. One may assume that this is a result of disabled people struggling to open a door, but in nearly all instances, this was done by residents with no mobility impairments at all.

So, what are the factors behind this? One resident claimed that her husband removed the closer

because she struggled to get through the door with their child's push-chair and the bags of groceries they would regularly come home with. Another was fed up of how much of a struggle it was to get into their flat with a pushbike. Others removed closers as a result of small fingers and limbs being trapped in the door as it closed. In all cases, the issue was the same - the door was just too heavy.

IMPROVE FIRE SAFETY AND GERM CONTROL

Tenants who are scared of catching the virus or who struggle with access to their own home will not have fire safety at the forefront of their mind when wedging doors open. Action needs to be taken to help empower tenants whilst also maintaining fire safety in the building.

We have already helped many councils and housing associations tackle these issues with our products. Freedor SmartSound and Freedor Pro, take the weight out of heavy fire doors and make opening and closing doors effortless. Improving access and avoiding the need to touch door handles, they allow the door to be placed open at any angle and when the fire alarm is activated the door will close, stopping the spread of fire. Depending on the risk category for fire door placement, we have products with different levels of compliance.

For more information on how we can help your building with fire safety and germ control, visit our website or call us.

01273 320650 www.fireco.uk

Fireco
Compliance Made Easy



THE UK'S ORIGINAL **FULLY COMPLIANT** ALUMINIUM **FIRE** **RESISTANT** BALCONY DECKING SOLUTION

- Fire Rated to A1 & A2fl-s1
- Aluminium construction to 6063 T6 grade
- Slip-resistant and fire-resistant
- 30-year manufacturer product warranty

THE ALIDECK LITE SYSTEM

Designed specifically for the
retrofit and replacement market

The AliDeck Lite System is an entry-level system that is an ideal solution to **quickly and easily replace** non-compliant combustible timber and composite decking. Fast and efficient to install, AliDeck Lite boards and joists are **cost-effective and fully compliant** with all legislation.



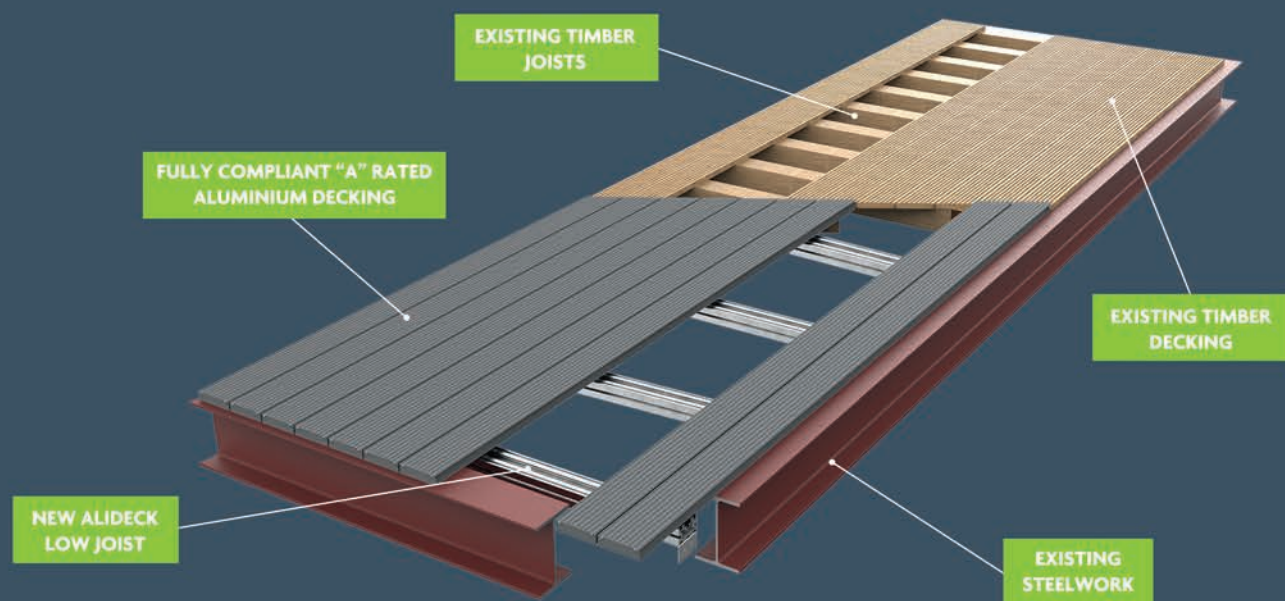
**REQUEST
YOUR
SAMPLES
TODAY**



TIMBER AND COMPOSITE REPLACEMENT SOLUTION



The AliDeck family of decking systems provide the perfect timber replacement solution for all balcony, terrace and walkway retrofit projects. With a diverse range of options available, all installation possibilities are catered for.



Composite and timber is no longer compliant for use on balconies and must be removed and replaced.



To find out more about the AliDeck System, call our team today!

Call: **01622 534 085**
Email: **info@alideck.co.uk**
www.alideck.co.uk

 **ALIDECK™**
Aluminium Decking



Hallmark Doors
& Panels Ltd

✓ GLAZED



DUAL CERTIFIED



FD30SA COMPOSITE FIRE DOORS

FIRE & SECURITY RESISTANT DOOR SETS



Independent 3rd party accreditation / audit: Laminated glass on pyrobelite.



54%+

Hallmark solid & glazed composite fire doors average a minimum of 54% over the 30 minute requirement.

Test Requirement



Why choose a Hallmark FD30Sa composite fire door?

- ✓ Burn tested on both sides
- ✓ Winkhaus fire frame
- ✓ 2000+ Colour options
- ✓ Width - 810mm - 1082mm
- ✓ Height - 1965mm - 2742mm
- ✓ Fire & smoke tested
- ✓ Internal or external use
- ✓ MHCLG compliant
- ✓ Manual & electronic locks

www.hallmarkpanels.com | 01482 781 111 | enquiries@hallmarkpanels.com

Clarity on composite fire and security doors

Chris Flaherty of Winkhaus UK provides clarity for specifiers following a series of legislation and guidance updates covering the specification of composite fire doors.

There is a lot of confusion and frustration among specifiers as to what is required and what is actually needed following recent updates to legislation and guidance around fire doors.

To help clear some of this up, listed below are some clarifications to aid specifiers in meeting any new criteria.

COMPLIANT SPECIFICATION

The MHCLG advise within Annex A that composite fire doors should be supplied only by manufacturers audited by a 3rd Party Accreditation Scheme, such as Q Mark or similar. This accreditation should cover three key requirements:

1. The 3rd Party Accreditation scheme necessitates a Field of Application (FoAp) that details a manufacturers compliant range and permutations of doorset
2. The 3rd Party Accreditation scheme then audits that the information contained in the FoAp is correct and current
3. The 3rd Party Accreditation scheme additionally audits the Factory Production Controls at the door set manufacturer to ensure that the products are manufactured with the same consistent specification as the tested products

In summary, 3rd Party Accreditation audits two features of the door set, first the audit ensures the fire and security resistant doorset test evidence performance meets the correct and current legislative requirements, and secondly the audit also ensures that the manufacturer continues to consistently manufacture the doorset to the current test evidence specification.

FIELD OF APPLICATION

Any individual test report is only suitable for the exact size of the tested door, any changes to the door set size are not allowed.

The only practical legal document that can state a size range compliance for Composite Fire Doors (from smallest to largest door set, based on various test reports) is a Field of Application document (FoAp).

The FoAp is the “rule book” of what the manufacturer can make, based on

Any individual test report is only suitable for the exact size of the tested door, any changes to the door set size are not allowed. The only practical legal document that can state a size range compliance for Composite Fire Doors (from smallest to largest door set, based on various test reports) is a Field of Application document



the multiple test reports that are summarised in the FoAp. Small variances in Composite Fire Door size could be created by a technical rule called “Direct Field of Application” but this would only be a small per cent difference in size relative to the tested sample – therefore this is not practical to cover a size range for the UK market.



At a minimum, manufacturers should supply a valid 3rd Party Accreditation Certificate which demonstrates both Fire and Security compliance of the doorset

This is why, during 2018, many door set manufacturers had to cease production until they had tested a range of doors, tested from both sides and created a new Field of Application. They could not re-enter the market based only on one individual test report.

CREATING THE DOCUMENT

The 3rd Party Accreditation scheme necessitates a Field of Application (FoAp) that must be produced by a Notified Body UKAS Accredited organisation.

The FoAp is prepared and checked by suitably qualified professionals following the general principles of EN 15725:2010 who subscribe to the principles outlined in the Passive Fire Protection Forum (PFPF) and the UK Fire Test Study Group guidelines. These professionals are qualified and trained to interpret the special minimum testing conditions of the composite fire door.

The aim of the PFPF guidelines is to give confidence to end users that FoAp assessments that exist in the UK are of a satisfactory and current standard, to be used for building control.

AUDITING

As the field of application report is created by a Notified Body UKAS Accredited organisation, it is often asked why it is necessary to audit it alongside this.

The main reason for this is that if the fire test method for doors suddenly changed, and as an example required higher temperatures in the furnace during the test, then all the previous test evidence would have to be repeated at the higher temperature.

It is not reasonable for a specifier, buyer or even Building Control inspectors to follow these technical changes – this is why the MHCLG have recommended

that fire doors are supplied via a 3rd Party Accreditation Scheme auditing process that ensures the FoAp is always correct and current when compared to the latest issue testing requirements.

FURTHER BENEFITS

The 3rd Party Accreditation scheme additionally audits the Factory Production Controls at the door set manufacturer.

Checking that all the departments in the manufacturing chain - from receiving the orders, to component buying, warehouse storage, manufacture and dispatch - are all controlled by persons with the relevant skills and appropriate training records.

This ensures that the products are manufactured with consistency to exactly the same specification as the tested products, day in, day out.

MINIMUM COMPLIANCE DOCUMENTATION

At a minimum, manufacturers should supply a valid 3rd Party Accreditation Certificate which demonstrates both Fire and Security compliance of the doorset.

The manufacturer should also supply a Field of Application report which identifies the range of doors that can be manufactured / supplied.

Lastly, the manufacturer should supply a 3rd Party Accredited “Scope of Accreditation,” which further clarifies product specification which references both the manufacturer Certificate number and the manufacturer FoAp number.

Chris Flaherty is Technical Director at Winkhaus UK



Protecting The Investment Made In Your Housing Stock

10-year Insurance Backed Guarantees for Local Authority & Council Grant Works

Real guarantees on the improvement works on your properties

Protect your budget, even if the contractor ceases trading

Peace of mind for authorities and tenants

Easy job registration for contractors

General Building

Roofing

Damp/Timber Treatments

Roofline

Double Glazing

Kitchens

Bathrooms

Central Heating

www.qanw.co.uk

Call us on 01292 268020 to find out more

QANW is a trading name of Warranty Services Limited, a company registered in Scotland, with the registered address of 4 Forbes Drive, Heathfield Industrial Estate, Ayr, Scotland, KA8 9FG, and with the company number SC205797. Warranty Services Limited is authorised and regulated by the Financial Conduct Authority [Firm Reference Number 309580].



FIRE DOORS SAVE LIVES. CAN YOURS?

Fire doors save lives & protect property. But if they're damaged from frequent or improper use, it can render them ineffective. Regular, stringent inspection and maintenance is needed to ensure that they will perform as intended in the event of a fire.

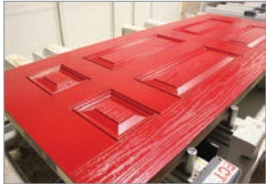
FIRE DOOR INSPECTION SERVICES

Don't leave it to chance...
Arrange your inspection today.

lorientuk.com

Astraseal awarded third party certification

Astraseal is the first UK Manufacturer to be awarded third party certification under the new BM Trada Scheme STD 170. We have also been awarded certification for Installation (STD052) and Maintenance (STD058). Our Fire Doors have been fire tested from both inside and outside to BSEN1634-1. Our third party certification follows our independent factory production audits, verifying our door sets for both fire and security manufacturing consistency. Our fire doors are available in various designs, including glazed options and can be made with a fixed glazed top fanlight above the door and a TS008 compliant letterbox. For more information, please visit Astraseal's website.



www.astraseal.co.uk

Senior brings home the benefits

Senior Architectural Systems has delivered a stunning fenestration package for a new affordable housing development in North London. The high-rise residential scheme has been developed by Peabody and designed by Delta Architects. Comprising two buildings linked by a podium garden, each of the apartments feature Senior's thermally-broken SPW600 aluminium windows and co-ordinating SPW600 aluminium doors which provide access to the individual balconies. Daylighting has also been embraced thanks to Senior's SF52 aluminium curtain wall screens, with the main and communal entrances made safe and secure with the use of SPW501 aluminium commercial doors.



01709 772600 www.seniorarchitecturalsystems.co.uk

Another Window Company (Contracts) first

Specialist commercial installer The Window Company (Contracts) has become the first installation only company to be invited to join the Association of Composite Door Manufacturers (ACDM) as an affiliate member. The ACDM is broadening membership to include the entire composite doorset supply chain from component supply to installation, as it aims to engage with more of those involved in the market. For The Window Company (Contracts), which has built its reputation on the consistent quality of its installations and the training provided to its fitters, it will have access to the very latest updates on certification and standard compliance.



01245 268120 www.thewinco.co.uk

LOR127 – Fire door inspection services

It is essential that fire doors are inspected, maintained and replaced to ensure that they are fit for purpose. Operating across the UK, Lorient offers a professional and expert fire door inspection service. Lorient Fire Door Inspectors are fully qualified under the Fire Door Inspection Scheme (FDIS); and have been assessed by Warringtonfire, an independent third party. Certificated to carry out the inspection of a building's fire doors; Lorient Inspectors use an app to record findings throughout the survey. A detailed report is provided covering the condition and functionality of the fire doors on the premises; with necessary remedial action required.



01626 834252 www.lorientuk.com

NORMANDY BIN BAY SCREENS

Do you want to bin ongoing maintenance costs in your recycling areas?



- Maintenance free
- Easy to clean – jet washable
- Louvre style panels prevent the build up of unpleasant smells in the bin areas
- Made from Govaplast® - the leading brand of recycled plastic
- Environmentally friendly and aesthetically pleasing
- Available colours:
- Panel heights from 1.2m – 1.8m

GOVA^{street} PLAST



info@goplastic.co.uk www.goplastic.co.uk Tel: 02920 864 095
For details of our full product range - fencing, decking, seating, planters, bins, bollards, please visit our website

vicaima
UNEXPECTED HARMONY



Safe.

Vicaima Fire Door Performance.
When lives and property matter!

Follow us:



vicaima.com

ROCKWOOL® supports contractors in managing flat roofs fire risk

With roofs maintaining their prominent role in contemporary building design, ROCKWOOL has released a new whitepaper exploring how roofing contractors and specifiers can manage fire risk when planning and installing flat roofs. The 'Flat Roofs: Managing fire risk in the fifth facade' report addresses misconceptions around testing protocols and material fire classification ratings, plus examines the worrying rise in roof fires and the resulting social and economic impact. The whitepaper, which is available to download at www.rockwool.co.uk/fifthfacade then outlines specification best practice for flat roof insulation and how to futureproof the complete building envelope in line with expected changes to Building Regulations. "The role of the roof is an expanding one," explains Paul Barrett, Head of Product Management at ROCKWOOL. "While previously their primary function was practical, now we're seeing roof spaces used as an additional communal or leisure space, as well as to house solar PV, plant equipment and rainwater management systems. Yet as the function of the roof has expanded, the focus on fire protection measures hasn't increased at the same pace. "This report explores the risks of exposed flat roofs, delves into the effects of recent prominent fires, and then advises roofing contractors and specifiers on how to select materials that will help protect lives and the remaining building structure in case of fire. It's an essential read for anyone involved in roofing specification."

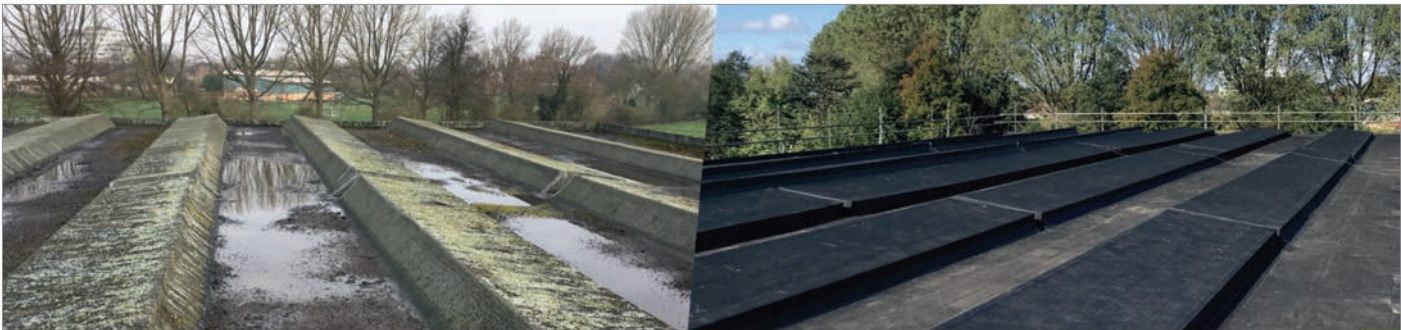
01656 862 621 www.rockwool.co.uk/fifthfacade



HOUSING
MANAGEMENT
& MAINTENANCE

Enjoy reading Housing Management & Maintenance but find it's not always convenient to have the printed magazine? Or has your workplace turned paper-free? The digital issue offers you the same content, delivered straight to your inbox and accessible via smartphone, tablet or desktop computers. Housing Management & Maintenance also offers regular updates with the monthly newsletter, offering news on products, services and events.

Available online at www.housingmmonline.co.uk



Robust waterproofing for new and existing roofs

RESITRIX® is the award-winning roofing and waterproofing membrane that combines the material advantages of EPDM with high-quality polymer-modified bitumen. The polymer bitumen underlayer means that RESITRIX can be installed on virtually any substrate and welded easily, quickly & safely with no naked flames.

- ✓ Certified service life of over 50 years
- ✓ Simple and safe installation: Welded flame free
- ✓ Sustainable (EPD-certified, DGNB-compliant)
- ✓ Resistant to ozone, UV and infra-red radiation
- ✓ Bitumen compatible - can be installed directly over existing felt roofs

RESITRIX®

www.ccm-europe.com
T: 01623 627285





Fire Doors by **Astraseal**




glazed fire
door designs
now available

Astraseal

Astraseal is the first UK Manufacturer to be awarded third party certification under the new BM Trada Scheme STD 170. We have also been awarded certification for Installation (STD052) and Maintenance (STD058).

Our Fire Doors have been fire tested from both inside and outside to BSEN1634-1.

Our third party certification follows our independent factory production audits, verifying our door sets for both fire and security manufacturing consistency.

- ✓ **Q MARK FIRE**
- ✓ **Q MARK SECURITY**
- ✓ **Q MARK INSTALLATION STD052**
- ✓ **Q MARK MAINTENANCE STD058**

GET A QUOTE TODAY:
01933 270 552
OR EMAIL US ON:
sales@astraseal.com



**Our Fire Doors are
available in various solid
and glazed designs...**

All Fire Doors are available as supply only or supply and fit by an accredited installation team.



Also available with a fixed glazed top fanlight above the door. Doors can also be supplied with a TS008 compliant letterbox.

Various glazed designs available, please enquire for more details.

Compliant and durable liquid solution for historical housing estate

Blake House was built in 1922, part of the William Blake estate in the London Borough of Lambeth. The property and estate take its name from the famous poet and artist who lived in the area at the end of the 18th century. The building, in recent years, had suffered several roof leaks that had resulted in costly reactive remedial works being carried out.

These reactive fixes can often be ineffective at solving on-going issues and provide no long-term assurance that the roof structure will not eventually become compromised and fail, resulting in a costly roof replacement.

To avoid costly issues, the roof should be managed as an asset. Just as with other assets that the organisation owns, the roof should be strategically managed throughout its lifecycle from introduction through operation and maintenance, to refurbishment including placement upgrading to current regulative standards.

Langley were approached to carry out an extensive roof condition survey, the survey looks at the condition of the roof and grades it from urgent need of attention, to no action required, it also determines any areas of non-compliance to Building Regulations and areas of fire risk. This is all collated within a comprehensive report which also contains an in-depth risk assessment.

The survey confirmed that the flat roof area needed urgent attention to ensure no further

damage would occur to the structure of the roof and to the dwellings below.


M.H. Goldsmith & Sons were the contractors completing the refurbishment, who worked collaboratively with Langley to complete what was specified to rectify the roof leak issues.


The specified system was Langley's CP-20 Paracoat Cold Polyurea system. It is safe, reliable and quick to apply, causing minimal disruption. An ideal system for the residents within Blake House who remained in-situ throughout the project. The system is fully compliant to Building Regulations and has been independently tested and certified by the BBA, confirming Broof(t4) classification under BS EN13501-5. A Broof(t4) classified system is referred to as 'unrestricted' or 'low vulnerability' and therefore has no minimum distance requirement between adjacent buildings.

In regards to the installation, the structure of the roof included a number of complex details, such as upstands, access doors, rooftop penetrations and perimeter details. By using the wet on wet, fully reinforced liquid system, its simplified waterproofing around these details which allowed a consistent and reliable seal to be formed. Due to a flame-free installation process, the system eliminated the risk of fire from hot works to provide safety for residents and peace of mind for the local authority. The roof itself is accessible to residents and is used as an outdoor




space. Once the system was installed it could withstand foot traffic within hours, ideal for balconies, walkways and rooftop terraces. Dennis Goldsmith, Director of M.H. Goldsmith and Sons explained "We were impressed by the Paracoat Cold Polyurea system, it has proved to be a high-quality system that we will be using on future projects. Langley provided full training to our installation team prior to the works and remained on site during the initial stages to provide support, as well as the usual weekly inspections". To view information on Langley's RBM, liquid and hot melt system range, including the CP-20 Paracoat Cold Polyurea System, register and download our Flat Roofing Guide. www.langley.co.uk/login 01327 704778







authentic, sustainable, lightweight slate




sales@britmet.co.uk | 01295 250998 | www.britmet.co.uk | #FitBrit




Lightweight weighing less than 13kg per m²




Proudly Manufactured In Britain




40-Year Weather Penetration Guarantee




BS476-3 Fire Rating




Manufactured Using Over 90% Recycled Polymers



Largest Standard Colour Range in the UK



Pitches as Low as 14 °



Quick Delivery Available

RAISING THE STANDARDS IN LIGHTWEIGHT ROOFING

48 | HMM December/January 2021 | www.housingmmonline.co.uk



How to deliver on flat roof refurbishment projects

Clients are constantly trying to make the smartest investment, presenting surveyors with the challenge of delivering predictable project costs and providing precise technical data to enable clients to make the correct decision. Bauder explores how to deliver cost certainty and client savings on flat roof refurbishment projects.

With building owners looking to make the smartest investment when maintaining or upgrading buildings, surveyors are required to deliver robust solutions, predictable project costs and precise supporting technical data.

Obtaining this information can often be challenging, especially when trying to detect the extent of any roof issues through a visual assessment. Utilising a variety of differing diagnostic methods however can generate specific data on a roof's actual condition, creating a comprehensive survey report and specification for the end client.

A moisture mapping survey scientifically verifies the specific levels and locations of moisture within any existing waterproofing system. From this

testing method the true condition of the roof is identified, plotted, and a visual data report produced that determines the remedial action needed. This appraisal is an exact scientific survey which provides explicit data on the roof's actual condition.

COST CERTAINTY

Using a moisture mapping survey report, a surveyor is able to provide clients with the data gained, proving the extent of the works required and proposals for waterproofing options with correct costings. In this way, the client is assured that they are making investment decisions based on fact rather than on subjective opinions.



Recent roof surveys carried out on three separate but identical 600m² buildings revealed different conditions within the aged waterproofing systems. Moisture mapping was carried out on each of the roofs and a full cost saving analysis provided the client with the following costings for the refurbishments. The savings outlined below were presented to the client who appreciated the proven works required compared to initial recommendations by others for full replacement of all roofs.

In addition to these savings, carrying out an overlay with insulation upgrade or partial strip with overlay will result in a shorter project time. This will in turn reduce associated project costs such as:

- Shorter contract periods
- Scaffolding & welfare hire
- Equipment hire
- Labour costs

CASE STUDY

At Woolwich Polytechnic, for example, a moisture mapping survey report was commissioned to three roof areas within the main roof with a total area of 500m². Using a Troxler 3216 Roof Reader, project surveyors were able to measure the moisture concentration within the roof structure to determine the source and extent of the water ingress.

The moisture mapping report concluded that the existing single ply insulated waterproofing system contained water to several areas with the addition of some

Using a moisture mapping survey report, a surveyor is able to provide clients with the data gained, proving the extent of the works required and proposals for waterproofing options with correct costings

localised small areas of water within the existing original build-up. This was estimated to be in the region of 30-40 per cent on the first roof section and 25-35 per cent on the second. The third section of roof contained water to one localised area.

After completing the roof survey, recommendations were made that only the upper roof system required stripping, and with some minimal repair the original roof could be left in situ and overlaid in the usual manner with an upgrade of insulation to comply with the current Part 'L' building regulations.

Using the moisture mapping gave the client an exact scientific brief on the roof which led to peace of mind and substantial costs savings on the project.

Bauder is an international manufacturer of building construction materials.

New website reflects expanded offering

A revised and updated website launched by workwear specialist **Ballyclare** – a leading supplier to the building and construction sector – gives full details of the many different ranges of garments, solutions and related services the company offers. The new website features enhanced navigation which makes it even easier for users to locate the information they require, while still giving easy access to the company's many ranges of high quality workwear and protective clothing. The website details Ballyclare's various different general and specialist workwear ranges which include T-shirts, jackets, coats, trousers, coveralls, sweatshirt, underwear and many other items.

0161 412 0000 www.ballyclarelimited.com



One stop shop from Designer Contracts

With the encouraging news that stamp duty is now frozen on property valued up to £500k until March 2021, **Designer Contracts** is ready to help its customers with the predicted rush from buyers looking for a swift purchase. Carefully curated furniture, lighting, curtain and blind packs have been developed to make furnishing a house easier than ever – available at a time when many may prefer a one-stop-shop option – rather than venturing out into the high street. Stock levels have also been increased to over £2 million, ensuring the predicted increased demand can be met. Designer Contracts operates across 15 regional outlets throughout the UK.

01246 854577 www.DesignerContracts.com



Sustainable Merino Wool Clothing

Stay warm or cool in our 100 per cent All-Natural Merino Wool mid- and base-layer clothes that deliver optimal comfort for all kinds of working environments and leisure activities. There are short and long sleeve T-shirts as well as leggings and topwear that combine superior wool warmth with body-mapping designs for the ultimate base- and mid-layer protection in really cold conditions. Designed for excellent ventilation and insulation, Merino wool is extremely soft, and naturally odour-preventive for an all-day fresh feel. It's also temperature-regulating, repels water, dirt particles. **Snickers Workwear** ensures that the wool it uses is produced in kind-to-animals, 'Mulesing-Free' environments.



www.snickersworkwear.co.uk

Roofing sealed with approval

As a leading UK Manufacturer of Hybrid Sealants, **Bond It** have now launched their "next generation" Hybrid Roofing Membrane on to the market. **Seal It Liquid Membrane**, an easy to apply one coat roof seal, is a modern alternative to traditional GRP, PU and bitumen roof coatings. It is highly reflective, solvent-free, non-flammable liquid membrane formulated for professional roofing applications and requires no special training to apply. Seal It Liquid Membrane is designed to be used on its own, however, in more demanding situations it can be used in conjunction with a primer, accelerator, reinforcement mat and edging and trimming sealer.



01422 315300 www.bond-it.co.uk

seal it

ONE COAT

ROOF SEAL

100% WATERPROOF BARRIER

the flexible cool roof

Solvent-free and non-flammable, Seal It Liquid Membrane is designed for professional roofing applications as the ultimate alternative to bitumen based and GRP roofing membranes: ideal for all existing roof substrates. With outstanding water resistance and weather proofing it is self-levelling, gap-bridging, non-shrinking and non-cracking.

You can even apply it when it's wet!

Full available system comprises: Primer, Reinforcing Mat, Sealer and Accelerator. Available in either white or grey and in stock now.

Unit G16, River Bank Way, Lowfields Business Park, Elland, West Yorkshire HX5 9DN
 Tel: +44(0)1422 315300, Fax: +44(0)1422 315310
 Email: sales@bond-it.co.uk Website: www.bond-it.co.uk



We're the UK's largest flooring contractor.

Don't specify another floorcovering until you've talked to us.



Across the UK we have many years' experience supplying and installing a huge range of floorcoverings. We are committed to providing exceptional prices and outstanding service; all through a dedicated team at each of our 15 regional centres.

From enquiry through to installation we work with meticulous attention to detail, backed by our National Distribution Centre holding £2m worth of stock for consistent product availability.

Designer Contracts



The UK's largest flooring contractor

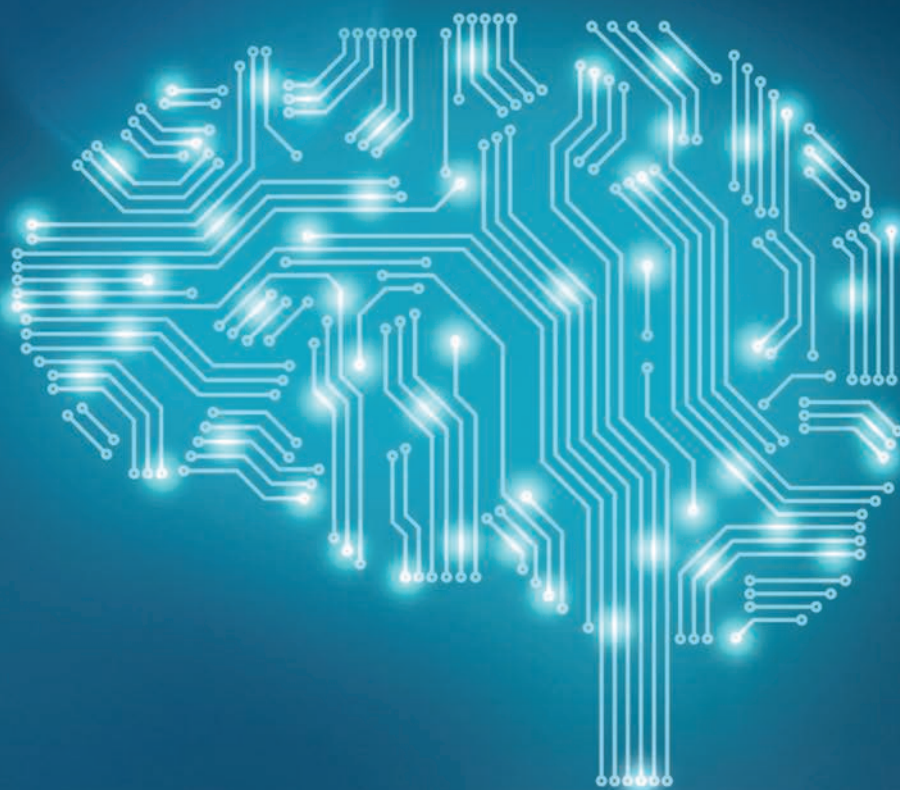
Scotland 01324 676100
North East 0191 266 0613
Yorkshire 01132 385059
North West & North Wales 01772 705557
Central 01246 853463
North & West Midlands 0121 359 6083
South & East Midlands 01536 524820
East Anglia 01603 280994

| |
|----------------------------|
| Floorcoverings |
| Curtains & Blinds |
| Furniture & Lighting |
| Showhome & Design Services |

Email: Enquiries@DesignerContracts.com

www.DesignerContracts.com

Wales & West 01633 279310
Thames Valley & West London 01753 577935
North London & Essex 01708 331060
Thames Medway & South London 01959 572313
Southern Counties 01489 784196
Kent 01233 220834
South West 01392 879732
National & General Enquiries 01246 854577
Showhome & Design Services 01246 857944



Remote management: sensible or intrusive?

Terri Hickman of Intergas Boilers discusses the pros and cons of remote management in the Covid-19 era.

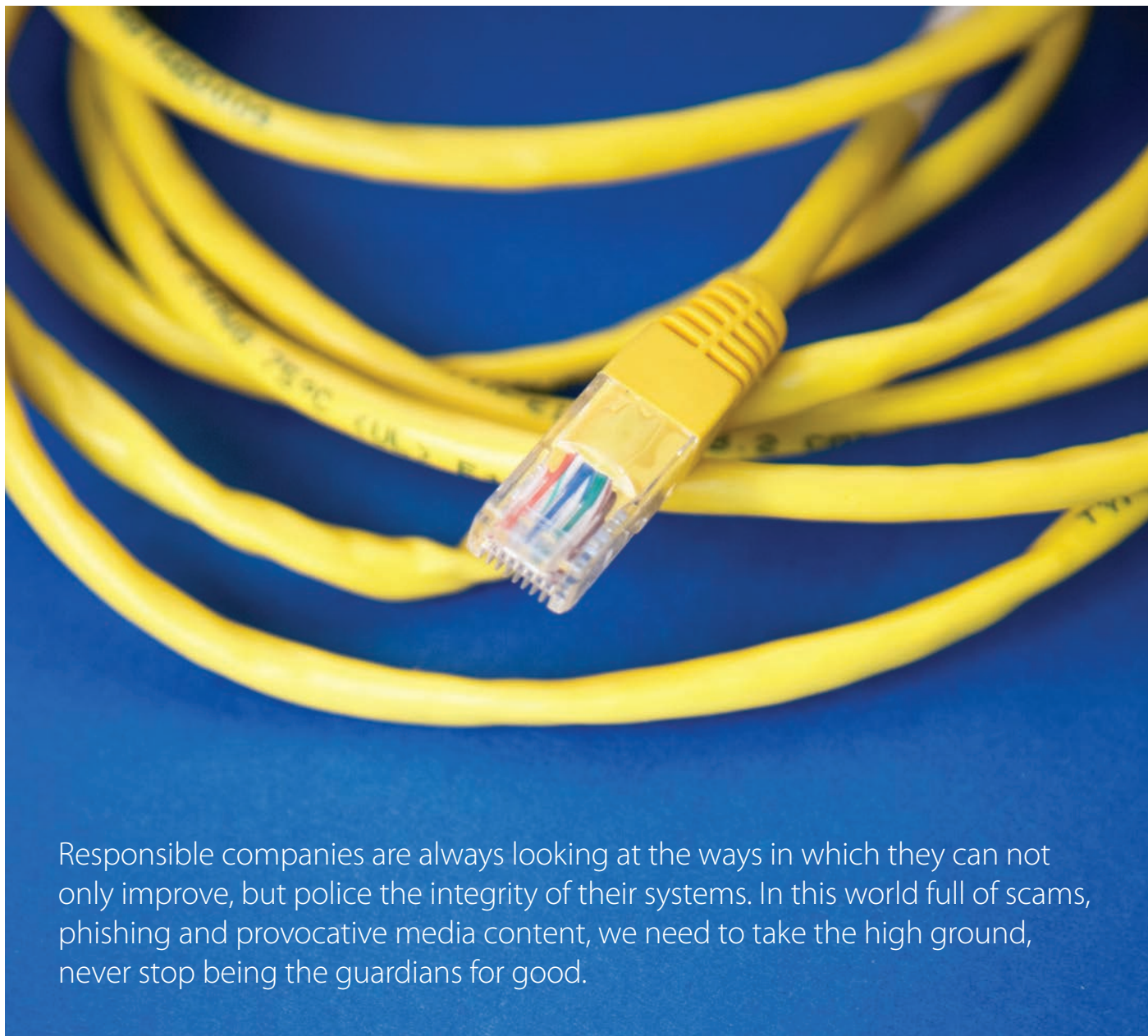
Working from home, such an alien concept at the start of lockdown, is now a much-loved (or tolerated, depending on your point of view) way of life. But, accessing the company servers from your spare room or kitchen is far from alien to the army of consultants and freelancers who've been working remotely in this way for years.

The 'must have' is just a fast, stable and secure internet connection. How productively you're working however is important to know, and a hard one to gauge in many industries, but there is a lot of software out there that makes managing, rather than monitoring the whole process as efficient and as accountable as it can be.

The remote management of boilers in social housing began in the Netherlands over a decade ago. The objective was to gain data on boiler

performance and usage, and to understand how and when problems might develop, so they could be averted, often by changing parameter settings remotely. The quality of this information helped manufacturers improve products and customer service. This system reached the UK in 2014 and, while this technology is unrivalled in the HVAC industry, the UK was way ahead in the sophistication of its remote management systems in every other regard.

Take social landlord United Welsh, an organisation that manages 6,000 homes across 11 local authorities. It's been running a smart home pilot scheme at a supported living property accommodating three young men with learning disabilities. A range of mainstream Smart Home devices (Intelligent Personal Assistants, lighting, music, kettle), as well as home safety devices and sensors, were installed. The aims were to enable the tenants to perform more tasks



Responsible companies are always looking at the ways in which they can not only improve, but police the integrity of their systems. In this world full of scams, phishing and provocative media content, we need to take the high ground, never stop being the guardians for good.

themselves, increasing their sense of well-being and their independence and, gradually, staff support could be reduced in areas where the technology kicked in, so they could be used in more creative and productive ways. But it didn't stop there. Information received would indicate if tenants were at risk of fuel poverty, prompting a visit by the Neighbourhood Officer or Money Advisor. The data would assist United Welsh in being more proactive with property maintenance, minimising damage, costs and accidents too. Its mission is to make a difference to its communities and to create the best working environment for staff, so service excellence can be delivered, helping residents live their best lives.

Technology, in the hands of organisations like United Welsh, is a force for good.

In the wrong or inexperienced hands, however, using even the simplest of remote management tools could take a sinister turn. Is it OK for someone else to judge or rate your work by taking screenshots of your computer screen, logging your keystrokes, tracking mouse movements or counting 'idle time' (that's the time the mouse isn't moving and the keyboard isn't being used)? Unless you're an automaton, you have to get up and move around occasionally, and you need to think. But can thinking time be gauged or will it just be penalised? And what if employers start using algorithms, as out of touch as those used by the Government to deliver GCSE and A-Level results this year, to judge your performance? This hasn't happened yet (or maybe it has), but it will help if we're all aware of just how close to Big Brotherhood we actually are.

Some boiler Remote Management systems are currently being used, on a small scale, to help people safeguard their vulnerable relatives without being

intrusive. If it's a freezing cold day for example, and they can see from their phone, tablet or laptop that the heating's not on, there could be a problem and they can investigate. In this case, Remote Management provides peace of mind. On a much larger scale, housing associations can install smart boilers and activate a Remote Management facility that can link up to 240 properties in a single network; contractors can monitor and change the parameter settings of one or all of those boilers to prevent problems from developing. The performance data delivered provides the evidence to carry out proactive service and maintenance, rather than relying on an arbitrary date in the diary. And, should a fault develop, the contractor will know in advance what it is and is more likely to effect a first-time fix.

Of course, in the hands of the unscrupulous, certain parameter settings could be changed that do the opposite of help, but any company worth its salt has built in fail-safes to prevent anyone from taking extreme actions, such as shutting down the boiler remotely. Responsible companies are always looking at the ways in which they can not only improve, but police the integrity of their systems. In this world full of scams, phishing and provocative media content, we need to take the high ground, never stop being the guardians for good. To do this well, we need to understand how the guardians for the downright evil operate. It's unlikely we'll ever stop them, but we can play them at their own game.

Terri Hickman is marketing communications manager at Intergas Boilers

Building owners encouraged to rethink their fire doors

Building owners and landlords are being encouraged to make their properties safer and more secure in advance of changes to fire safety legislation.

Proposals in the draft Fire Safety Bill seek to amend the Fire Safety Order 2005 to clarify the role of the responsible person or duty holder for multi-occupancy residential buildings. If approved, the changes will make it clear that building owners and landlords must manage and reduce the risk of fire in relation to entrance doors for individual flats that open into common areas.

The new Door-Stop International fire and security doorset range, aims to be the product of choice for those wanting to improve their existing buildings or specify new developments. Designed by Door-Stop, a subsidiary of Premdor Crosby, the timber core product with GRP facings is third-party certificated and a robust base of primary test evidence has been used as the foundation for certification.

Hannah Mansell, Technical Director at Premdor Crosby said:

“We want residents and stakeholders in the fire door safety chain to have complete confidence in the performance of our Door-Stop doorsets, knowing that they have been tested and certificated by reputable, independent third-party certification bodies.

“Our strict factory production control system provides a digital golden thread of traceability for every component or raw material that goes into each doorset that leaves our factory.”

The Door-Stop Fire and Security Dual-Certificated Doorset including the glazed toplight is Certifire-accredited by Warringtonfire. Although it is not a requirement for timber fire doors, it has been furnace tested from both directions in order to provide additional assurances to building owners and occupants. Certisecure, a scheme recognised by



Secured by Design, has been used to demonstrate its security credentials.

Hannah added: “We have a vast library of primary test evidence and certification for our range of Door-Stop products. This is underpinned by the strict, digital, factory production control system that we operate which is designed to provide complete control and traceability of our raw materials and components.

“Those same factory control processes are regularly audited by independent, UKAS accredited auditors. Our system is designed to ensure the doorset specification, manufacturing controls and therefore its performance, is consistent and robust.

“The factory production control system also provides a digital golden thread of traceability for each and every single component or raw material

that goes into each doorset that leaves our factory gates, adding further reassurance for purchasers and occupiers.”

Warringtonfire has said that Door-Stop International's doorset range is among the first to have achieved dual certification for both security and fire through Warringtonfire's Certisecure and Certifire schemes.

Mark West, Technical Development Engineer at Warringtonfire, said:

“Dual certification for both security and fire with the same certification body is now advocated by Secured by Design. Warringtonfire and BM TRADA, which are both part of the Element Group, are among the only certification bodies in the UK with the technical competency to offer this dual certification through their Certisecure, Certifire and Q-Mark certification schemes at laboratories in Wednesbury, Warrington and High Wycombe.

“Dual certification gives the end user confidence that the product supplied under the scope of certification has been assessed for both security and fire performance with equal weight, and any future product enhancements will be rigorously assessed by our engaged experts in both areas. This ensures that neither performance is compromised at any point, a position that cannot necessarily be achieved when the certification is not linked in this way.”

Every doorset is shipped with detailed installation instructions and a Resident Guide. The Resident's Guide includes an easy to follow check list that will help residents avoid the common pitfalls that prevent fire doors performing in the event of an emergency, as well as the methods to report concerns and find out further information.

01623 446336

www.door-stop.co.uk/firedoors



Advanced's new EvacGo makes meeting the BS 8629 code of practice easy

Fire protection solutions manufacturer, Advanced, has launched EvacGo, its evacuation alert system designed to meet the recommendations of BS 8629:2019, relating to buildings containing flats with a storey over 18 metres above ground level.

Available to the UK market from November 2nd, EvacGo has been designed to support any evacuation strategy chosen by the fire and rescue service. The panel, developed alongside fire industry leaders, combines EN54-2 and 4 approved MxPro 5 technology with clear, easy-to-use manual controls to ensure firefighters can quickly and effectively identify and operate alert sounders to support the safe evacuation of tall residential buildings.

EvacGo provides a simple, at-a-glance overview of a building's evacuation alert zones, along with LED indication and manual toggle-switch controls for operating evacuation alert devices in each zone. The panels are available in 8, 16, 24 or 32 'fire fighter evacuation alert area' variants and are expandable from 1 to 4 loops – or even further, when using Advanced's highly robust, fault-tolerant network.

The EvacGo panel is housed inside a robust, security-rated enclosure meeting the STS 205 class BR2 security rating with patented BS EN 1303-compliant lock. This minimises tampering



and restricts access to fire and rescue service personnel only, who are able to access the controls using a patented key, as stipulated in the BS 8629 code of practice.

BS 8629:2019 is the new code of practice for the design, installation, commissioning and maintenance of evacuation alert systems for use by fire and rescue services in England. In place since November 2019, this code of practice recommends the installation of a dedicated evacuation alert system intended for the sole use of the fire and rescue services, and separate from the building's fire alarm system. It is relevant to blocks of flats with a storey located at a height of more than 18 metres above ground level.

Although not yet a legal requirement in England, evacuation alert control and indicating equipment (EACIE) installation is already mandatory in new buildings containing flat over 18 metres in Scotland, and considered best practice by a number of fire and rescue services.

Advanced, owned by FTSE 100 company Halma PLC, protects a wide range of prestigious and high-profile, high-rise buildings across the globe – from London's Shard to Dubai's Landmark Group HQ and Miami's Sands Pointe development.

Halma is a global group of life-saving technology companies with a clear purpose to grow a safer, cleaner, healthier future for everyone, every day.

Advanced is a world leader in the development and manufacture of intelligent fire systems. Advanced's reputation for performance, quality and ease of use sees its products specified in locations around the world, from single-panel installations, to large, multi-site networks. Advanced's products include complete fire detection systems, multiprotocol fire panels, extinguishing control, fire paging, false alarm management and reduction systems as well as emergency lighting.

0345 894 7000 www.advancedco.com

Aico facilitate panel discussion on LACORS reform

Aico facilitated a panel discussion on the LACORS (Local Authorities Coordinators of Regulatory Services) guidance document, in partnership with the NRLA (National Residential Landlords Association). Aico's Southern Specification Manager, Tina Mistry hosted the discussion, and was joined by panel members from Hackney Council, Leeds City Council, C S Todd & Associates Ltd and the National Residential Landlords Association. Also present were representatives from the National Fire Chiefs Council, the Greater London Authority and the Chartered Institute of Environmental Health.

The panel discussed the impact of the LACORS guidance document on the varying groups within the Housing and Fire Safety sectors, highlighting the strengths and weaknesses of the document. It was noted that LACORS is a guidance document and not a design document and therefore should be treated as such. The simplicity and accessibility of the document was praised, for both private landlords and Local Authorities, however it was agreed that the document is quite significantly outdated and in need of review. New ownership of the LACORS document must be established following the Local Government Association's relinquishment of their authority over LACORS. This ownership could be established by government bodies such as the Home Office, the Health and Safety Executive (HSE) and the

Ministry of Housing, Communities and Local Government (MHCLG).

It was agreed amongst the panellists that the document did not need to be completely overhauled; there were three key areas that needed updating, namely Fire Detection, Fire Doors and Fire Extinguishers. Consensus was reached that sections needed to be added to the document to include Fire Risk Assessments, examples of archetypes and Resident Engagement.

All parties pledged to work collaboratively together. It was agreed consultation for the review of the documents, re-write of the section and writing of the new sections would initially be done by all relevant parties present on the panel, then to their membership for feedback prior to agreeing a final version. It was noted that the collective group felt that this process could be undertaken within a six-month timescale.

Moving forward, LACORS documents should be updated naturally like all British Standards and that this situation should never arise again where such a platform is required. It was agreed that there are various Regulations, Standards and legislation produced from various governmental departments that refer to cross reference subjections of LACORS, and that there is a clear need to have a centralised online library where all can be reviewed parallel to one another.

Concluding remarks were that the LACORS document needed ownership and subsequent



consultative updates to reflect the areas raised in this discussion, after which the document would be adopted by all within the sector. It was put to the Home Office, HSE and MHCLG that a response to the issues highlighted in this panel discussion was expected in six months' time, Monday 8th March 2021.

Tina Mistry, Southern Specification Manager for Aico commented 'It was great for us at Aico to facilitate this platform for all the relevant parties present together unanimously echoing the same requirements for change. Also agreeing to collaboratively work together to create the appropriate changes to keep residents safer in their homes'.

Members of the panel discussion included Colin Todd of C S Todd & Associates Ltd, Dave Offord, Operations Manager at National Residential Landlords Association, Kevin Thompson, Head of Private Sector Housing for Hackney Council, Mike Brook, Service Manager of Private Sector Housing at Leeds City Council and Gavin Dick, Chair of the National Residential Landlords Association.

01691 664100 www.aico.co.uk

The ultimate platform to manage your properties

Property MOT® offers a unique array of structural surveying solutions developed by Cornerstone, delivering a consistent and uniform approach to property management. This is the intelligent solution for Landlords, Home Owners, Home Buyers and Home Owners looking for a smarter way to manage their property portfolio. Each Property MOT® has been developed by industry experts combining years of experience with proven practical and technical knowledge.



For Housing Associations



For Letting Agencies



For Landlords



For Homebuyers

The ultimate platform to manage your properties

Property Management

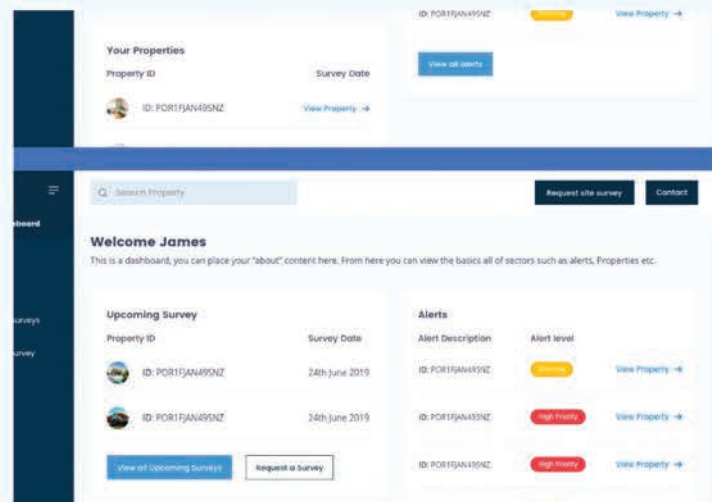
Manages all of your properties in one easy to use Portal.

Expert Analysis

All surveys are assessed by the experts at Cornerstone, trained by the D.A.M.P Alliance.

MOT Certificate

Once a survey has been completed and assessed in line with applicable British Standards an MOT certificate is issued.



Our Solutions



Ventilation MOT



Moisture MOT



Insulation MOT



Atmospheric MOT



Drone MOT



Carbon Footprint MOT

HOUSING MANAGEMENT & MAINTENANCE

Enjoy reading Housing Management & Maintenance but find it's not always convenient to have the printed magazine? Or has your workplace turned paper-free?

The digital issue offers you the same content, delivered straight to your inbox and accessible via smartphone, tablet or desktop computers. Housing Management & Maintenance also offers regular updates with the monthly newsletter, offering news on products, services and events.



Available online at
www.housingmmonline.co.uk

Property MOT® from Cornerstone

Property MOT® offers a unique range of structural surveying solutions providing a consistent and uniform approach to property condition and management. Backed by the D.A.M.P Alliance, Property MOT® is an intelligent solution for Housing Associations, landlords, homeowners and homebuyers looking for a smarter way to manage their property and adhere to the Homes (Fitness for Human Habitation) Act. Every MOT is sent to a SMART Knowledge portal for assessment by a Cornerstone expert and certificate issuance. MOTs available include: Moisture MOT, Ventilation MOT, Atmospheric MOT, Insulation MOT, Carbon Footprint MOT and Drone MOT.

Property MOT®
Certifying Structural Health

enquiries@cornerstone-ltd.co.uk

Housing Management & Maintenance

The Housing Management & Maintenance (HMM) website is an online provider of past and present news items dedicated to keep professionals within this sector updated with a wide range of topics including legislation, projects, products and more.



housingmmonline.co.uk is a one-stop source for all the latest press releases providing any visitor with access to information about products and services that they may require. From the website, you can find links to digital issues that have live links to advertisers' sites, as well as email alerts to keep you as informed as possible.

www.housingmmonline.co.uk

M3Central for accurate repair orders

- ✓ Online repair reporting for tenants
- ✓ Carry out void surveys, raise job orders and improve the accuracy of your repair reporting



M3Central



Call us for a demo
020 8274 4000 | m3h.co.uk

Air Quality & Ventilation

Airflow Developments Ltd
Tel: 01494 525252
www.airflow.com

HRV Group
003 0223 4180
www.hrv-group.com

Nuaire Ltd
Tel: 0292 085 8486
www.nuaire.co.uk

Solarcrest
01625 423020
www.solarcrest.co.uk/mvhr

Total Home Environment
Tel: 0845 260 0123
www.totalhome.co.uk

Vent-Axia
Tel: 08448 560 580
www.vent-axia.com

Balconies & Balustrades

Schock
0845 2413390
www.schoeck.co.uk

Bathroom Refurbishment

AKW
01905 823 299
www.akw-ltd.co.uk/retro-fit

Mira Showers
0800 001 4040
www.mirashowers.co.uk/expert

Saniflo
Tel: 020 8842 0033
www.saniflo.co.uk

Building Products

Encasement
Tel: 01733 266 889
www.encasement.co.uk

Coatings & Paints

Wilko Retail Ltd
01909 505505
www.wilko.com

Doors, Windows & Glazing

1st Folding Sliding Doors
0208 997 2448
www.1stfoldingslidingdoors.co.uk

Astraseal
Tel: 01933 227 233
www.astraseal.co.uk

Canopies UK
01254 777002
www.canopiesuk.co.uk

Cooke Brothers
01922 740011
www.cookebrothers.co.uk

Intratone
0207 0926 613
www.intratone.com/gb

Nationwide Windows & Doors
0808 1234 000
www.nationwidewindows.co.uk

Windoor UK
Tel: 0870 0678810
www.windooruk.co.uk

Eco & Green Products

Kedel
Tel: 01282 861 325
www.kedel.co.uk

Finance & Insurance

Premier Guarantee
0800 015 5513
www.premierguarantee.co.uk

Seam Capital
020 3743 6036
www.seamcapital.co.uk

Floors & Flooring

Designer Contracts
Tel: 01246 854 577
www.designercontracts.com

Gerflor
Tel: 01926 622 600
www.gerflor.co.uk

Floors & Flooring

Mapei UK Ltd
Tel: 0121 508 6970
www.mapei.com

Guttering & Drainage

Yeoman Rainguard
0113 279 5854
www.rainguard.co.uk

Heating & Renewable Energy

Baxi Heating UK Ltd (Potterton)
Tel: 0844 871 1525
www.baxi.co.uk

Evinox Energy
Tel: 01372 722277
www.evinox.co.uk

Johnson & Starley Ltd
Tel: 01604 762 881
www.johnsonandstarley.co.uk

Kingspan Environmental Ltd
Tel: 028 3836 4400
www.kingspanenv.com

Mitsubishi Electric Europe BV
Tel: 01707 276 100
www.mitsubishielectric.co.uk

Roofing

A Proctor Group
01250 872261
www.proctorgroup.com

Hambleside Danelaw Building Products
01327 701 900
www.hambleside-danelaw.co.uk

Ubbink
01604 433000
www.ubbink.co.uk

Scaffolding & Safety Equipment

Layher Ltd
01462 475100
www.layher.co.uk

Smoke & Fire Protection

Aico
Tel: 01691 664100
www.aico.co.uk

BAFE
0844 335 0897
www.bafe.org.uk

Fire Protection Association (FPA)
01608 812 500
www.thefpa.co.uk

Kidde Fyrnetics
Tel: 01753 685 148
www.kiddefyrnetics.co.uk

SE Controls
01543 443060
www.secontrols.com

Whitesales
01483 271371
www.whitesales.co.uk

Yeoman Shield
0113 279 58 54
www.yeomanshield.com

Software Providers

Kirona
01625 585511
www.kirona.com

Street Furniture

Go Plastic Ltd
02920 864 095
www.goplastic.co.uk

Tiling & Sealants

British Ceramic Tiles
01626 834774
www.britishceramictile.com

Water Hygiene & Sanitation

Vexo International Ltd
0207 953 1154
www.vexoint.com

HOUSING MANAGEMENT & MAINTENANCE

Website

The Housing Management & Maintenance website is an online provider of past and present products and news items. www.housingmmonline.co.uk is a one-stop source for all the latest press releases providing any visitor with access to information about products and services that they may require for their project as well as news relevant to professionals in the social and private rented sectors.

Newsletter

The monthly Housing Management & Maintenance email newsletter is designed to provide you with the latest products and services, direct to your inbox. You can quickly gather a snapshot of information from up to 12 carefully selected companies and easily follow links through to further information on the website or go directly to the company's website. Go to the Housing Management & Maintenance website to subscribe.

Digital Issue

The Housing Management & Maintenance digital issue provides all the same content as the print issue with the added advantage of being instantly available whenever and wherever you have access to the internet. In addition to its ease of access, the Housing Management & Maintenance digital issue gives direct links to advertisers, allowing you to visit a potential supplier's website with the click of a mouse. Subscribe on the Housing Management & Maintenance website.

The New *Minilift S* & *Aqualift S* Compact Lifting Stations

for waste water without sewerage

Applications & features:

- Basements, Lightwells & Building extensions
- Compact Systems
- Quiet operation
- Plug-in ready

**Get Rid of
the PIT!**



Product data:

- 300Kw to 1.2Kw Pumps - Mono or Duo
- Pump Volumes - 7 to 20 L
- Pump Capacities - 8 to 15.5 m³/h
- Pumping heights - 6 to 9 m
- Black or Tileable Covers