



LONDON BOROUGH OF SOUTHWARK

Ledbury Estate: Review of repairs history

FINAL

May 2018

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For confidentiality reasons, the individual property addresses considered in this report have been replaced with the words 'one flat' or 'a flat'. For example, in the analysis of the testing sample reviewed at page 20.



1 EXECUTIVE SUMMARY

1.1 Background

There are four tower blocks in the Ledbury Estate, being Bromyard House, Peterchurch House, Sarnsfield House and Skenfrith House. All four blocks were built between 1968 and 1970 by Taylor, Anglian, Woodrow (TWA), the same contractor who built the 23-storey flats at Ronan Point, one of which suffered a partial collapse due to a gas explosion in 1968.

1.2 Key conclusions from the Arup's report

The following section has been taken from the report issued by Ove Arup & Partners Limited (Arup) in November 2017 and outline certain extracts as far as they may be relevant background to this report;

Phase 1: In July 2017, Arup was appointed by Southwark Council (the Council) to carry out a visual investigation into the structure of four tower blocks, after residents reported cracks appearing in the ceilings, floor and walls. This investigation concluded that these cracks were actually gaps between the precast concrete panels and were not a cause for structural concern.

Phase 2: Following the conclusion of the Phase 1 assessment, Arup was commissioned by Southwark Council to assess whether the four tower blocks on the Ledbury Estate were robust enough to withstand a gas explosion without incurring disproportionate collapse.

In the absence of documentation on record specifically relating to the Ledbury Estate, all information for this scope of work had to come from intrusive and visual investigations.

It was concluded that the buildings were not sufficiently robust to resist a gas explosion without incurring disproportionate collapse, and the decision was made by Southwark Council, in **August 2017**, to remove piped gas from the four tower blocks on the Ledbury Estate.

Phase 3: Arup was instructed to carry out further intrusive investigations to understand if the details already investigated are also applicable to two other buildings and in other flats. The intrusive investigations were carried out in **19 flats across the estate** and the report was issued in **November 2017**, which stated that:

- The structure of the buildings is in good condition. No significant deterioration has been found of either the concrete or the embedded steel reinforcement;
- The structure of each building meets wind loading requirements as defined by current building codes;
- As previously identified, the buildings do not fully comply with the recommendations for the prevention of disproportionate collapse in the 2012 guidance produced by Building Research Establishment (BRE) and the Department of Communities and Local Government [2]. This means that an extreme event such as a gas explosion could lead to the collapse of part of the building.

Therefore, Arup recommended that structural strengthening measures should be incorporated into the buildings. It was also acknowledged that in turning off the gas in the blocks, the main risk has been removed.

At the time of writing this report, multiple options were being considered by the Council in response to the findings from the Arup's report.



1.3 Objective of this review

The Overview & Scrutiny Committee (O&SC) received the interim Ledbury Estate Update report and the Tenants & Residents Response at its meeting on **11 September 2017**. Following this they have recommended that the Council carries out a full, thorough and independent review of the repairs history of the Ledbury Estate. Following this recommendation from O&SC, RSM was appointed to perform a review of repairs history at the Ledbury Estate.

The purpose of this review was to assess the Council's processes and controls to identify, report and respond to the repairs and maintenance issues at the Ledbury Estate. The purpose of this review **was not to** perform an engineering review or to assess adequacy or quality of the repairs worked carried out, nor was it to assess the safety of the buildings.

To conduct this review, we focused on the documentation made available to us by the Council and the Council's processes and controls with a view to:

- **Ascertain** various sources which are used to bring issues to the Council's attention. This assessment included means by which the tenants report the issues as well as proactive means used by the Council to identify the issues themselves;
- **Analyse** the issues reported to the Council during a specified period (see Table 1);
- **Understand** the process for identifying, reporting, monitoring and solving issues once the Council is made aware of them; and
- **Assess** the Council's response to reports of various issues at Ledbury Estate. This also included an assessment of the current processes to identify the issues by the Council.

Our scope was divided into three main parts: Phase 1 was a high-level diagnosis of various sources available to the Council to identify repairs issues, Phase 2 involved agreeing the level of detailed testing with the head of O&SC; and Phase 3 included detailed review of the repairs history at Ledbury which has been reported through all the sources identified as part of Phase 1. This report details our observations from all three phases.

1.4 Our key conclusion and main observations

There are policies, procedures and controls to deal with reporting and resolving of repairs issues and mechanisms to identify wider systemic issues, however these procedures and controls failed to identify the full extent of the current issues at the Ledbury Estate. Our observations as to why this may have happened and where current process can be improved are outlined below.

1.4.1 Processes for identifying wider issues from repairs, complaints and Members Enquiries

Once the repair has been logged by the contact centre, the responsibility to fix the repairs issue rests wholly on the contractor (Mears for Ledbury). Per section 11 of the Preliminary within Mears contract, *"In order to facilitate continuous improvement in the service provided to the residents, the Service Provider shall identify, and bring to the attention of the Client Representative, repetitive repair orders to individual blocks or entire estates."* We understand that the contractor can raise such matters at the monthly contract meetings. However, from our review of the monthly minutes provided, the gaps and cracks issues within Ledbury were not discussed.

The cause of the repair is often not documented by the contractors (or the Council when they become involved) within iWorld. Therefore, we are not able to confirm if the wider cause is considered at the time of carrying out the repair.

We noted issues with the current system where the repairs being marked as complete when they are not, and repairs being completed which do not address the original issue etc. We have also noted the closing of Member's enquiries and complaints prior to a resolution being completed. We have been informed that this is due to different completion deadlines for complaints, Members Enquiries and general works orders.



1.4.2 Wider Risk Assessment

We did not note any risk-assessment/investigation carried out by the Council in the past to identify whether the buildings within the Ledbury Estate were built with the appropriate gas fixings despite a lack of documentation provided to the Council on transfer of the building from the GLC in the 1980's (now the GLA). The Council relied on the BRE report that was written to identify the issues at Ronan Point and not to provide confidence in Type B Taylor, Anglian and Woodrow buildings.

From the information provided to the review team, we have not seen any evidence to suggest that the assessment criteria, as stated within the, "Handbook for the structural appraisal of Large Panel System (LPS) dwelling blocks for accidental loads" which was issued with by the Communities and Local Government in 2012, was applied to the Ledbury Tower, prior to the work carried out by Arup in mid-2017.

The risk register for the Housing Department does not include risks relating to wider issues and mainly focuses on compliance risks and issues. From conversations with management, structural issues are deemed to be a very rare occurrence and so there is very little holistic risk-assessment for each property.

1.4.3 Stock Condition Survey

The Council sees the key method of structural issue detection to be through stock condition surveys performed by the Major Works team. The scope of the stock condition surveys is not sufficient to identify structural/wider issues like those currently being experienced at the Ledbury Estate. This is because the stock condition surveys are non-intrusive, may not be carried out at a property within a 10-15-year period and are completed by visual inspection from the ground floor or roof. The surveyors can add notes outside their scope and management are confident that these surveys should highlight any structural issues. However, we have not been able to substantiate this.

The other assurance that the Council have relied on were the stock condition surveys carried out on two blocks in the Ledbury Estate prior to the completion of the Warm, Dry, Safe (WDS) Major Works projects in 2015 (Bromyard and Sarnsfield). Management have confirmed that there was no indication of any structural issues found as part of these surveys. However, it is highly likely that the Council only carried out non-intrusive surveys which may not have picked up the structural issues within the estate. The process for dealing with structural issues within Major Works is not clear as a structural issue was noted during major work which was carried out in 2015/16 at the Ledbury Estate. The issue was identified by the project manager of the mastic project, but we have not been able to validate how this issue was resolved.

1.4.4 Fire-Assessment

Historically, the fire risk assessments carried out at Ledbury were Type 1. These are basic fire risk assessment which focuses on communal areas and are required for satisfying the fire regulations. Type 1 are unlikely to have picked up the type of structural issues present within Ledbury Estate due to its focus on communal areas and non-intrusive nature. Although some structural issues have been identified within these assessments, especially where they were deemed large enough to breach fire regulations for the prevention of the spread of fire and smoke between flats and communal areas.

We have been informed that, unless there is a reason to suspect deficiencies in structural fire protection, a Type 1 inspection will normally be sufficient. We note that Type 2-4 fire assessments are more intrusive in nature and tend to cause disruption to residents. Nevertheless, we are aware that the Council is carrying out more Type 4 fire assessments now. In addition, the Council have also introduced a new process for completing fire risk assessments in Apex, which appears to include an increased number of, and wider ranging questions to be responded to by the assessor.



1.4.5 Knowledge sharing

Several teams are involved in maintaining the Council's housing estate i.e. Repairs, Investment and Engineering. We are aware that there are forums whereby information and intelligence can be shared between teams. The Repairs team attend briefing meetings with the Investment team during planning for major works programmes. However, we have not seen any direct evidence of the above forums and process being utilised for information sharing on the Ledbury Estate. It is possible that the necessary information on the Ledbury repairs history was shared informally i.e. e-mails/conversations etc. However, where formal mechanisms are not used to share information, and gather intelligence from individual team remits, there is a risk that underlying issues may not be picked up.

We understand that communal officers undertake monthly inspections, pre- and post-inspections of work and will refer any wider concerns such as structural issues to the technical team for a surveyor or engineer to assess. Information is shared with the insurers and if applicable with the investment team/ others in Asset Management. However, we are not aware of any formal mechanism to record the wider intelligence gathered from this inspection regime. As a result, there is a risk that the knowledge is lost over time and, if the Technical Quality Officer leave the Council.

1.4.6 Lack of documentation

We have noted that the retention of supporting evidence, including the notes written for repairs, inspections, complaints, legal and disrepair cases, Members enquiries and resident's meetings appears to be sporadic and inconsistent. This means that a review of the history of repairs, complaints and claims against the Council may not have all the necessary documentation stored within the systems.

This has also impacted our testing, as for **49 repairs** and **four** complaints there was not enough documentation on the systems reviewed by us to conclude whether the repairs reported were indicative of wider structural issues. We were also not able to conclude whether any wider issues have been missed within the Major Works projects due to some key documents not being stored within the systems reviewed by us.

1.4.7 Timely resolution of repairs issues and complaints

The Council has put in place target periods for completion of works, closing of complaints, issuing of response to claims and queries. We noted some instances where these targets are not being met. However, we are aware that the completion times are monitored via KPIs and reviewed monthly at contract meetings as overdue works order volumes.

2 RECOMMENDATIONS

Ref	Recommendation	Management Response	Responsible Person	Deadline
Recommendations to improve high-level process to identify and rectify wider issues within the Council's housing portfolio				
1	The Council should introduce a system of flagging repairs within iWorld that may relate to potential structural indicators. This could be through types of SORs raised on works orders, key words in repair descriptions, the training of contact centre staff and contractors to identify these. Where the repairs are completed by a contractor, the Council should ensure these requirements are fully met by the contractor.			
2	The Council should consider a separate risk assessment for its tower blocks/estates to capture historical construction issues, wider compliance requirements and issues raised through implementing the 1 st recommendations.			
3	The Council should review their current process to identify wider structural and other issues on an on-going basis and take appropriate actions to address any gaps identified. This review should include an assessment of the current scope of stock condition surveys, fire-assessment, inspection regime and liaison between the teams to identify where improvements can be made to identify and rectify the Ledbury type gaps and cracks issues on a timely basis.			
4	The Council should implement a common file sharing system in which multiple teams can store and access key documents relating to repairs, complaints, disrepair cases and members enquiries.			
Recommendations to improve reporting, recording and resolving issues within iWorld				
5	The Council should implement a formal process to record and share key concerns from the monthly inspections and pre- and post-inspection regime to ensure that the critical information is			

not lost over time, especially if the Technical Quality Officer leave the Council.

- 6 The contractors/in-house team should be required to:
- document the cause of the repair within iWorld; and
 - report on any wider issues as part of the monthly contract meetings.

- 7 Consideration of the wider issues should be included as a standard agenda item at the monthly meetings with the contractor to encourage wider thinking about the causes of repairs.

- 8 The Council should set a minimum level of information to be included within the notes of each repair and that pictures from any complicated repairs are saved down to a common drive to add depth to the evidence of what work has been performed.

Recommendations to improve reporting, recording and resolving issues through complaints

- 9 Deadlines (currently 15 days) for dealing with the complaint are reviewed and a policy is introduced for extending the deadline if necessary.
- 10 Supporting pictures and documented reasons for delays are added to iCasework where possible.

Recommendations to improve reporting, recording and resolving members enquiries

- 11 If possible, enquiries are not closed or are monitored until the full response has been sent to the Members and the full conclusion of each issue within the enquiry has been reached and documented on iCasework.

Recommendations to improve Major Works documentation/process

- 12 A stipulated document list be created to ensure that appropriate documentation is included within each Major Works file and the file structure is consistently applied across all Major Works schemes.



13	A project issues tracker is built into an electronic system such as Apex to ensure actions are documented and completed.
14	A register of Resident, Contractor and Consultant meetings is kept, and that minutes of these meetings, and other key correspondence are documented and saved down to the file.
15	Where possible, consider more intrusive investigations into the existing structure as part of the stock condition surveys.
16	Communication with the Engineering or Repairs department to attempt to identify any issues that they are facing is formally documented prior to any Major Works project taking place.
Recommendations to improve Fire Risk Assessments	
17	Asses the current policy to complete Type 4 fire-assessment and complete these on a rotational basis where practically possible.
18	The Engineering Department introduce a KPI regarding the resolution of identified fire risks.



3 BACKGROUND AND OUR SCOPE

3.1 Introduction

Concerns were raised by residents over gaps and cracks that have appeared in properties across the Ledbury Estate. These were first identified during a joint meeting with the residents and the London Fire Brigade in June 2017, that was organised in the wake of the Grenfell Tower tragedy. At this meeting a tenant highlighted a large crack and gaps in her flat. Following this, the Council performed their own investigation as well as appointed Ove Arup & Partners Limited (Arup) to undertake a structural assessment of the four tower blocks on the Ledbury Estate.

3.2 Our Scope

The Overview & Scrutiny Committee (O&SC) received the interim Ledbury Estate Update report and the Tenants & Residents Response at its meeting on **11 September 2017**. Following this they have recommended that the Council carries out a full, thorough and independent review of the repairs history of the Ledbury Estate. Following this recommendation from O&SC, RSM was appointed to perform a review of repairs history at the Ledbury Estate.

The purpose of this review was to assess the Council's processes and controls to identify, report and respond to the repairs and maintenance issues at the Ledbury Estate. The purpose of this review **was not to** perform an engineering review or to assess adequacy or quality of the repairs worked carried out, nor was it to assess the safety of the buildings.

To conduct this review, we focused on the documentation made available to us by the Council and the Council's processes and controls with a view to:

- **Ascertain** various sources which are used to bring issues to the Council's attention. This assessment included means by which the tenants report the issues as well as proactive means used by the Council to identify the issues themselves;
- **Analyse** the issues reported to the Council during a specified period (see Table 1);
- **Understand** the process for identifying, reporting, monitoring and solving issues once the Council is made aware of them; and
- **Assess** the Council's response to reports of various issues at Ledbury Estate. This also included an assessment of the current processes to identify the issues by the Council.

3.3 Our Approach

We have split the above work in to three distinct phases as shown below. This report contains our detailed findings from all three phases:

Phase 1: High-level diagnostic:

We worked with the operations managers within the Council's housing team to understand the sources in which the issues could be identified; process and systems for tenants and leaseholders to report the issues; and systems and process within the Council to record and resolve the issues, including maintenance of clear audit trail of records and all forms of communications.

Phase 2: Agree detailed scope of work

We discussed our findings from Phase 1 with the Chair of the Overview & Scrutiny Committee to agree data sources to be reviewed, the period for detailed testing and next steps.



Phase 3: Detailed review

In the context of the agreed scope during stage 2 above, we performed the following procedure to understand the repairs history at the Ledbury estate;

- Perform analysis of the repairs reported within key sources to identify any trends.
- We assessed the Council's application of internal processes to identify, rectify and record repairs issues on a sample basis. The size of the sample has been set out in Table 1.
- Consider whether the Council's approach to identify and resolve the repairs issues at Ledbury was in line with the Council's policies and procedures.
- Assess if the issues identified are limited to Ledbury Estate, or can have wider implications across other housing estates.

3.4 Limitations of our work

In performing this work, we have relied on the information and representations given to us by the Council. We have provided an overview of the Council's processes and controls to report and fix the repair issues at the Ledbury Estate and the extent to which the established processes were adhered to within the context of the assignment.

We have only reviewed the documentation provided to us by the Council and have not undertaken any exercise to check the completeness of the documents provided.

We are not qualified to provide legal and structural engineering advice. Therefore, we are not qualified to comment if the Council's response to fix the repairs issues was adequate or not and have not accordingly provided any legal and/or engineering advice.

The observations made in this report are based upon the information made available to us to date from the Council.

Save as set out in the engagement letter, the observations in this report should not be quoted, referred to or shown to any other parties without our prior consent in writing. If unauthorised persons choose to rely upon any of these findings they do so at their own risk.



4 THE LEDBURY ESTATE AND PREVIOUS WORK

4.1.1 Specification

There are four tower blocks in the Ledbury Estate being:

- Bromyard House – This is a 14-storey block built in 1968 that contains 56 flats.
- Peterchurch House – This is a 14-storey block built in 1970 that contains 56 flats.
- Sarnsfield House – This is a 14-storey block built in 1969 that contains 56 flats.
- Skenfrith House – This is a 14-storey block built in 1969 that contains 56 flats.

The estate falls in to the Peckham (and Camberwell) District located in the south of the Borough.

4.1.2 Historical Structural Issues and the BRE report

The blocks at Ledbury were built by the same contractor, Taylor, Anglian, Woodrow (TWA), who built the 23-storey flats at Ronan Point, one of which suffered a partial collapse due to a gas explosion in 1968. This collapse led to a change of structural engineering design and regulatory standards, and a new Government circular was issued in 1968 requesting that all blocks of similar construction be assessed. This would suggest that all the blocks at the Ledbury Estate were assessed per these regulatory standards.

A BRE report dated 1985 titled “The Structure of Ronan Point and other Taylor Woodrow – Anglian buildings” [1] examined the reasons for the collapse at Ronan Point. This report identified that there were two types of TWA buildings, “Type A”; identical to the towers at Ronan Point and then “Type B” which BRE reported to have a different means of connecting the precast panels. Ledbury Estate is listed in this report (named Commercial Way) and is identified as being a “Type B” building. The report stated that Type B Buildings are “Less likely to have been poorly constructed and that their design was checked, and construction supervised by independent consultants”.

In 2012 BRE published the “Handbook for the structural appraisal of Large Panel System (LPS) dwelling blocks for accidental loads” [2]. This report specified that for this type of building, it must satisfy any one of three criteria for the regulatory standards to be met. These criteria are: (1) adequate provision of horizontal and vertical ties; (2) adequate collapse resistance for foreseeable accidental loads and actions (defined as 34kPa for a block with piped gas or 17kPa for a block with bottled gas); or (3) alternative paths of support that can be mobilised to carry the load. The estate was assessed against this criteria by Arup and their findings were reported in their November report.

5 SOURCES OF REPAIRS ISSUES AND SAMPLE SIZE

Following the work undertaken as part of Phases 1 and 2 of this review, we agreed the following testing periods with the head of O&SC:

1. **iWorld:** For period between **1996 and 2012**, Ledbury related data was collated from iWorld with a view to understand any trends in terms of types of repairs etc.
2. **iWorld:** Review the Ledbury related incidents within iWorld between **2013 and 2017** in more detail on a sample basis. For structural related issues, the supporting documentation were collated and reviewed to confirm that the incidents were dealt with in accordance with the Council's policies and procedures.
3. **Others:** For all other information sources i.e. Disrepair Claims, Member's enquiries, Major works files, various risk assessments etc, we reviewed the data from the last five to seven years, depending on access to data and retention of documents.

The following table sets out further details around the data sources selected for review, including the method in which issues can be raised, the substantive sample size agreed with the Council for testing of each source, and the availability of data for testing. It should be noted that our sample selection approach was skewed towards structure related incidents.

Table 1: Sample approach

Data source	Method of flagging structural issues	Details	Sample size / data availability
iWorld	Residents alert the Contact Centre via telephone, e-mail, or the Council website.	iWorld is the system for tracking and completing normal repairs. The system includes the following information: <ul style="list-style-type: none"> • The original description of the repair from the resident. • The timeline of the issue. • The notes of each visit/inspection by the Council or contractors, as well as notes on completion/cancellation of the repair. 	125 cases to be selected from the population skewed towards potential structural issues as well as a small random sample covering the whole population.
Monthly Council Inspections	Inspections are planned on a rota and residents are free to attend.	A member of the repairs and maintenance technical team performs an inspection of the grounds and communal areas of each block on a 4-6-week rota depending on the estate.	All reports will be reviewed (dating back to December 2014), with any structural issues identified sampled for the appropriate follow up testing (iWorld or review of Major Works files).
iCasework	Complaints Disrepair claims / Arbitration cases Member enquiries	The iCasework system is set up to hold the following information: <ul style="list-style-type: none"> - Letters of claim and support for this - Copies of an initial FOI request. - The audit trail of the case; detail of any works raised with references and the progress through the schedule of works. - Technical team survey report. - Technical Survey feasibility reports. 	<u>Complaints</u> - 8 items dated from April 2012 selected, with a further 39 cases reviewed for relevance. <u>Disrepair claims</u> – 12 items dated from October 2016, with a further 35 items reviewed for relevance.

Data source	Method of flagging structural issues	Details	Sample size / data availability
	Freedom of Information Requests (FOI)	<ul style="list-style-type: none"> - Schedule of Works to rectify the complaint/claim. - FOI data provided to the requestor. 	<p><u>Member enquiries</u> – 6 items dated from April 2014, with a further 9 items reviewed for relevance.</p> <p><u>FOI requests</u> – all 5 items available (dated from September 2015).</p>
Disrepair Claims Spreadsheet and Disrepair Files	Disrepair claims – sent to Council Legal or Repairs teams' inboxes	<p>The disrepair claims spreadsheet provides the details of recorded disrepair claims. It includes details of the caseworker and technical officer for the property.</p> <p>The Disrepair Files are saved on the housing shared drive (G Drive). There is duplication of the data on iCasework, but it includes information for cases started prior to the full implementation of iCasework in October 2016.</p>	As above; 12 items dated from October 2016. Cross-referenced from iCasework to the spreadsheet and disrepair files.
Major Works Files/ EDMS and Apex	<p>Residents meetings</p> <p>Technical inspections / surveys</p> <p>Repairs history review</p> <p>Stock condition surveys</p>	<p>The major works files are used to store:</p> <ol style="list-style-type: none"> 1. Stock Condition Survey Feasibility Reports and consultant reports 2. Technical Survey Feasibility Reports 3. Residents Meeting Minutes 4. Schedules of Works 5. Contract Tenders 6. Contractor completion certificates 7. Consultant/contractor correspondence 8. Defects logs 9. Review of the repairs history 10. Project manager trackers of issues 11. Details of any emergency works <p>EDMS is the electronic file storage system used by the repairs and maintenance team. This system holds:</p> <ul style="list-style-type: none"> - Technical inspection photos and notes - Technical Survey Reports <p>The Apex system acts as the stock records system. It includes a brief description of each property, a list of all its fixtures, the estimated useful life of each fixture, each fixtures installation date, expected replacement cost of each fixture, a high-level description of recent major works, noted regarding future major works to be completed and fire risk assessment actions.</p>	<p>All relevant files reviewed. There are five major works projects from 2011 onward that have available data. All documents prior to this are unavailable or in deep storage.</p> <p>All relevant files reviewed. Varying levels of data available from 1996 onward.</p> <p>Apex is a live system. Reports for each block in its current state reviewed.</p>
Fire Risk Assessments	Fire Compliance surveys	These show all the survey findings and recommended actions.	All reports from 2010 were reviewed with any structural



Data source	Method of flagging structural issues	Details	Sample size / data availability
			issues identified sampled for the appropriate follow up testing (iWorld or review of Major Works files)



6 REVIEW OF REPAIRS HISTORY WITHIN IWorld

6.1.1 Description

iWorld is the system for tracking and completing normal repairs and acts as the issue resolution process in the Repairs and Maintenance team. Residents can raise repair issues to the Council, which could include any indications of structural issues. Staff in the Council's contact centre are trained in how to respond to calls reporting repairs and have prompts to help identify each issue built into the iWorld system. We have observed the training booklets given to contact centre staff for this process.

A flowchart setting out the lifecycle process from a repair being reported to the Council, through to completion of any required works, is included at **Appendix A**.

6.1.2 Our approach

The records on iWorld dates to **1996**, and we have carried out trend analysis on the total population (for Ledbury Estate) since April 1996 to understand repairs trend at the estate. In addition, a sample size of 125 repairs was agreed with the Chair of the Overview and Scrutiny Committee for detailed testing. It was also agreed the substantive testing would focus on repairs from **2013 to 2017** to give us reasonable coverage.

6.1.3 Methodology adopted to identify and analyse repairs trends and sample testing from iWorld

When a repair is reported to the Council, an order number is raised in the iWorld system. An order number may include multiple types of work i.e. a plumbing repair and a ceiling repair, therefore elements of work are identified through individual unique schedule of rates references ('SORs'). As the SOR identifies the type of work required specifically, we have carried out our analysis on these, rather than order numbers.

Our analysis found that 33,829 orders were placed with the Council and recorded on iWorld from 1996 to 2017, relating to the Ledbury estate. These orders may contain multiple schedules of rates (SORs) where more than one element of work is carried out to rectify the issue. This is reflected in the total number of SORs, which is 69,493; an average of 2 SORs per order placed.

The Council applies a coding system against the individual SORs, to identify the type of work required. Our analysis identified 2931 codes across the dataset of 69,493 SORs. Due to the volume of codes, we have grouped these into nine broader categories; one of which is what we have identified as 'potential structural issues'. This process of categorisation has allowed us to identify a total of 1,428 SORs from the total population of 69,493 from 1996 to 2017 that may relate to structural issues.

When repairs are recorded on the iWorld system, they are referenced through their order number i.e. the collective group of works that need to be carried out to rectify an issue. Our testing has therefore referenced **order numbers** and not SORs, but it should be noted that the individual case we are testing may not encompass all aspects of work to be carried out if some relate to structural issues and some do not.

We noted **69,493 SORs** on the Ledbury tower blocks since April 1996. These are recorded against 2,931 unique SOR 'codes'. The code identifies the category of work at a high-level. As this is a substantive volume of codes, we have sought to condense these into broader categories and as such have considered the following nine core areas of repairs.

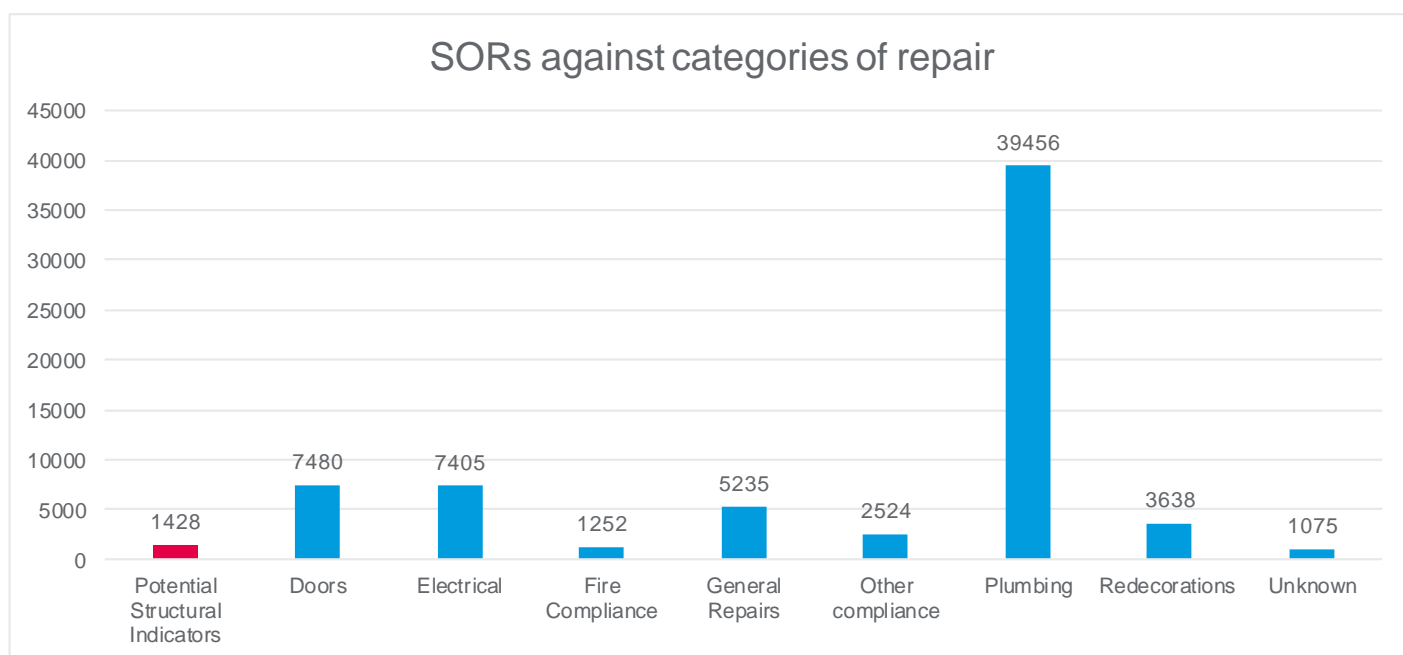
- Potential structural indicators
- Electrical
- General repairs
- Plumbing
- Doors
- Fire compliance
- Other compliance
- Redecorations
- Unknown

A key point to note in relation to these categories is that we have found that assignment of repairs to the categories was not consistent across the board, therefore the trend analysis cannot be guaranteed to be wholly accurate. By way of example, one SOR code may be used for repairs that may be seen to be structural, and for repairs that are not.

6.1.4 Trend Analysis of Schedule of Rates (SORs): April 1996 onward

The following key trends were noted from our analysis of the repairs history since 1996 within iWorld:

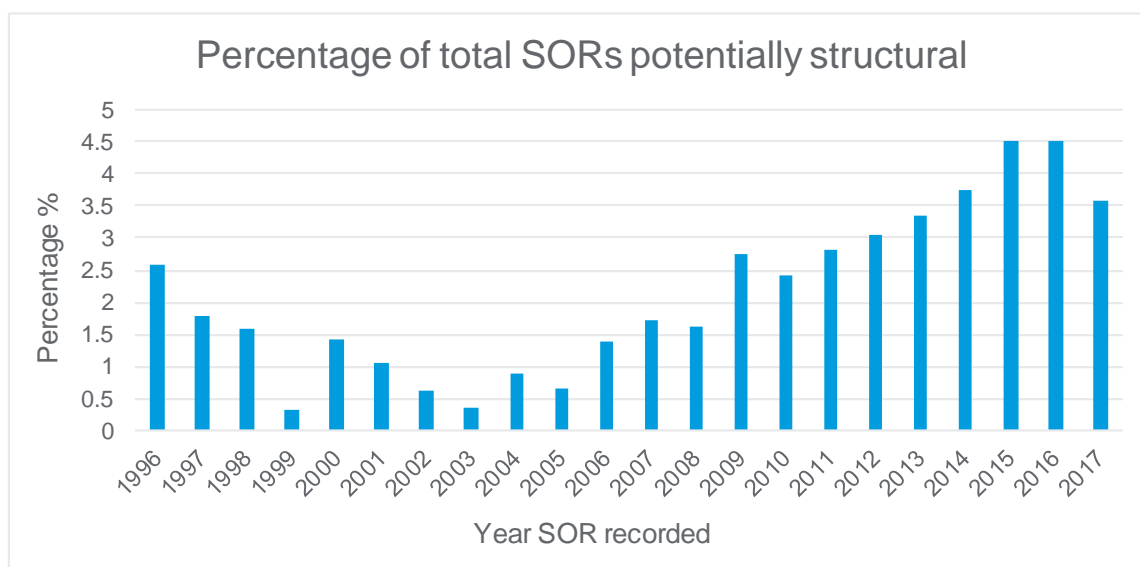
Figure. 1: Analysis of the 69,493 SORs per nine repair categories since April 1996



Approximately **57%** of the SORs raised related to internal plumbing issues. These were the most likely repairs to be raised, as any leaks from plumbing leaks will affect various flats in the building and so may be reported to the Council by multiple tenants. We have also noted that repairs to doors and electrics are also relatively high (**11%** of the population). Potential structural indicators make up **2%** of the total SORs raised on the system since April 1996.

In Figure 2 below, we have carried out an analysis of the 1,428 SORs identified as potential structural indicators in Figure 1, to consider the year-on-year proportionate relationship to the total 69,493 SORs from 1996 to 2017.

Fig. 2: Potential structural SORs from 1996 to 2017, as a percentage of total SORs recorded



The overall trend identifies an increased proportion of potential structural indicators from 2010 onward. The percentage of potential structural indicators raised annually from 1996 to 2017 varies from 0.3% to 4.5%, with the higher percentage being identified in the last five years.

6.1.5 Substantive testing: 2013 to 2017

Analysis and prioritisation of SOR categories:

From our initial analysis, the 1,428 SORs noted as being potential structural indicators, (around 2% of the population) have been analysed and prioritised for the substantive testing from April 2013 onward. We have prioritised the seven categories per the analysis below.

Fig. 3: Analysis and prioritisation of SORs indicating potential structural issues:

The prioritisation of categories across 'very high', 'high', 'medium', and 'low', is our judgment of the potential for structural issues to be included within each category. However, it should be noted that this subjective judgment may differ from the that applied by a qualified surveyor or engineer.

Category	Number of SORs	Percentage of Population	Priority	Explanation
Ceiling - Plaster/Plaster board	138	10%	Medium	Cracks and gaps in the plaster or plasterboard could be indicative of the structural movement. This has been classified as medium priority for testing as many of these repairs may have been caused by damage from water leaking from flats above, due to plumbing issues. This was confirmed from a small sampled view of information on the iWorld system and from discussions with the Council as part of the review.

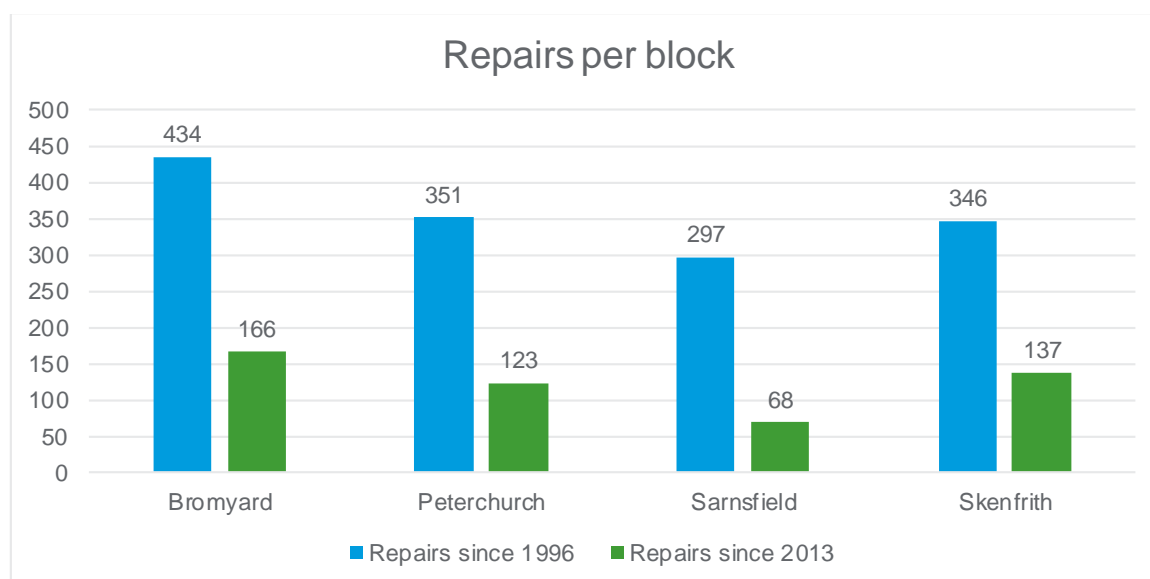
Category	Number of SORs	Percentage of Population	Priority	Explanation
Roof	51	4%	Medium	Cracks and gaps in the roof could be indicative of the structural movement as noted with current issues at Ledbury. This has been classified as medium priority for testing as a sample reviewed indicated that some of these repairs are likely to have been caused by storm damage, as well as general wear and tear.
Scaffolding	28	2%	High	Scaffolding is expected to be used to repair the external walls of the tower blocks, which could include issues relating to structural integrity. This has been classified as high priority as it is expected that most repairs will relate to structural issues, the mastic repairs required which are now recognised as a potential indicator of wider structural issues. It is noted that some repairs in this category related to guttering.
Walls – Architrave,	27	2%	Very High	We have been informed through our review that architraves could have been used to cover gaps and cracks between walls and ceilings. We have therefore classified this as very high priority for our testing.
Walls - Brickwork,	20	1%	Very High	Repairs to brickwork could be an indication of structural issues, particularly where cracking is present, and so these have been classified as very high priority for testing.
Walls - Cladding	1	0%	Very High	Repairs to external cladding could be an indication of structural movement as they relate to the external integrity of the building, and so these have been classified as very high priority for testing.
Walls - Ducts	48	3%	Medium	Repairs to wall ducts is carried out for many reasons such as vandalism, wear and tear but may also be an indication of structural movement. From a small sample of repairs reviewed, it was noted that some of these repairs may also relate to plumbing issues, therefore these have been classified as medium priority for testing.
Walls - Joints	23	2%	Very High	Movement in wall joints at the point where the concrete panels meet can be an indication of wider structural movement, and so these have been classified as very high priority for testing. This is in line with the analysis carried out by Arup.
Walls – Plaster/Plaster board	457	32%	High	Cracks and gaps in the plaster or plasterboard could be indicative of the structural movement as has been identified at Ledbury. This has been classified as high priority for testing as whilst some of these repairs may have been caused by damage from water leaking from flats above due to plumbing issues, a small sample tested suggests that this is not always the case.
Windows - Replaced	635	44%	Medium	Windows may be required to be replaced or re-sealed due to structural movement in the building. However, from a

Category	Number of SORs	Percentage of Population	Priority	Explanation
				sample tested, it was identified that many of these repairs relate to replacing defective handles and frames, and so it has been classified as medium priority for testing.
Total	1,428			

Analysis of SORs by residence block:

As a pre-cursor to the substantive testing of repairs from April 2013 onward, we have analysed the 1,428 potential structural indicators on a residence block basis. Whilst the comparison does not indicate a significant variation between the four tower blocks, we have noted that Bromyard House has seen a slightly higher number of potential structural indicator SORs reported compared to the other three blocks.

Fig. 4: Comparative analysis of repairs per block; total vs 2013 onward



We have reviewed the percentage of each of the seven SOR categories reported for Bromyard House, and there has been no trend of note identified. We have also reviewed the five individual apartment residences with the largest number of reported repairs since 2013 to identify if there are any further trends.

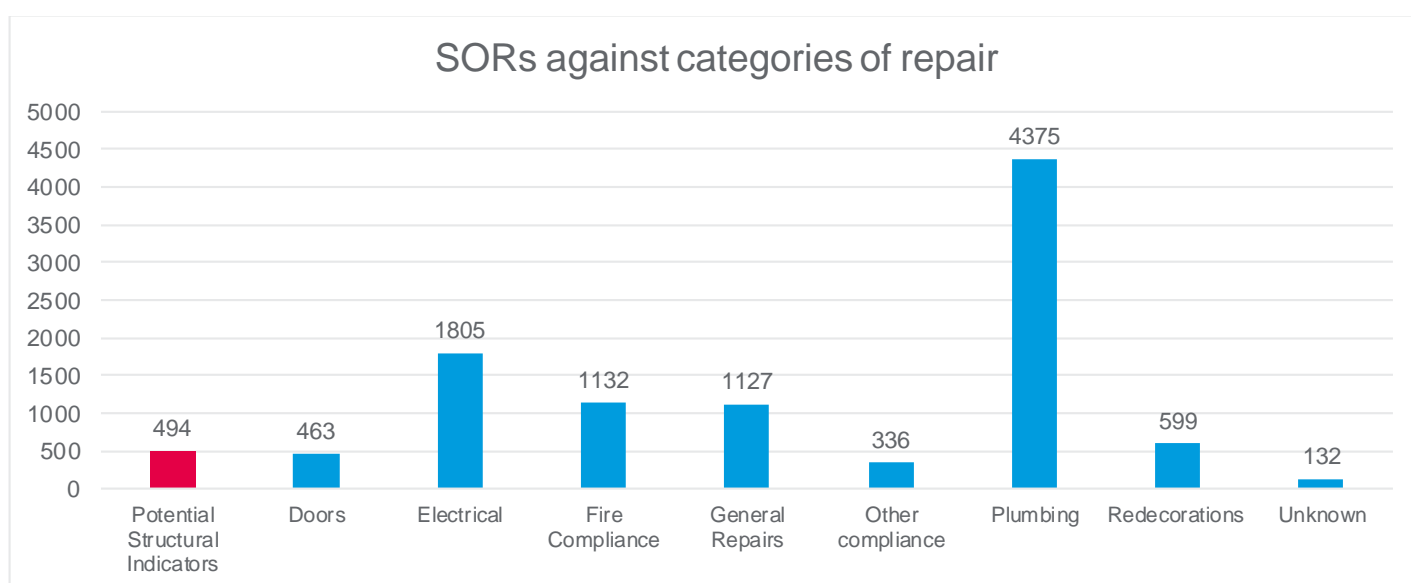
- **Bromyard House communal area** had 36 repairs reported. We have noted a much larger proportion of Roof (10), Ceiling (9) and Scaffolding (5) repairs than the general population within this sample. However as these are repairs that would only be raised against the communal areas this appears to be reasonable.
- **Sarnsfield House communal area** had 17 repairs reported. We have noted a much larger proportion of Roof (7) and Scaffolding (5) repairs than the general population within this sample. However, as most of the window repairs related to internal windows and the other repairs would only be raised against the communal areas this appears to be reasonable.
- **One flat** had 6 repairs reported. No trends have been noted within this dwelling as the proportion of each category of repair appears to be consistent with that of the general population.
- **One flat** had 8 repairs reported. No trends have been noted within this dwelling as the proportion of each category of repair appears to be consistent with that of the general population.

- **One flat** had 5 repairs reported. No trends have been noted within this dwelling as the proportion of each category of repair appears to be consistent with that of the general population.

Trend Analysis of SORs: April 2013 onward

Due to the significant volume of information available we have been asked to focus our substantive testing on repairs since April 2013. We have therefore performed a similar analysis on the data from this period to that performed on the full dataset (see Figure 1).

Fig. 5: Analysis of SORs per nine repair categories from 2013 to 2017

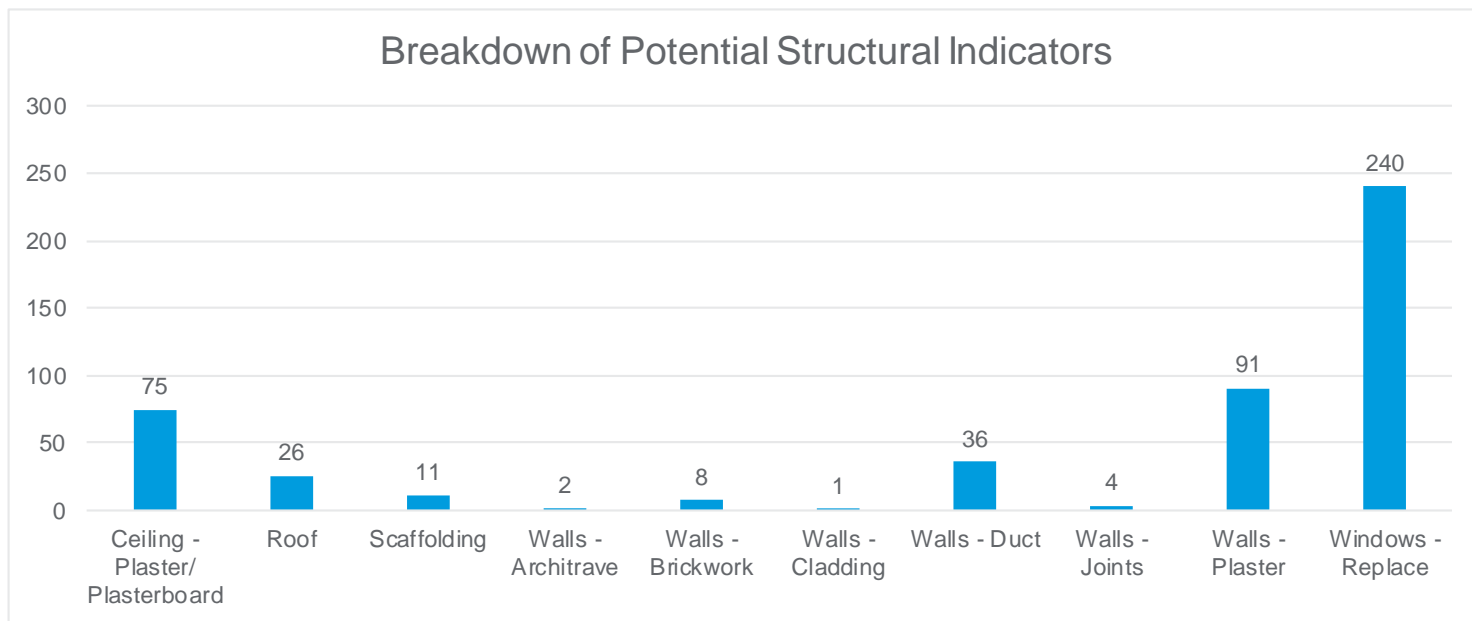


Key observations

- Internal plumbing issues are the largest category of repairs, as with the full dataset, which we understand is consistent with similar buildings across the Borough.
- There is a significant increase in the percentage of fire compliance repairs, with 1132 of the total 1252 raised since 1996 occurring after April 2013. We note that this appears reasonable from the increase in compliance and detail in the fire risk assessment surveys that we have noted in section 13.
- There is an increase in the percentage of potential structural indicators from 2% in the entire population to 4.7% since 2013, which supports our proposed scope to focus our testing on the last five years. This increased percentage highlights that the reporting of potential structural indicators i.e. gaps, cracks has become more prominent in recent years. This could also relate to the categorising of SOR codes which have changed over the years of iWorld's operation.

From the above analysis, we have noted **494 SORs** that could be indicators of structural issues. We have performed further analysis into this section of the data to identify how these SORs are distributed across the 12 categories of potential structural indicators as set out at **Fig.3** above.

Fig. 6: Categorisation of potential structural indicators



We note a decrease in the proportion of wall plaster repairs from 27% in the total population to 14% since April 2013. This likely relates to the categorising of SOR codes which have changed over the years of iWorld's operation.

6.1.6 Testing completed

We have performed a review of 125 (25%) of the 494 cases of interest as identified above in Fig.5. The size of the sample has been selected based on the priority we have allocated to each category identified above at Fig.3. 103 cases have been selected from the seven categories of potential structural indicators, and 22 cases have been randomly selected from the wider sample to reflect the full remit of repairs. The sample is broken down as follows:

Fig. 7: Analysis and prioritisation of SOR categories indicating structural issues

Category	Priority	Total Repairs	Percentage to test	Sample Size
Ceiling - Plaster/Plasterboard	Medium	75	10%	8
Roof	Medium	26	10%	3
Scaffolding	High	11	33%	4
Walls – Architrave,	Very High	2	100%	2
Walls - Brickwork,	Very High	8	100%	5*
Walls - Cladding	Very High	1	100%	1
Walls - Ducts	Medium	36	10%	4

Walls - Joints	Very High	4	100%	4
Walls – Plaster/Plasterboard	High	91	33%	33
Windows - Replaced	Medium	240	16%**	39
Random other	Low	1978	2%	22
Total		2,472		125***

* Although the total SOR repairs for this category is eight, there are only five unique works orders to test.

**A higher percentage of repairs were tested due to the proportionately high number of repairs identified in this category.

*** Additional samples have been included for these categories as they have been reviewed as part of work on other data sources.

The samples within each category have been picked using key word searches for the terms gaps, cracks and mastic, with a random method used to pick any remaining samples to complete the full sample size.

Objective of our testing;

The purpose of our testing was to confirm if the Council complied with internal process for recording and dealing with the repairs; and if the repairs tested were dealt with adequately. Our testing has therefore involved:

- Reviewing whether the Council's process for managing these repairs has been followed;
- Assessing whether the appropriate timeframes for the completion of each repair were met by the contractor;
- Reviewing the notes in iWorld and other similar repairs to the same property to identify whether there is a risk that a structural issue could be present. This has involved reviewing the repair descriptions, the notes of each visit and inspection and a context report for each property showing all the repairs logged for that property; and

The detailed testing record is included for reference at **Appendix B**. Our observations and recommendations are set out below, which consider the above elements of the approach in turn.

6.1.7 Assessment of whether internal processes have been applied

Process for identifying and reporting issues and repairs


Our review has established that the process for identifying and reporting issues and repairs is mostly through the resident reporting repairs to the Council through the contact centre, who will then raise an iWorld repair. The Council can raise these also, and will do this following monthly estate inspections, fire risk assessments or caseworkers managing a complaint, Member's/Council enquiry or a legal/disrepair case. We have noted evidence of this throughout our testing detailed in **Appendix B**.

Process for recording issues and repairs

The process for recording these issues is via a service request in the iWorld system. There is limited ability to highlight wider issues except from the notes added to the works order. It is noted that the contractor is responsible for resolving issues, but these are managed by the repairs team via post inspections, valuations and complaints which should highlight any themes or concerns.

Process for rectifying issues and repairs

The process for rectifying any issues is via logging of these repairs in iWorld. It is the responsibility of the contractors to manage the repairs that are logged into iWorld via the contact centre. The Council's Technical Quality Officers



(TQO) carry out the post-inspection of completed jobs (10% of internal repairs) to ensure the work was carried out to required quality standards. The results from these inspections are discussed at the monthly contract meetings.

Consideration of the robustness of this approach

We have noted that the iWorld process has been followed for all repairs tested per our approach set out above. However, we have noted some issues with the robustness of the process. It was observed that in the following ways some repairs have been closed prior to the issue being resolved:

- **Appendix B sample number 14, 15 and 58:** The works orders were closed without any work to repair the cracks detailed in the repair description or notes for these three repairs. We have not identified any follow up works orders to correct these issues.
- **Appendix C ref no. 5:** A complaint related to iWorld cases 14 and 15 noted in the above observation, states that on two occasions the contractor marked works orders for cracks as completed. We were not able to confirm if the works orders were complete. The contractor failed to raise a new works order to solve the problem. Further details of case 14 and 15 are provided below:
 - Case 14 (raised in May 2014) was for inspection only, but the need for further work was noted after the inspection; this work is stated to be completed under the same works order.
 - Case 15 was raised in February 2015 for the same issue as case 14 above. However, there is no connection between this case and case 14 on the system, which suggests that the resident had to raise the issue again.

Due to unsatisfactory conclusion of case 14 and 15, the resident raised the complaint in September 2015 which we tested in Appendix C ref no.5. However, we were not able to confirm actions taken by the Council after the complaint was lodged.

- **Appendix B ref nos. 31, 46, 106 and 119:** We have noted that the repairs were marked as complete prior to the works being completed in these four cases. Of these, we note that one was marked as complete without evidence of any work completed, two were awaiting an asbestos survey and the last had a new works order raised. Follow up works orders would have had a new deadline for completion and therefore it would be unlikely that the works were completed within the original deadline. This is a control weakness of the iWorld system.
- **Appendix B ref nos. 13, 28, 35, 42, 52 and 107:** We note that these six repairs were cancelled without any works being completed. Five of these cancellations were authorised by the Council, to which ref no. 52 has a description of large cracks, ref no. 35 describes a movement in architrave and ref no. 107 suggested that Major Works were planned to complete a roof repair, but planned roof repairs were not evident from our testing of Major Works files.
- In support of the above observation, during high-level analysis as part of Phase 1 of our review we noted that two other works orders pre-dating our testing period, were both cancelled without the Council's approval despite indicating the structural issues present in those two properties.

It is our understanding from discussions with Council staff that it is no longer possible for the contractor to cancel works orders without Council approval.

Completion deadlines

We have noted that the deadline for works order completion is often not being met. Of the 125 repairs tested, 56 were not completed within the stipulated time, although some of these delays were due to access issues. Four of the 56 repairs were still not complete at the point of our testing, being open for at least four months, with two suggesting potential structural issues in relation to failure of mastic seals (Appendix B ref nos. 19 and 20). One of these repairs has been open since February 2017. No reason for the delay in these repairs is provided.

6.1.8 Assessment of the approach to identify and resolve wider issues

From the 125 repairs tested we have noted 17 repairs which we believe to be potential indications of structural issues. Of these 17, we have noted 10 which relate to cracks in the external walls of properties (two of which expanded in hot weather indicating movement in external concrete panels), six relate to leaking mastic joints, and one relates to the movement of an architrave in the corner of a room (potentially hiding gaps and cracks between the walls).

Fig. 8: Summary results of testing for 17 repairs with potential structural issues

Appendix B Ref No.	iWorld description of the repair incident (as reported by the resident)	Identified by the Council	Further Works Required	Repair Cancelled
9	Cracks in the wall	No	No	No
11	Major cracks in the wall	No	Yes	No
35	Movement in the architrave	No	No	Yes
37	Failing mastic seals	No	No	No
52	Deep cracks in the wall	No	No	Yes
82	Failing mastic seals	No	Yes	No
85	Failing mastic seals	No	Yes	No
86	Failing mastic seals	No	Yes	No
91	Cracks in the wall that expand in hot weather	No	Yes	No
94	Large crack in the wall	No	No	No
95	Cracks in the wall that expand in hot weather	No	No	No
112	Possible structural damage to the bedroom window	Yes	No	No
113	Very large crack in the wall	Yes	No	No
114	Structural damage to the bedroom window	Yes	No	No
19	Failing mastic seals	No	No	No
119	Leaks coming from above the window	Yes	No	No
20	Failing mastic seals	No	No	No



Analysis of 17 repairs with structural issues:

Of the 17 repairs, 13 repairs have been completed but no clear indication if the wider 'structural' issue at hand were considered. This could be seen to be treating the symptom and not considering the overall cause. This has led to seven of these 13 repairs requiring further repairs to be raised to complete further works, as the 'symptoms continue to appear'.

Of the seven repairs requiring further work, four related to cracks in walls and three related to leaking mastic joints. It is also noted that two of these repairs were cancelled by the Council due to lack of access to the property, one of which related to deep cracks.

It is observed that a potential reason for why these structural indicators have been missed is due to the Council's limited input into the normal repairs process. Currently the responsibility to clear and report wider issues from these repairs sits with the contractor. However, based on our review of the evidence, it is not clear if the contractor has discharged this obligation effectively.

The remaining four repairs, all of which were raised in June and July 2017, have been identified as structural issues by the Council. All four of these have been categorised as issues with the brickwork or plaster, with three leading to the commissioning of a report by Sinclair Johnston Structural Engineers. The other repair has been flagged as a structural issue to be cleared once the actions from the final Arup report have been finalised.

We have noted that only nine of the 17 repairs were completed on time.

Analysis of remaining 108 repairs:

Of the remaining 108 repairs tested, not enough information was included within iWorld for 49 cases to adequately determine if any wider issues were identified.

Of the 49 repairs, 25 relate to cracks in the wall plaster or leaks through the wall plaster. Again, we have noted that one of these repairs had to be recompleted, whilst three repairs were marked as complete without raising further works even though the issue was not fixed. Eleven of these repairs related to issues with windows, with seven relating to the mastic window seals. Four of these repairs related to the erecting of scaffolding, with the remaining two relating to roof damage with one repair being closed, referring to future Major Works to which we cannot find any further information.

6.1.9 Conclusion

Testing has identified that the Council's processes have in some instances, been unable to identify the wider cause or problem associated with repairs. We are not aware of any process to understand wider implications of the individual issues, especially if they are reoccurring. In line with the contract, the responsibility to fix and alert the Council to wider issues has been transferred to the contractor. However, we were not able to ascertain if this obligation was discharged effectively.

Due to limited documentation and records within the systems tested, we were not able to conclude if cause of repairs were adequately considered by the Council and any wider issues were shared with all relevant parties. In general, we have noted that the level of documentation of repair works completed, progress made or thought processes behind the cause of the repair is limited and can vary dependent on who has managed the repair.

There have been some process issues noted with the management of repairs, particularly in relation to works orders being marked as complete, either without works being documented and no follow up works orders to rectify repairs being demonstrated, or prior to works being complete. There are also cases where the works did not attempt to repair the original works order description and no documentation as to why, was noted. There is also an issue around repair deadlines not being met; this was observed in approximately 45% of the sample tested.

7 MONTHLY COUNCIL INSPECTIONS

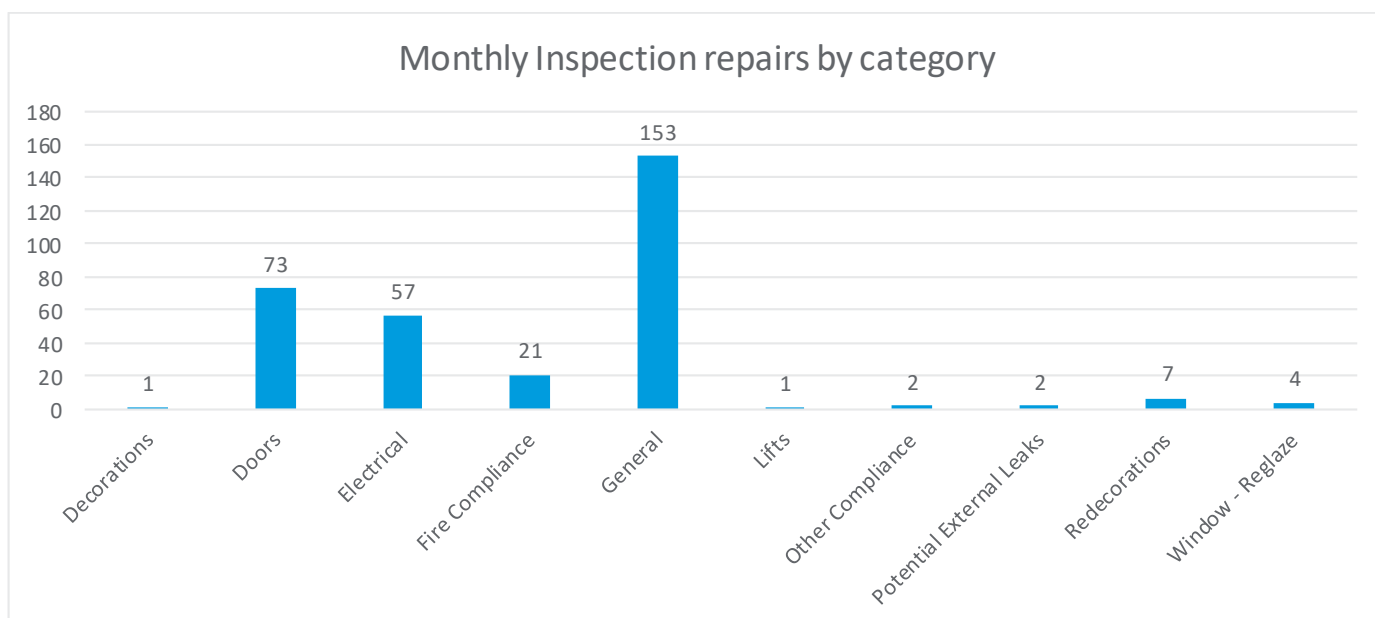
7.1.1 Description

A member of the Repairs and Maintenance technical team perform an inspection of the grounds and communal areas of each block on a 4-6-week rota depending on the estate. The inspection is open to residents to join. All noted repairs are logged within a word document, for these to be raised into iWorld or escalated to the Investment team by the member of staff completing the inspection. The scope of these visual inspections is to conduct a review for lighting, electrical, door entry, window glazing and regulatory compliance issues, as well as common defects.

7.1.2 Sample and trend analysis

We had access to Council inspections completed since **November 2014**. Within these inspections we have noted 321 repairs were raised for Ledbury Estate which have been categorised across ten categories in **Figure 9** below:

Fig. 9: Categorisation of repairs raised through monthly inspections




Around half of the repairs (153) related to general repairs, a considerable number related to the repairs of doors (73), lights and other electricals (57) and fire compliance (21). Six repairs of interest have been noted and were tested as part of the iWorld sample of 125 cases. Two of these related to potential external leaks, while four related to re-glazing of windows.

A trend noted is that the inspections appear to be raising fewer repairs as time goes on, with 147 raised in 2015, 75 raised in 2016 and then only 58 in 2017 to date.

7.1.3 Testing completed

We have performed a review of the six repairs of interest noted above. These have all been dealt with through the normal repairs process and have been managed in the iWorld system. Our testing has therefore involved:

- Tracing the repair noted in the monthly inspection report to an iWorld works order;
- Reviewing whether the Council's system for managing these repairs has been followed;

- 
- Assessing whether the appropriate timeframes for the completion of each repair were met by the contractor; and
 - Reviewing the notes in iWorld and other similar repairs to the same property to identify whether there was a risk of wider issues.

The detailed results of this testing are included within **Appendix B** for reference, along with the other iWorld testing.

7.1.4 Assessment of whether internal processes have been applied

Process for identifying repairs

The process for identifying repairs is via a member of the Repairs and Maintenance technical team performing an inspection of the grounds and communal areas of each block. This has been performed monthly in the case of the Ledbury Estate. The inspections are intended to be open to residents, but the reports for Ledbury do not identify if any have attended.

Process for recording repairs

The process for recording these repairs is via a monthly inspection report. Each repair includes a description, a photo of the damage and a works order reference for the logging of the repair into iWorld. From the sample tested, this process is being applied by the Council.

Process for rectifying repairs

The process for rectifying these repairs is via logging them into iWorld. It is the responsibility of the inspector to do this, and we have noted the iWorld works order reference displayed in the inspection report to prove these. All work is then expected to be completed as part of a later inspection, and this is also loaded into iWorld.

7.1.5 Assessment of the approach to identify and resolve wider issues

Our testing has confirmed that the identification of wider issues is not within the scope of these inspections, with no prompt included within the template report. From our review of the documents, we were not able to ascertain if due consideration is given to the underlying cause of the repairs noted during the inspections.

7.1.6 Our conclusion

The visual inspections are carried out and any issues noted are logged within iWorld. The scope of these inspection does not appear to include consideration of wider issues.

8 COMPLAINTS

8.1.1 Description

Residents can raise complaints directly to the Council regarding any issue they have. This is via an e-mail, letter or by phone and is received into the customer resolution team who log the complaint into iCasework, which acts as the central system for the logging of complaints, disrepair cases, member's enquiries and Freedom of Information requests. The complaint is then assigned to the appropriate department to deal with it, who in turn assign the complaint to an appropriate caseworker.

Role of the complaint caseworker

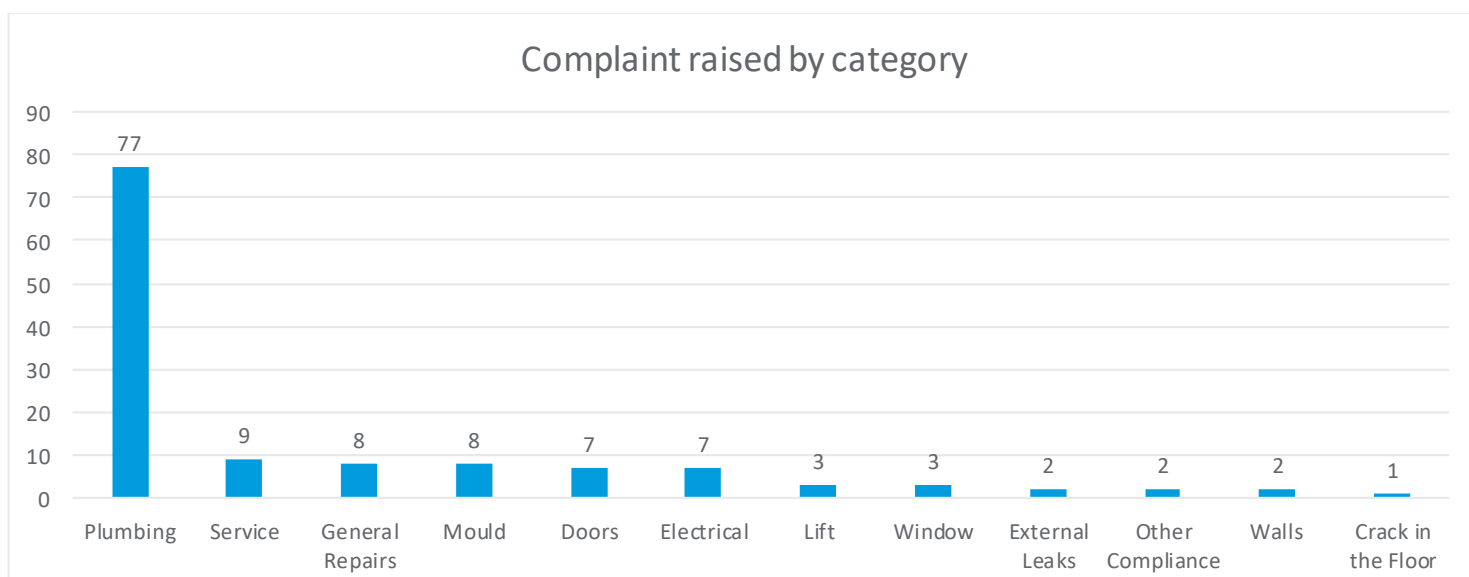
- Perform some investigation into the complaint, by first contacting the resident to gain a better understanding of the complaint.
- May request a survey to be completed by one of the technical team or by a building/consultant surveyor to get a better understanding of the issue.
- Any repairs that are required from the investigation to be logged into the iWorld system, if they fall within the repairs and maintenance contractors remit, and notes of the service request and works order numbers included within iCasework.
- Where repairs do not fall with the contractor's remit, they are escalated to the Investment Department, if it is deemed that the works would be high-cost or require a project manager, or will be managed by the Repairs Department, with notes on what has occurred being added to iCasework to follow.
- The caseworker is responsible for creating a clear audit trail within iCasework and for the progress of clearing the complaint and may be required to chase the progress of the required works.


The time frames for complaint resolution is to contact the resident within **three days of logging** the complaint and **15 days** for the Council to agree a resolution to the complaint.

8.1.2 Sample and trend analysis

We have had access to complaints issued since **April 2011** on the iCasework system. Within this period 129 complaints were raised which related to the Ledbury tower blocks.

Fig. 10: Categorisation of repairs raised through complaints





Of the total 129, eight are deemed to potentially relate to structural issues with the rest relating to plumbing issues (77), Service (9), General Repairs (8), Mould & Damp from lack of ventilation (8) whilst other issues made up the remaining 19 cases. Of the eight cases of interest we have noted three relating to Windows, two to External Leaks, two to Walls and one to a Crack in the Floor.

We have not noted any specific trends in the number of complaints raised per month, year, flat or block due to the small amount of data available. We did note two complaints relating to structural issues being raised for a flat within Peterchurch House, but these complaints both related to the same issue.

The average time to complete a complaint across the full sample of 129 complaints is 34 days. This is significantly longer than the target 15-day period and is caused by approximately 50% (64/129) of the complaints not being resolved within the target timeframe.

8.1.3 Testing completed

We have performed a review of all eight cases of interest identified above. These enquiries have all been dealt with through the normal process and have been managed in the iCasework system. Our testing has therefore involved:

- Reviewing the work performed on the case by the caseworker and reviewing all documentation saved to the case to determine if the processes have been followed;
- Assessing the caseworker's response to the enquiry and judging whether it is deemed to be adequate using our understanding of what information is available;
- Tracing any repairs noted in the case on iCasework to an iWorld works order;
- Reviewing whether the Council's system for managing these repairs has been followed; and
- Assessing whether the appropriate timeframes for the completion of each repair were met by the contractor.

The detailed results of this testing are included within **Appendix C** for reference, along with the other iCasework testing.

8.1.4 Assessment of whether internal processes have been applied

Process for identifying structural issues and repairs


The process for identifying these issues is via a member of the appropriate team investigating each case to identify the cause of customer complaints and attempt to resolve them. The process for this is to contact the resident directly and to perform a site inspection if deemed necessary. For all cases tested we have noted some evidence of an onsite inspection and the resident being contacted.

Process for recording issues and repairs

The process for recording these issues is via a note or attached document in the iCasework system. If any repairs are required, these will then be loaded on to the iWorld system with a works order number referenced in the case. There is a 15-day target period for resolution of complaints. We have noted that there have been no documented pictures within the iCasework system to support inspections within the systems. However, we have been informed that the pictures are held locally by the technical staff.

Process for rectifying issues and repairs

The process for rectifying any issues is via logging the repairs into iWorld. It is the responsibility of the caseworker/technical officer/surveyor to do this and we have noted the iWorld works order reference displayed in the iCasework notes. We have also noted that all iWorld repairs to be completed for these claims are flagged in the system and are able to be stipulated with a tighter completion date target.



We understand that the complaints closure requires the case officer to categorise the cause of all complaints and technical officers involved would be expected to consider wider issues. However, based on our sample testing, we were not able to substantiate this.

Consideration of the robustness of this approach

All eight of the complaints tested failed to meet the complaint response deadline set by the Council. On observing one case (App C, ref no. 1), this was due to additional works being required being added to the case prior to an agreement being reached. From the cases we have tested it appears unreasonable to complete the repairs within the 15-day window. This has led to cases (i.e. App C, ref no. 7) closed prior to the completion of the work which increases the risk that the complaints may not be adequately dealt with.

Issues with the robustness of the process of dealing with complaints have been identified as follows:

- It is not clear whether complaint App C ref no. 2 ever received an acknowledgement of their complaint. This appears to have been corrected in later cases as we believe that the system is now automated.
- The response to a complaint does not initially attempt to solve the original complaint, and instead raised works orders from the issues they observed during the onsite inspection. This led to an additional complaint (App C ref no. 3) being raised by the same resident.

We have also noted the following issues with the repairs system from a review of the complaints:

- When reviewing complaint App C ref no. 5, it became clear that the contractors visiting the site twice for two separate reported repairs identified that a roof leak was the cause of the issues with the plaster but failed to request further works to be raised to fix the cause of the leak.
- In relation to complaint App C ref no. 8, despite the resident informing the Council that the leak was due to a problem with his window seal, two plumbing contractors were sent to review the leak on two works orders who both also agreed that the works related to mastic works.
- Works order App B ref no. 19 remains open after the contractors visited on 21st June 2017. We noted that instructions were issued to close the works order on the 27th July 2017 stating, “work is no longer required”. However, no explanation was provided for why the work is no longer required. At the time of our review, no date has been recorded within the “completed section” of iWorld.

8.1.5 Our conclusion

There is evidence to suggest that the level of detailed documentation within the systems we tested, in relation to investigations into complaints, is not sufficient to conclude whether wider issues were considered when the complaint is reviewed by the Council.

The current deadlines for dealing with complaints appears tight and does not allow time for consideration of the potential for structural issues. Reasons for delay in relation to the resolution of complaints is not documented in all instances; and pictorial evidence is not stored within the systems reviewed to support the inspection carried out. We understand that the complaint closure requires the case officer to categorise the cause of all complaints and the technical staff involved would be expected to consider wider issues. However, we were not able to substantiate this for the complaints tested as part of our sample.

9 DISREPAIR CLAIMS

9.1.1 Description

Disrepair or Arbitration cases are legal cases taken out against the Council by residents of Council-owned properties for failing to provide the agreed upon living conditions. Claims could be made for structural and safety issues meaning that they are a key source for identifying potential structural issues. These will either be issued to the Council's solicitors or will be forwarded to the disrepairs team or legal teams inbox by the claimant's solicitors or through the online arbitration process. A manager within the Disrepair team will then allocate a caseworker from within their team.

Recording and processing of the claim

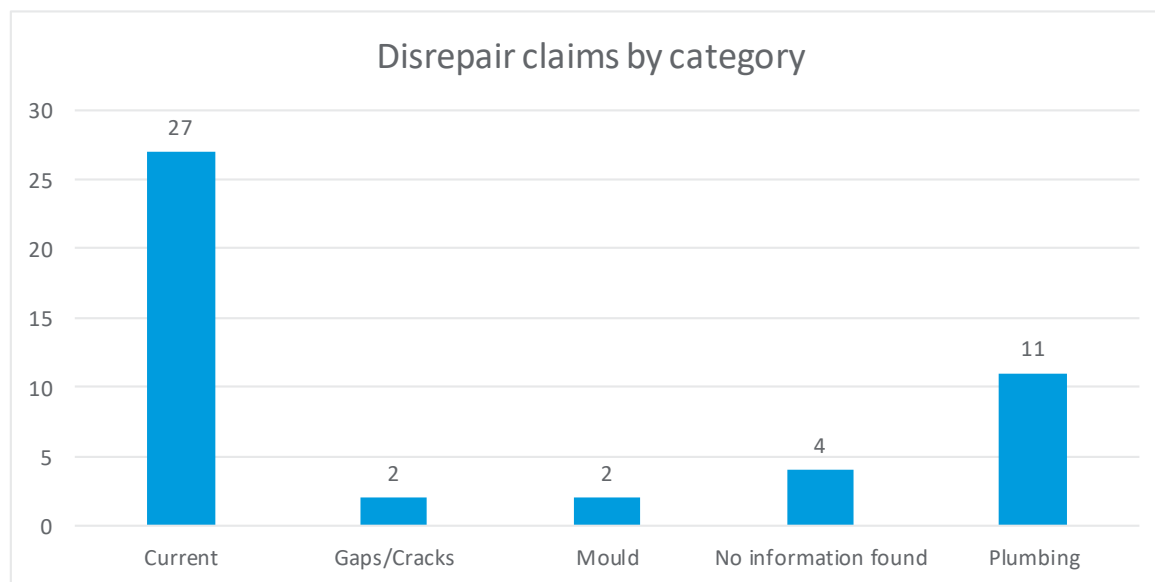
- The caseworker loads the claim into iCasework and a separate spreadsheet which tracks the progress of each claim.
- The Disrepair team manage the rectifying of the issues in the claim, by first performing some investigation into the root causes. This will involve a review of the properties service requests and repairs history within iWorld and performing an onsite inspection with one of the technical team. The investigation, including any intrusive surveys, will only be ordered to pick up indications that the Council have breached the regulations as included in the disrepair claim.
- The Council provides the claimants solicitors with a full disclosure of the all relevant information relating to the property and block. This will involve report of repairs from iWorld and complaints through iCasework.
- The Disrepair team create a schedule of works to be performed to correct the issues, (where none are deemed necessary the disrepair claim will be closed). The schedule of works will then be sent to the claimant's solicitors with photos to ensure that these are agreed prior to beginning the works.
- If the elements of the schedule of works relate just to normal repairs, a service request will be added in iWorld. If any works are deemed to be of more significance, these will be passed onto the Investment team to be included within the next Major Works programme at the location.
- A full audit trail will be included in iCasework as per the process noted in the complaints process. Repairs put through the iWorld system will be flagged as disrepair actions and will have a higher priority code than normal repairs, with a deadline as stipulated by the caseworker.
- The Disrepair team follow through all repairs and Major Works to ensure that these are completed in reasonable time and a final inspection will be completed to ensure the issues have been corrected.

Prior to the use of iCasework, all disrepair claims were managed using the spreadsheet alone. Instead of using iCasework to store information, all documents were stored on the shared Housing drive.

9.1.2 Sample and trend analysis

We have been given access to legal and disrepair claims issued **since July 2009** on the iCasework system or logged in the legal and disrepair spreadsheet. Within this period, 46 legal disrepair claims have been issued that relate to the Ledbury Tower blocks.

Fig. 11: Categorisation of repairs raised through disrepair claims



Of the 46 enquiries, 29 are deemed to potentially relate to structural issues with the rest relating to Plumbing issues (11), Mould & Damp from lack of ventilation (2) whilst four cases were noted on the legal and disrepair spreadsheet to which we could find no supporting information. Of the 29 cases of interest, 27 were received after summer last year; two of these regarding potential gaps and cracks in the walls.

The current on-going issues around gaps and cracks has resulted in a significant increase in the number of claims issued year-on-year, with 28 claims being issued in 2017 compared to 7 legal and 5 arbitration cases pre-2017.

9.1.3 Testing completed

We have performed a review of both cases that included the term gaps or cracks in their description and have tested a random sample of 10 of the 27 cases relating to the current issues at Ledbury to give a representative sample between the blocks. These enquiries have all been dealt with through the normal process and have been managed in the iCasework system. Our testing has therefore involved:


- Reviewing the work performed on the case by the caseworker and reviewing all documentation saved to the case to determine if the current processes have been followed;
- Assessing the caseworker's response to the enquiry and judging whether it is deemed to be adequate using our understanding of what information is available;
- Tracing any repairs noted in the case on iCasework to an iWorld works order;
- Reviewing whether the Council's system for managing these repairs has been followed; and
- Assessing whether the appropriate timeframes for the completion of each repair were met by the contractor;

The detailed results of this testing are included within **Appendix C** for reference, along with the other iCasework testing.

9.1.4 Assessment of whether internal processes have been applied

Process for identifying issues

The process for identifying issues is via a member of the legal and disrepair team investigating each case to identify any evidence of Council breaches and attempting to resolve this with the appropriate party. For all cases tested we



have noted evidence of an onsite inspection being completed or scheduled. We have been informed that the historic repairs review is undertaken with legal services for all disrepair cases and forms part of the arbitration cases as a matter of course. However, we were not able to substantiate this for the items we tested as part of our sample, although other examples were provided by the Council. Due to legal reasons, we were not able to access all the documents and information for the on-going claims.

Process for recording issues

The process for recording issues is via a note or attached document in the iCasework system. If any repairs are required, these will then be loaded on to the iWorld system with a works order number referenced in the case.

Process for rectifying issues

The process for rectifying any issues is via logging these repairs into iWorld. It is the responsibility of the caseworker to do this and we have noted the iWorld works order reference displayed in the iCasework notes. We have also noted that all iWorld repairs to be completed for these claims are flagged in the system and are able to be stipulated with a tighter completion date target.

Consideration of the robustness of this approach

During our initial investigations into each claim we have noted four cases in which no documentation of the claim could be located by the Council. It is noted that all cases are now required to be inputted into the iCasework system and that this should be a historic issue. There still appears to be a problem with documentation however, with case App C ref no. 9 having very little supporting information for the progress of the claim, and no evidence of the caseworker's review of the properties' service requests or repairs history within the systems reviewed.

We have also noted that there have been no documented pictures to support the inspections within iCasework, which would also provide useful additional evidence to support the Council's work. We have been informed that all 10 of the claims relating to the current issues at Ledbury have been inspected and have completed reports and schedules of work, many of which are already complete. We have also noted that in case App C ref no. 10, the completion of the repairs to treat the mould took 17 months to close. No reason for the lack of progress in this case has been documented.

9.1.5 Our conclusions

The Council assigns a dedicated legal disrepair surveyor to all disrepair cases to produce a report and schedule of work and identify and report on potential structural related issues. We have been provided examples to demonstrate how the legal team review the previous repairs history. The process appears to be reasonable, however we were not able to substantiate this for Ledbury specific cases because the information and documentation are not always stored in one place. In some cases, they are stored locally by the individuals involved.

10 MEMBER'S ENQUIRIES

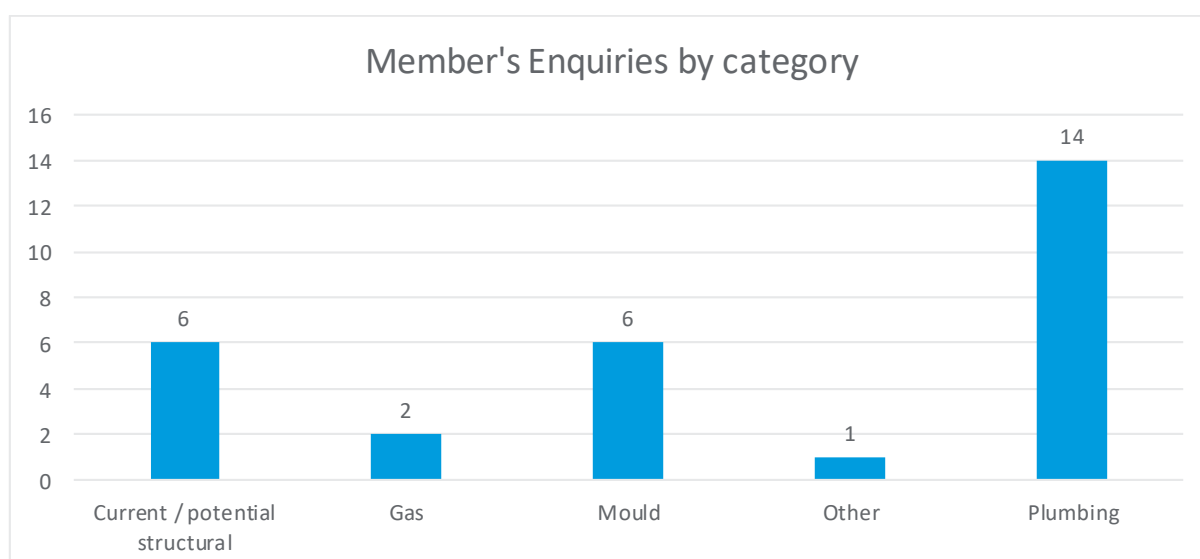
10.1.1 Description

Counsellors or Members receive complaints directly from the public. These are forwarded to the Customer Resolution team by the Counsellor or Member's office and follow the same procedure as complaints. The only difference is that the Council are required to respond to these enquiries within **10 days instead of 15** and will need to provide a report to the Counsellor or Member on the resolution agreed.

10.1.2 Sample and trend analysis

We have access to Members' Enquiries issued since **April 2014** on the iCasework system. Within this period, 29 member's enquiries have been issued that relate to the Ledbury Tower blocks. It is noted that residents can raise a complaint and a Member's enquiry, therefore there is potential for duplication; however, this has been factored into our review of the data and any duplication noted.

Fig. 12: Categorisation of repairs raised through Member's Enquiries




Of the 29 enquiries, six are deemed potential structural issues, with the rest relating to Plumbing issues (14), Mould & Damp from lack of ventilation (9), Gas Servicing (2) and unauthorised access to a flat (1). Of the six enquiries of interest, we have noted five which have been raised regarding the current issues at Ledbury. These were all issued after the Council had become aware of the structural issues, and one regarding a hole in the roof. We have not noted any specific trends in enquiries per block, flat or year due to the small amount of data available.

10.1.3 Testing completed

We have performed a review of all six of the enquiries of interest noted above. These enquiries have all been dealt with through the normal process and have been managed in the iCasework system. Our testing has therefore involved:

- Reviewing the work performed on the case by the caseworker and reviewing all documentation saved to the case to determine whether there is a risk that a structural issue could be present and if processes have been followed;

- 
- Assessing the caseworker's response to the enquiry and judging whether it is deemed to be adequate using our understanding of what information is available;
 - Assessing the time taken to respond to any members' enquiries;
 - Tracing any repairs noted in the case on iCasework to an iWorld works order;
 - Reviewing whether the Council's system for managing these repairs has been followed; and
 - Assessing whether the appropriate timeframes for the completion of each repair were met by the contractor.

The detailed results of this testing are included within **Appendix C for reference**, along with the other iCasework testing.

10.1.4 Assessment of whether internal processes have been applied

Process for identifying issues

The process for identifying these issues is via a member of the relevant department investigating each enquiry and attempting to resolve this with the appropriate party.

Process for recording issues

The process for recording these issues is via a note or attached document in the iCasework system. If any repairs are required these will then be loaded on the iWorld system with a works order number referenced in the case.

Process for rectifying issues

The process for rectifying any issues is via logging these repairs into iWorld. It is the responsibility of the caseworker to do this and we have noted the iWorld works order reference displayed in the iCasework notes.

Consideration of the robustness of this approach

It appears this process is relatively robust as we have not noted any issues with five of the six enquiries that we have reviewed. However, within case App C ref no. 26 we noted that the response was provided outside of the 10-day window. This appears to have been caused by delay in producing a briefing note to cover the process in place within Housing Repairs to identify key issues, such as those at the Ledbury Estate, from multiple independent Housing Repairs reports. The case was subsequently closed without providing a briefing note to the Member, as it was agreed that this would be provided in the next week. As a copy of this is not saved onto the system it is unclear as to whether a proper response was ever sent to the Member.

10.1.5 Our conclusion

The process to deal with members enquiries are robust and has been applied. Where a case has been delayed, it is not clear the extent to which the appropriate follow up is provided to the Member. The case may be closed on the system before an update is documented or recorded.



11 FREEDOM OF INFORMATION REQUESTS

11.1.1 Description

The Freedom of Information Act (FOIA) gives the public the right to access recorded information held by public sector organisations. Requests for information come in via a Freedom of Information (FOI) request and these are received into a central Council team (the Customer Resolution team) via e-mail to a general inbox or through a specialist website that helps to issue these requests. The details of requests are entered iCasework to be monitored and a caseworker is then assigned. They are responsible for managing the requests and chasing the receipt of all information required to respond.

The caseworker will forward the information requests through to the appropriate department to collate this information. The request will be sent to a single contact within the Repairs and Maintenance team, who will then review the information required and request this from the most appropriate members of their team, which will normally be through a report run from iWorld. Once all the information has been collected by the designated FOI member of staff, they will collate the information and review it prior to sending this back to the caseworker. The caseworker will collate the information from each FOI request.

The Council has **20 working days** to respond to an FOI request, with each department being given 10 days to respond with the appropriate information to be reviewed and censored by the caseworker,

11.1.2 Sample and trend analysis

Since **April 2015**, (the date in which data from FOI requests is required to be kept by the Council's current processes), there are **five requests** that relate to the Ledbury Estate. This is out of a total of **5,234** FOI requests made between April 2015 and 25 October 2017. It should be noted that the addresses relating to each specific request are not recorded fully by the Council, therefore it is possible that there were more than the five FOI requests.

The five requests identified all relate in some way to the current issues at Ledbury and have been raised since the Council became aware of the current cracks and gaps (on or after 05/07/2017).

11.1.3 Testing completed


We have performed a review of all five of the requests of interest noted above. These enquiries have all been dealt with through the normal process and have been managed in the iCasework system. Our testing has therefore involved:

- Reviewing the work performed on the case by the caseworker and reviewing all documentation saved to the case to determine whether there is a risk that a structural issue could be present and if processes have been followed;
- Assessing the caseworker's response to the request and judging whether it is deemed to be adequate using our understanding of what information is available; and
- Assessing the time taken to respond to each request.

The detailed results of this testing are included at **Appendix C** for reference, along with the other iCasework testing.

11.1.4 Assessment of whether internal processes have been applied

All FOI responses are deemed to be adequate, for the information that the Council had available to provide. We have been able to confirm the process for dealing with FOI requests. However, we have noted that the 20-working day response time has not been adhered to for four out of the five requests. One of the requests is yet to be responded to despite being 76 working days late at the time of testing. We noted other requests to be responded to are 35, 11 and



one working days late respectively. This has been caused by the delay in response time by the department involved to the customer relationship team, with the main cause being delays in gaining management approval of the content.

The information provided by the Council in response to the five FOIs reflects what is already known in relation to awareness of structural issues at Ledbury. This includes the Sinclair Johnston report, and the first of the two Arup reports.

11.1.5 Our conclusion

The process to deal with FOIA requests and subsequent responses deemed to be adequate. There have been some delays in responding to requests which were caused by issues in gaining management sign-off for response content.

12 MAJOR WORKS PROJECTS

12.1.1 Description

The main objective of Major Works Projects is to ensure that the Council's portfolio of houses meet the Governments 'decent housing' standard. This is completed by updating existing fittings to ensure that they meet this standard, and various health and safety regulations.

Fig 13. Documents completed as part of a Major Works Project and may therefore identify potential structural and other wider issues

Document name	Description
Stock Condition Feasibility Reports	Non-Intrusive surveys have been performed on all blocks prior to Major Works Projects being carried out. A feasibility report is then produced by the contractor in this survey detailing it's results and recommended works.
Technical Survey Feasibility Reports	A technical survey would be completed by an expert if an issue was noted outside the normal surveyor's expertise. A feasibility report would be created on these findings.
Residents Meeting Documentation	Several meetings are organised to inform residents about the upcoming works, and Residents can feed back any issues they are incurring during these meetings to be built into Major Works programmes.
Schedules of Works	As agreed for the Project.
Contract Tenders	Per the tender process.
Contract change orders	Per the change order process.
Contractor Completion Certificates	This certificate is issued at the completion of the project, showing that the planned works have been carried out.
Correspondence with the Consultant and Contractors	Relating to any aspect of the Project.
Defect Logs	A log is kept of all defects reported by residents following completion of the works.
Reviews of Repairs History	Prior to starting the Major Works project, a review of the repairs history to each block is performed. This should identify any recurring issues that may indicate a wider issue.
Project Manager Trackers of Issues Logged	These are not often documented but are the common method for project managers to track issues until resolution.

These documents have been saved within the Major Works files. The Council has a policy to keep the data on file for 10 years. However, the electronic Major Works files have only been in place since 2011. Any documents pre-dating this have either been lost in the relocation of offices or have been moved into deep storage, which from conversations with Investment Management would be extremely difficult to find based on the filing system.

12.1.2 Sample and trend analysis

Only two structural issues have been noted from our testing. One has been dealt with through an emergency works programme, whilst it is unclear as to whether the other has been resolved.

12.1.3 Testing completed

We have reviewed Apex to identify the Major Works programmes completed at the four blocks within the Ledbury Estate.

The Apex system acts as the stock records system and it includes a brief description of each property, a list of all its fixtures, the estimated useful life of each fixture, each fixtures installation date, expected replacement cost of each fixture, a high-level description of recent Major Works, a note regarding future Major Works to be completed and fire risk assessment actions. We can therefore use this system to help us identify dates of Major Works and review any indications of wider issues that may have been flagged in this system.

Fig 14. Major Works by installation date and residence block

Category	Bromyard House	Peterchurch House	Sarnsfield House	Skenfrith House
External Structure	01/01/1969*	01/01/1969*	01/01/1969*	01/01/1969*
Central Heating	27/01/1994	27/01/1994	27/01/1994	27/01/1994
Extractor	01/01/2004*	01/01/2004*	01/01/2004*	01/01/2004*
Windows	01/01/2004*	01/01/2004*	01/01/2004*	01/01/2004*
External Decorations	01/01/2010*	01/01/2010*	01/01/2010*	01/01/2010*
Boilers	01/01/2014*	01/01/2014*	01/01/2014*	01/01/2014*
Smoke Detectors	01/07/2014	01/07/2014	01/07/2014	01/07/2014
Bathroom	19/05/2016	19/05/2016	19/05/2016	19/05/2016
Doors	19/05/2016	19/05/2016	19/05/2016	19/05/2016
Electrics	19/05/2016	19/05/2016	19/05/2016	19/05/2016
Kitchen	19/05/2016	19/05/2016	19/05/2016	19/05/2016

* Due to limited historical information being available to the council these dates have been estimated in the Apex system. The external structure estimates dated 1969 relates to the original construction.

The review of Apex has identified that a Housing Health & Safety Rating System (HHSRS) trigger was raised on the Sarnsfield block prior to 2017. However, from the information available to us we are not able to identify what this trigger related to, and whether it indicated any wider structural issue.

We have reviewed the available information for the following five Major Works projects:

1. Peterchurch and Skenfrith External Refurbishment 2004/05
2. Bromyard and Sarnsfield External Refurbishment 2005/06
3. Bromyard, Sarnsfield and Skenfrith Fire Risk Assessment Works Package 2012/13
4. Ledbury Warm, Dry Safe Scheme 2015/16 (Bromyard and Sarnsfield)
5. Ledbury Mastic Seal 2015/16 (all blocks)

1. Peterchurch and Skenfrith External Refurbishment 2004/05

This work started in June 2004 and was completed in July 2005. The scope of this work was roof renewal, window renewal, external decorations, repairs to brickwork & concrete, internal electrical as required, external electrical renewal & repairs at a cost of £1,797,001.

However, no documentation has been found for this Major Works project. It is believed to have been lost in the re-location of offices.

2. Bromyard and Samsfield External Refurbishment 2005/06

This scheme started in October 2004 and was completed in March 2006. The scope of this scheme was roof renewal, window renewal, external decorations, repairs to brickwork & concrete, internal electrical as required, external electrical renewal & repairs at a cost of £2,430,497.

Only a contract tender document could be found for this Major Works project. The tender identifies work for repairs to fractured plaster; and test and carry out minor repairs to aggregate faced cladding panels and test and carry out repairs to jointing between cladding panels as required. Due to documentation issues, we were unable to ascertain the details of actual repairs that have been carried out. We are therefore unsure as to whether any structural issues were identified and/or resolved.

3. Bromyard, Sarnsfield and Skenfrith Fire Risk Assessment Works Package 2012/13

This scheme started in June 2012 and was completed in February 2013. The scope of the scheme included as required FEDs, intake cupboards, fire stopping to ducts, repairs and renewals to communal screens and doors, application of TOR coatings where required.

We have noted the following documents for this Major Works project:

- Contract Tenders
- Contractor Completion Certificates
- Correspondence with the Consultant and Contractors
- Consultant valuation
- Defects Logs


We have not noted any documentation for any resident's meetings held, a schedule of works, review of repairs history or a project manager's tracker of issues. There is also no stock condition survey, however this was because the works were based on Fire Risk Assessments, which are considered in section 13 below. It also appears that the correspondence with contractors are not always saved in Apex/Major Works Files.

4. Ledbury Warm, Dry Safe Scheme 2015/16 (Bromyard and Sarnsfield)

This scheme started in August 2015 and was completed in May 2016. The scope included renewal of kitchens over 20 years and bathrooms over 30 as required, minor electrical, LD2 smoke and fire detectors (as required).

We have noted the following documents for this Major Works project:

- Stock Condition Feasibility Reports
- Residents Meeting Documentation
- Schedules of Works
- Contract change orders
- Contractor Completion Certificates
- Correspondence with the Consultant and Contractors
- Defects Logs
- Reviews of Repairs History



We have not noted a project manager's tracker of issues or minutes for any resident's meetings held, and it appears that the contractor and consultant correspondence saved down is incomplete. It is also unclear what analysis has been completed on the review of repairs and what the results of this were. The Consultant's feasibility report states that they **"have not been passed any documentation that identifies any historical persistent problems with structures or structural elements around the block."**

The feasibility report identifies the wall and roof structure of both blocks, as well as the state of the concrete as good, suggesting that there is little evidence of structural issues. However, this appears to have been completed by a ground floor visual inspection only. An issue relating to the mastic works was noted, which have been resolved via the emergency works described below.

5. Ledbury Mastic Seal 2015/16 (all blocks)

This scheme started in July 2016 and was completed by March 2017. This work included Mastic to external elevations of the building where existing mastic failed causing water penetration at a cost of £536,885. The TOP and TOP report via CS is silent on the need for works and the S20 Notice advises that "Due to weather exposure over the years, existing mastic has suffered decay and no longer provide a waterproof barrier to the elements. Untreated, this allows dampness to enter the structure of the block". Works were required as it had the potential to cause water penetration and so works were preventative.

We have noted the following documents for this Major Works project:

- Consultants Feasibility Reports
- Residents Meeting Documentation
- Schedules of Works
- Contractor Completion Certificates
- Correspondence with the Consultant and Contractors
- Justification for the works
- Project Manager Trackers of Issues Logged

We note that this project file seems to be almost complete, with meeting minutes with Consultants, Contractors and Residents outstanding.


The main issue noted here relates to the mastic issue itself, which has been dealt with as part of this programme. However, within an issue log recorded at a resident consultation meeting, we have noted that a crack that opened in the summer was reported within a flat. We have not been able to find any further documentation or a repair in iWorld that deals with this reported problem.

12.1.4 Assessment of whether internal processes have been applied

Process for identifying structural issues

The main ways in which issues are likely to be identified through a Major Works project are the following:

- A review of the blocks repair history. We have identified reports from the repairs system for this purpose within the Ledbury Warm, Dry and Safe Project. It appears the contractor has completed some analysis on this, but we have not been able to identify what analysis has occurred.
- A Review of the Stock Condition Feasibility Reports. We have noted these reports have been completed for the Ledbury Warm, Dry and Safe Project and the Ledbury Mastic Works Emergency project. It is also clear that reviewing the structural integrity of the external walls, roof and concrete is within the scope of the report, however the assessment of this appears to have been completed through a visual inspection from the ground floor or roof, and so may not have been adequate to identify any issues elsewhere.
- Communication with other teams. We have noted that this is how the mastic joint structural issue was identified.



We are unsure how the issue relating to the crack in the wall of one flat was identified, as it has only been included within the project manager's tracker. It is deemed most likely that this was reported to the Council by a resident during a Resident's meeting or a drop in.

Process for recording and rectifying the structural issue

The main method in which issues are likely to be recorded and rectified are:

- Adapting the Major Works Programme to include additional work. No instances of this have occurred within our testing.
- Creating a new Emergency Works Project. The Mastic Joint issues have been corrected via this method. We have noted a justification of works for the project and evidence that this work was completed to a good standard with minimal follow up defects.
- Creating a Repair in the iWorld System. No instances of this have occurred within our testing.

The issue relating to the crack in the wall of a flat was reported in the Project Manager's issue tracker, but we have not found any evidence that this has been resolved either in the Major Works files or within iWorld.

12.1.5 Our conclusions

We have noted a disparity in the documentation saved between each Major Works project. The documentation available has improved recently, as very little information was noted for the projects prior to 2015. The scope of the condition surveys is not sufficient to identify structural issues like those currently being experienced at the Ledbury Estate, as although a section on the structure of the walls, roof and concrete is included, it is completed only by visual inspection from the ground floor or roof. This would prevent the surveyor from spotting issues on any of the other floors.

The review of the repairs history is carried out by the contractor; however, we were not able to ascertain the robustness of the analysis carried out to identify any previous issues.

13 FIRE RISK ASSESSMENT

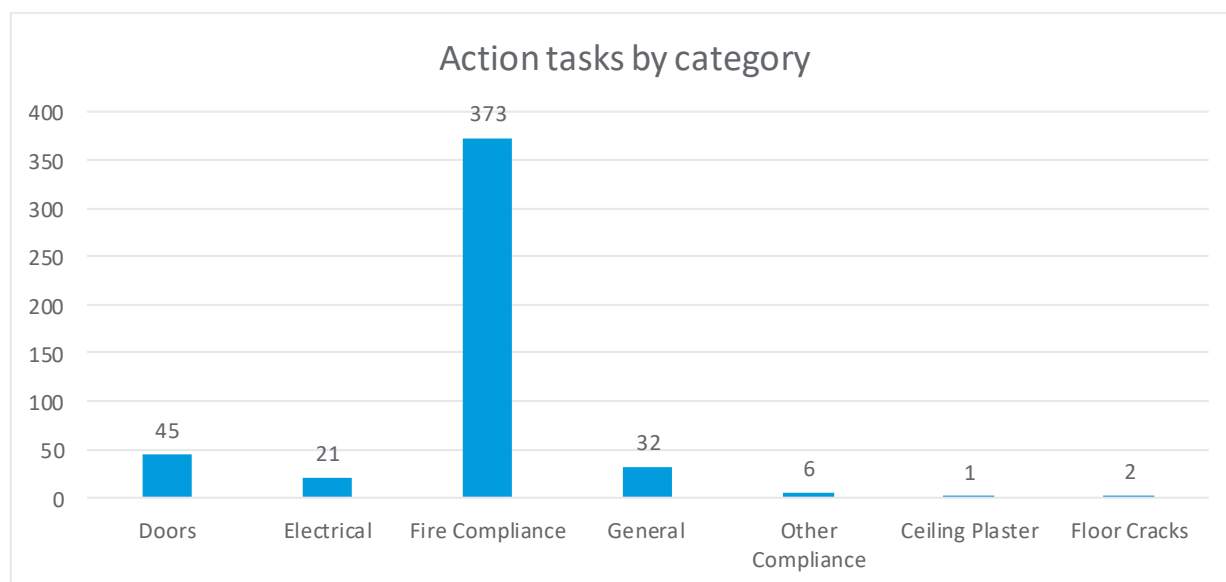
13.1.1 Description

Fire compliance surveys are performed at least once per year by a member of the fire compliance team. The surveys performed for the Ledbury Estate that we have noted, are of a **Type 1** which are non-intrusive reviews of the communal areas; all that is required by law. The focus of the survey is on sources of fires such as electrical, gas, arson, smoking, portable heaters and lighting, as well as emergency exits, storage of personal items in fire risk areas, the prevention of the spread of fire, fire warnings and fire notices, and the combatting of fire.

13.1.2 Sample and trend analysis

We had access to the Fire Risk Assessment reports completed **since 2010**. Within these assessments, we have noted **480 action** tasks raised. These have been reviewed and categorised depending on their nature, with only pure fire regulatory tasks, being called fire compliance, with repairs to other items to meet these regulations being split out.

Fig 15. Action tasks raised through Fire Risk Assessments



Over three-quarters of the tasks relate to fire compliance issues (373), with the other significant categories being Doors (45), General Repairs (32) and Electrical (21). We identified three repairs of interest, two of which related to cracks in floors and one which related to a damaged ceiling.

A notable trend is the additional actions raised in 2017; 108 actions compared to the average of 53 actions in the years tested prior to this. This increase is due to the introduction of a more comprehensive fire risk assessment being built into Apex.

13.1.3 Testing completed

We have performed a review of all three repairs of interest noted above.

Two of these repairs relate to the initial reports of gaps and cracks in Peterchurch House and Skenfrith House. These repairs have been treated as emergency repairs and so our testing has involved the following:

- Reviewing the documentation held within the Major Works files for these repairs;
- Reviewing whether the Council's system for managing the structural risk and repairs have been followed; and
- Assessing whether the timeframes for the progress of these repair were adequate.

The other repair was raised within the iWorld system. Our testing has therefore involved:

- Tracing the repair noted in the fire risk assessment report to an iWorld works order;
- Reviewing whether the Council's system for managing the repairs has been followed; and
- Assessing whether the appropriate timeframe for the completion of the repair was met by the contractor,

The results of this testing are included within **Appendix B**, along with the other iWorld testing.

13.1.4 Assessment of whether internal processes have been applied

Process for identifying repairs

The process for identifying issues is via an annual fire risk assessment survey. Each survey is performed by a qualified fire risk assessor. The scope of these reviews is solely designed for potential fire safety risks, and so although we have noted that some structural issues have been identified within these assessments, especially where they are deemed large enough to breach fire regulations for the prevention of the spread of fire and smoke between flats and communal areas.

Process for recording repairs

The process for recording issues within the assessment is via a fire inspection report created through the Apex system. Each issue/repair includes a description and a photo of the damage to provide additional detail and is loaded into Apex as an action point to be resolved. Each action is graded as high, medium or low importance, and are acted upon depending on this grading, with deadlines of one day, three months or one year respectively.

We have however noted that prior to 2017, actions were not entered into the Apex system, but instead these were managed by the fire risk assessor, with the responsibility to ensure that these were actioned by the appropriate department. We have not been able to identify any documented evidence of this process.

Process for rectifying repairs

The process for rectifying these repairs is by assignment of each issue to the appropriate department to complete within the timeframe noted above. We have observed that the Apex system will send e-mails to the correct contact weekly with their actions outstanding, highlighting those which are overdue, from a review of the iWorld repair tested. We have been informed that any actions left uncompleted for unacceptable periods of time will be highlighted in management meetings, but this could not be substantiated.

Consideration of the robustness of this approach

It appears the historic fire risk assessment process may not have always been as robust as it is now, as the numbers of issues reported in 2017 has doubled compared to the average number raised between 2010 and 2016. This may be due to the new process for completing fire risk assessments in Apex, which appears to include an increased number of, and wider ranging questions to be responded to by the assessor.

The Apex system provides a very robust way of managing issues identified in fire risk assessments and we have noted follow up work on all three of the fire actions tested. However, we are not able to conclude on whether issues were adequately responded to prior to this system. We have noted that currently 15 of the 88 fire actions outstanding appear to be overdue on Apex when reviewing all four tower blocks.



13.1.5 Assessment of the approach to identify and resolve structural issues

Our testing has identified two structural issues from the actions included within the fire risk assessments. These actions have both been acted upon as they were the initial stimuli for the Council to order the Arup structural survey into the Ledbury Estate tower blocks and subsequently to issue this review. The fire assessment report set a deadline of the 18 July 2017 for the structural survey to be completed, and although this wasn't met, the survey was requested to Arup before this date. The result of this report wasn't gained until the 30 August 2017, at which time the gas was shut off in a timely manner. The final report from Arup was gained on the 20 November 2017.

Our testing confirms that the identification of structural issues is not directly within the scope of the Fire Risk Inspections, and no separate response is required on whether the cause of actions noted may indicate a potential structural or other wider issue. The use of Type 1 fire-assessment may also limit the potential for spotting wider issues which may be present in load bearing walls found within the flats.

13.1.6 Our conclusion

The identification of structural issues is not included within the scope of fire risk assessments. However wider issues are reported if they are become a compartmentalisation issue.

Type 1 fire risk assessments are all that is required by law but are insufficient to identify non-cosmetic issues or issues within private flats; this prevented the gaps and cracks noted in private properties from being identified earlier.

Upon identifying the structural issues at Ledbury, the action has been swift and appropriate. The action reporting and rectifying system within Apex is reasonable.

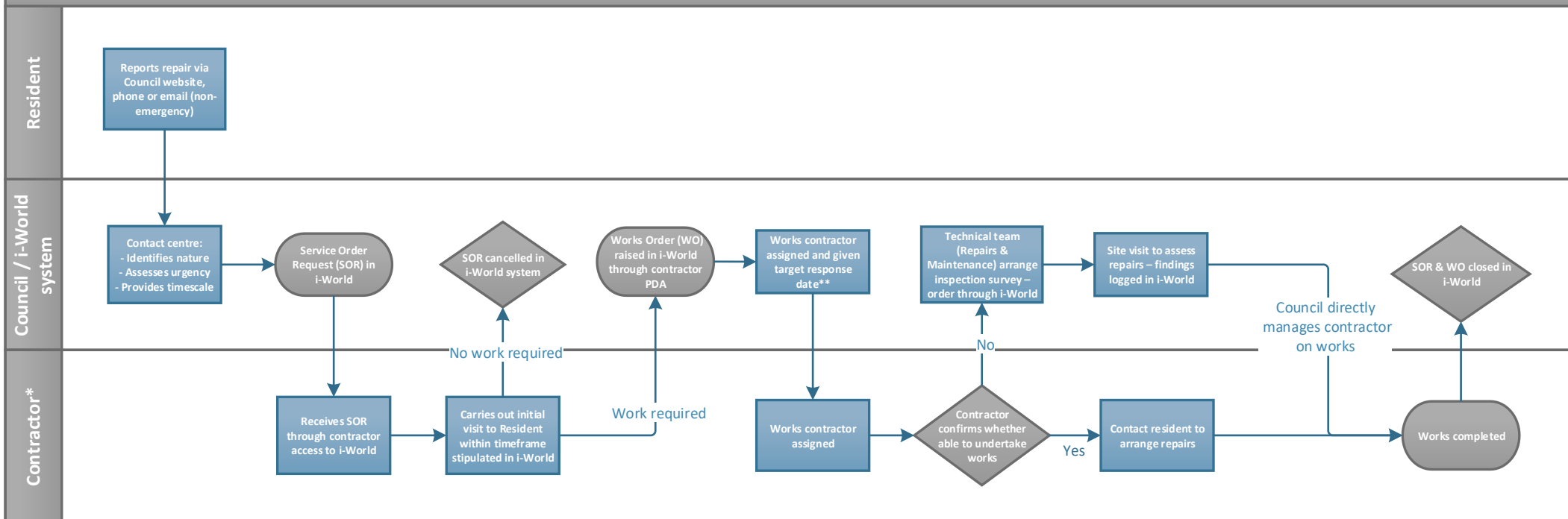
After the Grenfell Tower fire, the Council have made changes to the fire assessment and introduced APEX system to capture issues and actions. As a result, we have noted an increase in fire safety actions in 2017.



14 APPENDICES

Appendix A – iWorld Reporting Process Map:

i-World – Process Flowchart



*Current contractors are Southwark Building Services and Mears. Historically there have been others.

**Contractors receive reports every Monday, Wednesday and Friday on which works are due and overdue. Where contractors default on targets, the Council can tender for a new contractor; request one, two or three quotes depending on the estimated value for the works.

Appendix B – iWorld Testing

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
1	Monthly Estate Inspections	26/11/14	Renew DGU as current window is cracked on the outside.	Mears	The repair was prioritised to be completed within 4 weeks. The contractor first attended on the 01/12/14 and then returned to complete the works on the 16/12/14. This work was inspected as completed on the 13/1/15 by the monthly estate inspector. No details on how the window was cracked have been included, or whether there was any consideration of structural issues.	The completion deadline for the works was met. No indication of structural issues noted in iWorld; refer to Footnote ¹ for our comments on wider structural and other issues.
2	Monthly Estate Inspections	30/12/14	Renew Cracked DGU.	Mears	The repair was prioritised to be completed within 4 weeks. The contractor first attended on the 26/01/15 and then returned to complete the works on the 06/02/15. This work was inspected as completed on the 13/04/15 by the monthly estate inspector. No details on how the window was cracked have been included, or whether there was any consideration of structural issues.	The works order (WO) was closed when overdue. The deadline was not met. Refer to Footnote 1 for our comments on wider structural and other issues.
3	Monthly Estate Inspections	30/12/14	Renew plasterboard/ plaster/Artex/ paint after ceiling was made safe after leak.	Mears	The repair was prioritised to be completed within 4 weeks. The contractor first attended on the 29/01/15 to complete the plastering work and then returned to complete the painting on the 17/02/15. This work was inspected as completed on the 13/04/15 by the monthly estate inspector. The leak was determined to be caused by a blockage in the box gutters causing an overflow to leak into the communal areas. As no further leaks were noted in the communal areas in the	The works order was closed when overdue. The deadline was not met. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).

¹ From the information and documentation provided to us, for the items included within our sample, we were not able to ascertain whether wider structural and other issues were identified, reported, and resolved. We are not aware of a formal and written mechanism to report wider structural issues; therefore, such issues may not necessarily be captured in iWorld / iCasework / other formal systems.

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
					following 6 months it is deemed that this was the correct diagnosis.	
4	Monthly Estate Inspections	28/01/15	Renew Broken DGU (Cracked on outside of Pane)	Mears	The repair was prioritised to be completed within 4 weeks. The contractor first attended on the 10/02/15 but the works were then cancelled on the 23/02/15 as the works had already been completed on another works order. No details on how the window was cracked have been included, or whether there was any consideration of structural issues.	<p>The deadline for works order completion was met.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
5	Monthly Estate Inspections	09/09/16	Plasterboard/skim/Artex and paint ceiling where leak has caused damage	Mears	The repair was prioritised to be completed within 4 weeks. The contractor first attended on the 16/09/16 but it was decided that the works order would require two men for health and safety reasons. They revisited on the 19/09/16 but it was then decided that an Asbestos inspection was required. This wasn't formally submitted until 05/01/17, and then the inspection took place on 11/01/17, with the works then taking place on the 24/01/17. This work was inspected as completed on the 22/02/17 by the monthly estate inspector. The leak was caused by a blockage in the box gutters causing an overflow to leak into the communal areas. As no further leaks were noted in the communal areas in the following 6 months it is deemed that this was the correct diagnosis.	<p>The deadline for works order completion was extended by the contractor. Evidence of authorisation from the Council has been noted.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
6	Monthly Estate Inspections	09/09/16	Renew DGU, Window currently boarded up	Mears	The repair was prioritised to be completed within 4 weeks. The contractor first attended on the 17/10/16 to review and order the equipment. They returned to complete the works on the 28/10/16. This work was inspected as completed	The works order was closed when overdue. The deadline for work completion was not met.

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
					on the 18/01/17 by the monthly estate inspector. No details on how the window was cracked have been included, or whether there was any consideration of structural issues.	Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
7	Complaints	05/09/11	Black rubber holding the window in place requires renewing.	Morrison	The repair was prioritised to be completed within 4 weeks. The contractor first attended on the 23/09/11 and completed the works on that visit. No details or consideration on why the window sealing required replacing was included. The works order was completed on the 23/09/11.	<p>The deadline for works order completion was met.</p> <p>It is not clear how the window was damaged and whether any structural issue could be present. This is because of there not being enough documentation on the repair to conclude that the root cause of the issue was considered.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
8	Complaints	10/12/12	Cut out cracks in hallway and bedroom plaster, renew seal to bath and decorate toilet.	Mears	The repair was prioritised to be completed within 4 weeks. The contractor first attended on the 11/01/13. The works were then subsequently completed on the 18/01/13. No details or consideration on why the cracks in the in the walls appeared and what the size of these were.	<p>The deadline for works order completion was not met.</p> <p>It is not clear why the cracks appeared in the plaster and whether any structural issue could be present. This is because of there not being enough documentation on the repair to conclude that the root cause of the issue was considered.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
9	Complaints	19/02/13	Rack out old filler in corner of the room and refill	Mears	The repair was prioritised to be completed within 4 weeks. The contractor first attended on the 15/03/13. An asbestos survey was then required which completed on the 28/03/13, and so delayed the works to be completed until the 25/04/13. No details or consideration on why the cracks in floor appeared or what the size of these were.	<p>The works order was closed when overdue. The deadline for work completion was not met.</p> <p>It is not clear why the cracks in the floor appeared in the plaster.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
10	Complaints	15/07/13	Install expanding meshing to wall juncture and re-plaster	Mears	The repair was prioritised to be completed within 4 weeks. This was an inspection to review the required works to redo a previous works order (reviewed above). The inspection was completed on the 30/07/13.	<p>The deadline for works order completion was met; however, it took more than 4 weeks from the initial inspection.</p> <p>A new works order was required as the original repair was not sufficient.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
11	Complaints	01/08/13	Hack out bedroom wall, retie bricks and then re-plaster to correct major cracks.	Mears	The repair was prioritised to be completed within 4 weeks. The contractor completed the works from the inspection above on the 24/09/13. This is a subsequent works order to redo a previous works order (reviewed above), as more structural work was required. These works again appear to be fixing the symptom with no details or consideration on why the cracks in the plaster had originally appeared or why the bricks needed to be retied.	<p>The deadline for works order completion was met; however, it took more than 4 weeks from the initial inspection.</p> <p>This works order was required as the original repair was not sufficient. It is not clear why the cracks appeared in the plaster.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
12	Complaints	15/04/13	Cast iron stack leaking from roof above	Mears	The repair was prioritised to be completed within 1 day. The contractor visited and completed the works on the 23/04/13. The problem was a block stock leading to water leaking into the roof. A subsequent works order (reviewed below) was raised to perform a thorough inspection of the roof.	<p>The deadline for works order completion was not met.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
13	Complaints	25/04/13	Access to the roof to inspect the roof for potential leaks	Mears	The repair was prioritised to be completed within 4 weeks. The repair was cancelled by the contractor on the 25/04/13 due to lack of access. Confirmation was provided by the resident in the accompanying complaint that there were no further leaks to investigate.	<p>The deadline for works order completion was met.</p> <p>The works order was cancelled despite the problem not being fixed.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
14	Complaints/ Member Enquiries	20/05/14	Plaster on wall is damaged		The repair was prioritised to be completed within 4 weeks. The contractor visited on the 30/06/14 but the works order was deemed to be completed as the plastering could not be completed until the leak causing the issues had been stopped. No follow up works order was raised. No consideration as to the cause of the leak was documented.	<p>The deadline for works order completion was not met, however we noted some access issues on the 05/06/14 and 17/06/14 which could have led to the deadline being missed.</p> <p>The contractor marked the works order as completed despite no work being completed and failed to raise a new works order to solve the actual problem. No other WO for this issue was identified.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
15	Complaints	11/02/15	Plaster on wall is damaged		The repair was prioritised to be completed within 4 weeks. The contractor visited on the 11/03/15	The deadline for works order completion was not met. However, we noted that the

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
					<p>and the window fastener was adjusted. It was noted that this was not the cause of the leak and that no plastering could be completed until the cause was identified, but the works order was marked as complete. No follow up works order was raised. No consideration as to the cause of the leak was documented.</p>	<p>resident could not be contacted on 23/05/15 which impacted on the deadline.</p> <p>The contractor marked the works order as completed despite the work to resolve the original issue not being completed and failed to raise a new works order to solve the actual problem. No other WO for this issue was identified, although we were told that a subsequent WO for a follow-up work was raised on the 23/02/2015, although it did not go beyond the raised status.</p> <p>It is not possible to identify if any structural issues were present. This is because of there not being enough documentation on the repair to conclude that the root cause of the issue was considered.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
16	Complaints	18/05/15	Make safe roof to prevent continued leak.	Mears	<p>The repair was prioritised to be completed within 4 weeks. The contractor did not visit until the 05/10/15, nearly 5 months later. No reason is documented for this. The works to repair the roof were then complete on the 15/10/15 by resealing the bitumen roof. No details on how the roof was damaged have been included, or whether there was any consideration of structural issues.</p>	<p>The works order was closed when overdue. The deadline was not met and no reason for the 5-month delay recorded.</p> <p>We noted that the resident was sent a letter on 18/05/15 as there was no answer on the phone to book an appointment. On 26/05/15 it was noted</p>

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
						<p>that access was required to the flat above. All this had an impact on the timescale for completion.</p> <p>It is not clear how the roof was damaged and whether any structural issue could be present. This is because of there not being enough documentation on the repair to conclude that the root cause of the issue was considered.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
17	Complaints	19/09/16	UPVC widow will not open or close properly	Mears	The repair was prioritised to be completed within 4 weeks. The contractor visited on the 11/10/16 and completed the works. No consideration of how the window became broken and whether this may have been caused by a structural issue has been noted.	<p>The deadline for works order completion was not met.</p> <p>It is not possible to identify if any structural issues were present. This is because of there not being enough documentation on the repair to conclude that the root cause of the issue was considered.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
18	Complaints	08/02/17	Ease and Adjust Bedroom Window	Mears	The repair was prioritised to be completed within 4 weeks. The contractor visited on the 27/02/17 but was unable to gain access. This wasn't followed up until the 13/06/17 when a contractor revisited but again was unable to gain access. The contractors then revisited again on the	<p>The deadline for works order completion was not met.</p> <p>It is not possible to identify if any structural issues were present. This is because of there not being enough</p>

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
					27/09/17 and could fix the bedroom window but was unable to fix the hallway window. This works order is still not completed. This works order appears to have had little follow up between visits. No consideration of how the window became broken and whether this may have been caused by a structural issue has been noted.	documentation on the repair to conclude that the root cause of the issue was considered. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
19	Complaints	16/06/17	Leak coming from above		The repair was prioritised to be completed within 4 weeks. Contractors visited the site on 21/06/17 and concluded that the leak was probably occurring due to a problem with the Mastic seals on concrete panels on the outside of the building. This repair has remained open with no documented reason for this.	The deadline for works order completion was not met. The Council informed us that there were access issues, but we were not able to substantiate this statement. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
20	Complaints	24/08/17	Plaster on ceiling is damaged	Mears	The repair was prioritised to be completed within 4 weeks. Contractors visited the site on both 11/09/17 and 13/11/17 and both concluded that the leak was probably occurring due to a problem with the Mastic seals on concrete panels on the outside of the building. However, this works order was marked as complete on 13/11/17 without further work being completed, but it has been noted that the works order (reviewed above) was left open.	The deadline for works order completion was not met. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
21	Legal Disrepair	15/03/17	Treat and Seal Mould to Hallway and Bathroom	Mears	The repair was prioritised to be completed within 4 weeks. The contractor first attended on the 23/03/17 and completed the works on that visit. They then returned on the 26/04/17 for additional work and this is when the works order	The works order was closed when overdue. The deadline for work completion was not met.

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
					completed. No indication was provided as to why there was so much time between the issue being identified and the works logged into iWorld.	Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
22	Fire Risk Assessments	23/11/16	Repair the damage ceiling to achieve the original period of fire resistance. the left of the lobby as per FRA team	Mears	This was a duplication of another works order noted above. No additional information has been noted.	<p>The works order was closed when overdue. The deadline for work completion was not met.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
23	iWorld Report	31/05/13	Remedy problem with window seals	Mears	The repair was prioritised to be completed within 4 weeks. The contractor visited on 18/06/17 and completed the works by gluing the window trim. No consideration of why the repair was needed was documented.	<p>The deadline for works order completion was met.</p> <p>Although this is not deemed likely to have been caused by a structural issue, there was no documented thought process into the cause of the repair.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
24	iWorld Report	04/04/13	Water pipe is leaking	Mears	The repair was prioritised to be attended within 2 hours. The contractor first visited on the 04/04/13 but was unable to get access to the flat above. The works order was then re-raised to investigate the leak, and this works order was closed on the 05/04/13. The leak was fixed on the 24/04/13 and was caused by inadequate splashback in the bath area.	<p>The deadline for works order completion was met.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
					Closing a works order without sorting the issue may lead to this not being followed up.	
25	iWorld Report	28/06/13	Void - Plaster Repair	Mears	<p>The repair was prioritised to be completed within 3 days. The contractor visited on the 28/06/13 and completed the works.</p> <p>No notes are provided for the nature of the plaster repair.</p>	<p>The deadline for works order completion was met.</p> <p>It is not possible to identify if any structural issues were present. This is because of there not being enough documentation on the repair to conclude that the root cause of the issue was considered.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
26	iWorld Report	12/05/13	Water pipe is leaking	Mears	<p>The repair was prioritised to be completed within 1 hour. The contractor visited on the 12/05/13 and completed the works.</p> <p>No notes are provided for the nature of the leak or repair.</p>	<p>The deadline for works order completion was met.</p> <p>It is not possible to identify if any structural issues were present. This is because of there not being enough documentation on the repair to conclude that the root cause of the issue was considered.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
27	iWorld Report	25/05/13	Large cracks in plaster	Mears	<p>The repair was prioritised to be completed within 4 weeks. The contractor visited on 12/06/13 and completed the works.</p>	<p>The deadline for works order completion was met.</p>

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
					No notes are provided for the nature of the plaster repair.	<p>It is not possible to identify if any structural issues were present. This is because of there not being enough documentation on the repair to conclude that the root cause of the issue was considered.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
28	iWorld Report	29/06/13	Broken Window	Mears	The repair was prioritised to be completed within 4 weeks. The contractor attempted to visit on 16/07/13 but could not gain access. The works order was then cancelled with authorisation from the Council noted.	<p>The deadline for works order completion was met, however the issues was not resolved.</p> <p>The works order was cancelled despite the problem not being fixed.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
29	iWorld Report	29/06/13	Plaster is damaged	Mears	<p>The repair was prioritised to be completed within 4 weeks. The contractor visited on 12/07/13 and completed the works.</p> <p>No notes are provided for the nature of the plaster repair.</p>	<p>The deadline for works order completion was met.</p> <p>It is not possible to identify if any structural issues were present. This is because of there not being enough documentation on the repair to conclude that the root cause of the issue was considered.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
30	iWorld Report	18/07/13	Leaking under bath	Mears	The repair was prioritised to be completed within 3 days. The contractor visited on the 22/07/13 and completed the works.	<p>The deadline for works order completion was not met.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
31	iWorld Report	24/07/13	Damaged ceiling plaster	Mears	<p>The repair was prioritised to be completed within 4 weeks. The contractors first visited on 01/08/13 but identified a risk of asbestos and so had to wait for a survey to be completed. This works order was closed awaiting test results from asbestos works undertaken on 30/07/2013. The resolution continued under another works order.</p> <p>No notes are provided for the nature of the plaster repair.</p>	<p>This works order was cancelled and the resolution continued under another works order.</p> <p>It is not possible to identify if any structural issues were present. This is because of there not being enough documentation on the repair to conclude that the root cause of the issue was considered.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
32	iWorld Report	06/09/13	Damaged ceiling plaster	Mears	<p>The repair was prioritised to be completed within 4 weeks. The contractors first visited on 01/10/13 and returned on 13/11/13 to complete the works.</p> <p>No notes are provided for the nature of the plaster repair.</p>	<p>The deadline for works order completion was not met.</p> <p>It is not possible to identify if any structural issues were present. This is because of there not being enough documentation on the repair to conclude that the root cause of the issue was considered.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
33	iWorld Report	27/08/13	Leak coming from above	Mears	This works order was cancelled by the tenant as she was no longer suffering from the leak.	<p>The deadline for works order completion was met.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
34	iWorld Report	16/10/13	Hack off defective plaster	Mears	<p>The repair was prioritised to be completed within 4 weeks. The contractors first visited on 22/11/13 following an asbestos survey and completed the works.</p> <p>No notes are provided for the nature of the plaster repair.</p>	<p>The deadline for works order completion was not met.</p> <p>It is not possible to identify if any structural issues were present. This is because of there not being enough documentation on the repair to conclude that the root cause of the issue was considered.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
35	iWorld Report	30/08/13	Wide crack ceiling to floor	Mears	<p>The repair was prioritised to be completed within 4 weeks. The contractors visited on 12/09/13 and noted that the paint was peeling from the architrave. The works order was then cancelled as it was deemed the tenant's responsibility. Authorisation from the Council was noted for this cancellation.</p>	<p>The deadline for works order completion was met.</p> <p>No consideration of reason behind the paint peeling. Movement in the architrave could indicate a structural issue, especially if it was installed to cover gaps between walls.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
36	iWorld Report	18/09/13	Leak	Mears	The repair was prioritised to be completed within 2 days. The contractors visited on 20/09/13 and completed the works. The works order related to a back-surging waste pipe.	The deadline for works order completion was met. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
37	iWorld Report	18/09/13	I & R draughts to all windows	Mears	The repair was prioritised to be completed within 4 weeks. The contractors visited on 03/10/13 and completed the works to fix the window mastic seals to all 5 windows.	The deadline for works order completion was met. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
38	iWorld Report	18/09/13	Replace concrete slab	Mears	The repair was prioritised to be completed within 4 weeks. The contractors visited on 13/11/13 but were unable to identify the concrete paving slab that required replacing. No further works were completed, and the works order was marked as complete on the 08/01/14. We have not been able to identify a works order raised to replace this one.	The deadline for works order completion was not met. The works order was marked as complete despite no actual work being completed. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
39	iWorld Report	30/10/13	Additional Void Works	Mears	The repair was prioritised to be completed within 5 days. The contractors completed these works on 31/10/13. This included repairing cracks. Very little information has been provided for this repair.	The deadline for works order completion was met. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
40	iWorld Report	11/11/13	Plaster on wall is damaged	Mears	The repair was prioritised to be completed within 4 weeks. The contractors visited on 06/12/13 and completed the work. The works was to repair 6 metres of cracked wall. No further details are provided beyond this.	The deadline for works order completion was met.

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
						Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
41	iWorld Report	18/11/13	Supply and fit new gully grate	Mears	The repair was prioritised to be completed within 3 weeks. The contractors visited on 22/11/13 and completed the work. The works was to replace a new gully grill.	<p>The deadline for works order completion was met.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
42	iWorld Report	28/11/13	Leak	Mears	The repair was prioritised to be completed within 4 weeks. The contractors visited on 02/12/13 but could not gain access to the property to fix a blocked waste pipe. The works order was cancelled by the Council on the 13/12/13. No details have been noted as to whether the resident was contacted regarding this repair. We have noted follow up works orders that could be related to the same issue.	<p>The deadline for works order completion was met.</p> <p>The works order was cancelled despite the problem not being fixed.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
43	iWorld Report	09/01/14	Broken window	Mears	The repair was prioritised to be completed within 4 weeks. The contractors visited on 23/01/14 and completed the works. This was only to repair window handles broken in high winds.	<p>The deadline for works order completion was met.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
44	iWorld Report	19/01/14	Broken Window	Mears	The repair was prioritised to be completed within 4 weeks. The contractors visited on 30/01/14 and completed the works. This was only to repair window handles broken in high winds.	<p>The deadline for works order completion was met.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
45	iWorld Report	17/02/14	Additional void works	Mears	The repair was prioritised to be completed within 5 days. The contractors completed these works on 07/03/14. This included repairing architraves and plasterboard walls. Very little information has been provided for this repair.	<p>The deadline for works order completion was not met.</p> <p>It is not possible to identify if any structural issues were present. This is because of there not being enough documentation on the repair to conclude that the root cause of the issue was considered.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
46	iWorld Report	17/02/14	Plaster on ceiling damaged	Mears	The repair was prioritised to be completed within 4 weeks. The contractors visited on 14/03/14 but requested an asbestos report to be completed. The works order was marked as completed prior to this being received. We have been unable to identify if these works were ever completed. These repairs were caused by a leak from a flat above.	<p>The deadline works order completion was met.</p> <p>The works order was completed despite the problem not being fixed. Any follow up works orders would have had a new deadline for completion and so it would be unlikely that the works were completed prior to the original deadline.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
47	iWorld Report	17/02/14	Mastic around the sink	Mears	The repair was prioritised to be completed within 4 weeks. The contractors visited on 06/03/14 and completed the works to reseal the sink.	<p>The deadline for works order completion was met.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
48	iWorld Report	25/02/14	Plaster on ceiling damaged	Mears	The repair was prioritised to be completed within 4 weeks. The contractors visited on 13/03/14 and completed the works. These repairs were caused by a leak from a flat above.	<p>The deadline works order completion was not met.</p> <p>The iWorld notepad indicate that no plaster damage was found.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
49	iWorld Report	15/04/14	Void to contractor	Mears	The repair was prioritised to be completed within 5 days. The contractors completed these works on 20/06/14. This included various non-structural repairs. Very little information has been provided for this repair.	<p>The deadline for works order completion was not met.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
50	iWorld Report	10/04/14	Disrepair	Mears	The repair was prioritised to be completed within the disrepair timetable. The contractors completed these works on 22/07/14. This included various redecorations.	<p>The deadline works order completion was not met.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
51	iWorld Report	22/04/14	Leak	Mears	The repair was prioritised to be completed within 2 days. The contractors completed these works on 23/04/14. This was to unblock drains inside and outside of the flat.	<p>The deadline for works order completion was met.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
52	iWorld Report	21/06/14	Plaster on ceiling is damaged	Mears	The repair was prioritised to be completed within 4 weeks. The contractors visited on 07/07/14 but were unable to gain access to the property. We noted that the tenant was sent one text message on the 07/07/14 but there was no response. The	The deadline works order completion was not met. The deadline could have been missed due to lack of access.

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
					works order was cancelled by the Council on the 30/07/14 due to lack of access. The works order notes a deep crack between the ceiling and the wall (as per the tenant) but we have not noted any further repairs for this.	<p>The works order was cancelled despite the problem not being fixed.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
53	iWorld Report	01/07/14	Disrepair	Mears	The repair was prioritised to be completed within the disrepair timetable. The contractors completed these works on 09/03/15. This included various redecorations.	<p>The deadline works order completion was not met.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
54	iWorld Report	21/07/14	Window broken	Mears	The repair was prioritised to be completed within 4 weeks. The works order was cancelled as the resident had fixed the problem themselves. This only related to a broken window handle.	<p>The deadline works order completion was met.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
55	iWorld Report	14/08/14	Window mastic damaged	Mears	The repair was prioritised to be completed within 4 weeks. The contractors visited to complete the works on 16/09/14, due to problems gaining an appointment with the tenant. This included repairing the handles of the windows. These works seemed not to address the original issue of the window seals leaking when it rains, however no notes are included to identify whether this issue was incorrectly reported. No further repairs were requested for this issue.	<p>The deadline works order completion was not met.</p> <p>It is not possible to identify if any structural issues were present as no information was provided on whether the mastic seals were in fact faulty.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
56	iWorld Report	26/09/14	Void to contractor	Mears	The repair was prioritised to be completed within 5 days. The contractors completed these works on 09/10/14. This included various non-structural	The deadline for works order completion was not met.

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
					repairs. Very little information has been provided for this repair.	Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
57	iWorld Report	02/10/14	Leak affecting most flats	Mears	The repair was prioritised to be completed within 4 weeks. The contractors requested a CCTV survey to be completed on the main external and internal stacks. This was received on the 5/12/14 and indicated that they needed descaling. We have not seen any indication that the works have taken place.	<p>The deadline works order completion was not met.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
58	iWorld Report	04/10/14	Plaster on ceiling is damaged	Mears	The repair was prioritised to be completed within 4 weeks. The contractors first visited the property on 18/11/14 but required an asbestos report to be completed which was received on the 03/12/14. The works order was then completed on the 30/03/15, but there is no indication that the works were completed. The works order notes included the hacking out and replacing plaster with large cracks.	<p>The deadline works order completion was not met.</p> <p>It appears that the Council could have marked a repair as complete, when no work had been done. We are not able to determine this however as there is no documented consideration of the cause of the cracking. We are also not aware if the repair ever took place.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
59	iWorld Report	04/10/14	Leak damage to kitchen	Mears	The repair was prioritised to be completed within 4 weeks. The contractors visited the property on 17/10/14 and completed the works including 4 meters of cracked plaster. No details of the cause of the cracking or leaks are provided but from a review of other repairs this appears to have come from the flat above.	<p>The deadline for works order completion was met.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
60	iWorld Report	13/10/14	Window broken	Mears	The repair was prioritised to be completed within 4 weeks. The contractor completed the works on the 12/11/14. This only related to replacing a broken window handle.	The deadline works order completion was not met. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
61	iWorld Report	21/10/14	Remove ceiling and identify leak	Mears	The repair was prioritised to be completed within 4 weeks. The contractors visited the property on 31/10/14 and completed the works which related to a plumbing issue.	The deadline for works order completion was met. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
62	iWorld Report	16/01/15	Poorly fitted window	Mears	The repair was prioritised to be completed within 4 weeks. The contractors visited the property on 29/01/15 and completed the works which included re-glazing a poorly fitted window and tidying up the mastic.	The deadline for works order completion was met. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
63	iWorld Report	27/02/15	Window in kitchen unsafe	Mears	The repair was prioritised to be completed within 4 weeks. The contractor completed the works on the 09/03/15. This only related to replacing a broken window handle.	The deadline for works order completion was met. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
64	iWorld Report	30/03/15	Plaster on ceiling damager	Mears	The repair was prioritised to be completed within 4 weeks. The contractor completed the works on the 23/05/15. This included the hacking of cracked plaster in the bathroom, toilet and bedroom. No indications of why this occurred has been noted in this repair but from review of other repairs at this address these have been caused by leaks from the flat above.	The deadline for works order completion was not met. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
65	iWorld Report	22/04/15	Void to contractor	Mears	The repair was prioritised to be completed within 5 days. The contractors completed these works on 15/05/15. This included various non-structural repairs. Very little information has been provided for this repair.	<p>The deadline for works order completion was not met.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
66	iWorld Report	01/04/15	Plaster on wall is damaged	Mears	The repair was prioritised to be completed within 4 weeks. The contractor completed the works on the 23/04/15. This included the filling of 5 metres of cracks above the living room window and reinstating curtain rail. There has been no documented thought as to what the cause of the cracking was.	<p>The deadline for works order completion was met.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
67	iWorld Report	02/04/15	Leak	Mears	The repair was prioritised to be completed within 4 weeks. The contractor completed the works on the 20/04/15. This related to fixing a plumbing issue from the flat above.	<p>The deadline for works order completion was met.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
68	iWorld Report	06/05/15	Erect scaffolding	Mears	The works were prioritised to be completed within 5 days. The scaffolding was erected on the 08/05/15. Very little information has been provided for this case and we are not able to determine the need for the scaffolding.	<p>The deadline for works order completion was met.</p> <p>It is not possible to identify if any structural issues were present. This is because of there not being enough documentation on the repair to conclude that the root cause of the issue was considered.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
69	iWorld Report	03/06/15	Recall	Mears	The works were prioritised to be completed within 3 weeks. A contractor visited on the 13/10/15 to fix the leak, but a second visit was required to complete the works on the 23/10/15. This related to a recall of a plumbing issue.	The deadline for works order completion was not met. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
70	iWorld Report	09/06/15	Window Broken	Mears	The repair was prioritised to be completed within 4 weeks. The contractor completed the works on the 19/06/15. This only related to replacing a broken window handle.	The deadline for works order completion was met. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
71	iWorld Report	12/06/15	Cold water leak	Mears	The repair was prioritised to be completed within 4 weeks. The contractor first visited on the 08/07/15 to identify that the cold-water tank required removing. They returned on the 24/08/15 to complete these works. This involved replacing some architrave.	The deadline for works order completion was not met. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
72	iWorld Report	07/07/15	Plaster on ceiling is damaged	Mears	The repair was prioritised to be completed within 4 weeks. The contractor first visited on the 11/08/15 to inspect the works required, but then required an asbestos test. Once the results of this were gained the works were completed on the 30/09/15. The works were required due to a previous leak from the flat above.	The deadline for works order completion was not met. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
73	iWorld Report	18/08/15	Void to contractors	Mears	The repair was prioritised to be completed within 5 days. The contractors completed these works on 15/09/15. This included various non-structural repairs. Very little information has been provided for this repair.	The deadline for works order completion was not met. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
74	iWorld Report	26/08/15	Works per spec	Mears	The repair was prioritised to be completed within 5 days. The contractors completed these works on 18/09/15. This included various non-structural repairs due to a leak from above.	The deadline for works order completion was not met. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
75	iWorld Report	03/09/15	Duct renew	Mears	The repair was prioritised to be completed within 4 weeks. The contractor visited on the 15/09/15 to complete the works. This involved replacing the wooden duct casing prior to a Major Works project.	The deadline for works order completion was met. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
76	iWorld Report	11/09/15	Plaster on wall is damaged	Mears	The repair was prioritised to be completed within 4 weeks. The contractor visited on the 01/10/15 to complete the works, which included replacing blistered plaster due to a leak coming from the flat above.	The deadline for works order completion was met. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
77	iWorld Report	21/09/15	Works as per Joe	Mears	The repair was prioritised to be completed within 5 days. The contractors completed these works on 14/01/16. This included various non-structural repairs.	The deadline for works order completion was not met. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
78	iWorld Report	19/10/17	Leak into electric box	Mears	The repair was prioritised to be completed within 4 weeks. The contractor completed the repair on the 29/10/17 which involved clearing out a box gutter.	The deadline for works order completion was not met. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
79	iWorld Report	11/11/15	Keep scaffolding for an extra week	Mears	The works were prioritised to be completed within 4 weeks but have been left incomplete. As this is just an extension of scaffolding hire of this seems reasonable. Again, very little information has been provided for this case and we are not able to determine the need for the scaffolding.	<p>The deadline works order completion was met but as this relates to the rental of scaffolding this seems reasonable.</p> <p>It is not possible to identify if any structural issues were present. This is because there was not being enough documentation on the repair to conclude that the root cause of the issue was considered.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
80	iWorld Report	30/11/15	Window mastic is damaged	Mears	The repair was prioritised to be completed within 4 weeks. The contractors visited to complete the works on 03/12/15. This included repairing a UPVC panel. These works seemed not to address the original issue of the window seals leaking when it rains, however no notes are included to identify whether this issue was incorrectly reported. No further repairs were requested for this issue.	<p>The deadline for works order completion was not met.</p> <p>It is not possible to identify if any structural issues were present. This is because of there not being enough documentation on the repair to conclude that the root cause of the issue was considered.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
81	iWorld Report	30/11/15	Window broken	Mears	The repair was prioritised to be completed within 4 weeks. The contractor completed the works on the 08/12/15. This only related to replacing a broken window handle.	<p>The deadline for works order completion was met.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
82	iWorld Report	07/12/15	External brickwork damaged causing water penetration	Mears	The repair was prioritised to be completed within 4 weeks. An inspection took place on 28/01/16 to identify the source of the leak and then to book scaffolding to fix the mastic leak. The contractor visited on the 04/04/16 to complete the mastic seal once the scaffolding had been erected. However, it was noted that the gap in the mastic seal maybe from higher up and so the problem may not be fully solved.	<p>The deadline for works order completion was not met but this was delayed due to the need for scaffolding.</p> <p>This issue appears to be a breakdown in the mastic joints between the concrete panels. It appears that the response here was to treat the symptom.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
83	iWorld Report	12/02/16	Void to contractor	Mears	The repair was prioritised to be completed within 5 days. The contractors completed these works on 11/03/16. This included various repairs including plastering.	<p>The deadline for works order completion was not met.</p> <p>It is not possible to identify if any structural issues were present. This is because of there not being enough documentation on the repair to conclude that the root cause of the issue was considered.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
84	iWorld Report	05/01/16	Window mastic is damaged	Mears	The repair was prioritised to be completed within 4 weeks. The contractors visited to complete the works on 05/01/16. This included repairing a UPVC panel. These works seemed not to address the original issue of the window seals leaking when it rains, however no notes are included to identify whether this issue was	<p>The deadline for works order completion was met.</p> <p>It is not possible to identify if any structural issues were present as no information was provided on whether the mastic seals were in fact faulty.</p>

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
					incorrectly reported. No further repairs were requested for this issue.	Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
85	iWorld Report	08/01/16	Rake out expansion joint	Mears	The repair was prioritised to be completed within 4 weeks. The contractor completed the works on 22/01/16. The works involved scraping out all the mastic from the expansion joint and refilling it. This works order was recalled and a new works order raised (reviewed below).	<p>The deadline for works order completion was met.</p> <p>This issue appears to be a breakdown in the mastic joints between the concrete panels.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
86	iWorld Report	18/02/16	Rake out expansion joint	Mears	The repair was prioritised to be completed within 4 weeks. The contractor completed the works on 02/03/16. The works involved scraping out all the mastic from the expansion joint above where previously completed and refilling it.	<p>The deadline for works order completion was met.</p> <p>This issue appears to be a breakdown in the mastic joints between the concrete panels.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
87	iWorld Report	26/01/16	Void to contractor	Mears	The repair was prioritised to be completed within 5 days. The contractors completed these works on 18/03/16. This included repair of crack.	<p>The deadline for works order completion was not met.</p> <p>It is not possible to identify if any structural issues were present. This is because of there not being enough documentation on the repair to conclude that the root cause of the issue was considered.</p>

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
						Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
88	iWorld Report	15/02/16	Follow on OOH's	Mears	The repair was prioritised to be completed within 4 weeks. The contractor visited on the 18/02/16 to complete the works, which related to general plumbing tasks, and re-fixing the appropriate architrave.	<p>The deadline for works order completion was met.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
89	iWorld Report	24/02/16	Cold air coming through window	Mears	The repair was prioritised to be completed within 4 weeks. The contractor visited on the 07/03/16 to complete the works. The works included overhauling the UPVC window.	<p>The deadline for works order completion was met.</p> <p>It is not possible to identify if any structural issues were present as no information was provided on what the nature of the overhaul work required was.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
90	iWorld Report	18/03/16	Window mastic is damaged	Mears	The repair was prioritised to be completed within 4 weeks. The contractors visited to complete the works on 05/04/16. This included repairing 3 window handles. These works seemed not to address the original issue of the window seals leaking when it rains, however no notes are included to identify whether this issue was incorrectly reported. No further repairs were requested for this issue.	<p>The deadline works order completion was met.</p> <p>It is not possible to identify if any structural issues were present as no information was provided on whether the mastic seals were in fact faulty.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
91	iWorld Report	30/03/16	Crack in walls and ceiling	Mears	The repair was prioritised to be completed within 4 weeks. The contractors visited to complete the works on 19/04/16. It was noted that these cracks were opening when the weather was hot. The contractor just plastered over these cracks.	<p>The deadline for works order completion was met.</p> <p>The resident informed the contractor that the concrete panels were moving significantly in hot weather. This was subsequently confirmed by the contractor who carried out the work on 19/04/16. It appears the response here was to treat the symptom.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
92	iWorld Report	18/04/16	Plaster on wall is damaged	Mears	The repair was prioritised to be completed within 4 weeks. The contractor completed the works on the 18/05/16. This included the filling of 3 metres of cracks in both bedrooms. There has been no documented thought as to what the cause of the cracking was.	<p>The deadline for works order completion was not met.</p> <p>No consideration of reason behind why the walls have cracked is provided.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
93	iWorld Report	27/04/16	Plaster on ceiling damaged	Mears	The repair was prioritised to be completed within 4 weeks. The contractor completed the works on the 11/05/16. The works were required due to a previous leak from the flat above.	<p>The deadline for works order completion was met.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
94	iWorld Report	07/06/16	Plaster on wall is damaged	Mears	The repair was prioritised to be completed within 4 weeks. The contractors visited to complete the works on 28/06/16. This was a follow up works	The deadline for works order completion was met.

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
					order as the original works order (tested above) did not solve the problem.	Resident reported that concrete panels were moving significantly in hot weather in previous repair (ref line 91 above). It appears the response here again was to treat the symptom. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
95	iWorld Report	07/06/16	Plaster on wall is damager	Mears	The repair was prioritised to be completed within 4 weeks. The contractors visited to complete the works on 19/08/16. This was a follow up works order as two previous works orders (tested above) did not solve the problem. The plaster was hacked out again replaced. The notes on the works order note that it is the walls movement causing the cracks, but no further investigation or works have been carried out.	The deadline for works order completion was not met. Concrete panels are moving significantly in hot weather. It appears the response here was to treat the symptom. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
96	iWorld Report	11/07/16	Window mastic is damaged	Mears	The repair was prioritised to be completed within 4 weeks. The contractors visited on the 08/08/16 but could not gain access to the property. They returned to complete the works on 15/09/16. This included repairing 2 window handles and installing drip rails. These works seemed not to address the original issue of the window seals leaking when it rains, however no notes are included to identify whether this issue was incorrectly reported. No further repairs were requested for this issue.	The deadline for works order completion was not met. It is not possible to identify if any structural issues were present as no information was provided on whether the mastic seals were in fact faulty. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
97	iWorld Report	13/07/16	Plaster on wall is damaged	Mears	The repair was prioritised to be completed within 4 weeks. The contractors visited to complete the	The deadline for works order completion was not met.

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
					works on 22/08/16. This involved repairing 10 metres of cracked plaster.	<p>It is not possible to identify if any structural issues were present as no information was provided as to why the cracks in the plaster have appeared.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
98	iWorld Report	02/08/16	Leak	Mears	The repair was prioritised to be completed within 4 weeks. The contractor completed the works on the 09/08/16. This related to unblocking internal pipes.	<p>The deadline for works order completion was met.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
99	iWorld Report	03/08/16	Plaster on ceiling is damaged	Mears	The repair was prioritised to be completed within 4 weeks. The contractor completed the works on the 30/08/16. The works repaired plaster that had fallen off the bathroom ceiling.	<p>The deadline for works order completion was met.</p> <p>It is not possible to identify if any structural issues were present as no information was provided as to why the plaster had become damaged.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
100	iWorld Report	06/09/16	Plaster on wall is damaged	Mears	The repair was prioritised to be completed within 4 weeks. The contractors visited to complete the works on 27/09/16. The walls were reported by the resident to be flaking and cracked. Very little information is provided to support the work	<p>The deadline for works order completion was not met.</p> <p>It is not possible to identify if any structural issues were present as no information was provided as to why the cracks in the plaster have appeared.</p>

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
					completed. A notepad entry confirmed that there was no flaking.	Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
101	iWorld Report	03/11/16	Void to contractor	Mears	The repair was prioritised to be completed within 5 days. The contractors completed these works on 20/01/17. This included various repairs including renewing wall plaster	<p>The deadline for works order completion was not met.</p> <p>It is not possible to identify if any structural issues were present as no information was provided on what the nature of the plaster repair.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
102	iWorld Report	03/11/16	Gaps between window frames	Mears	The repair was prioritised to be completed within 4 weeks. The contractors visited on the 18/11/16 to complete the works. This included overhauling two windows, however no information is provided as to what overhauling entails.	<p>The deadline for works order completion was met.</p> <p>It is not possible to identify if any structural issues were present as no information was provided on what repairs to the windows took place.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
103	iWorld Report	07/11/16	Redecorate bathroom ceiling	Mears	The repair was prioritised to be completed within 4 weeks. The contractor completed the works on the 10/11/16. The works included the repairing of cracked plaster but no details of how the bathroom ceiling was damaged is noted.	<p>The deadline for works order completion was met.</p> <p>It is not possible to identify if any structural issues were present as no</p>

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
						information was provided as to why the plaster had become damaged. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
104	iWorld Report	19/12/16	Condensation	Mears	The repair was prioritised to be completed within 4 weeks. The contractor completed the works on the 28/03/17. This related to fixing extractor fans.	The deadline for works order completion was not met. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
105	iWorld Report	15/02/17	Brickwork	Mears	The repair was prioritised to be completed within 4 weeks. The contractor completed the works on the 27/02/17. This related to filling in holes in brickwork not part of the tower block itself.	The deadline for works order completion was met. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
106	iWorld Report	22/02/17	Condensation	Mears	The repair was prioritised to be completed within 4 weeks. The works were marked as complete on the 15/05/17, but it is not clear if any work has been completed on this repair.	The deadline for works order completion was not met. It is not possible to identify if any structural issues were present as no information was provided on what the nature of the repair was. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
107	iWorld Report	06/03/17	Roof leaking	Mears	The repair was prioritised to be completed within 4 weeks. This works order was cancelled on the 19/04/17 by the contractor following the receipt of a roof report which indicated that Major Works	The deadline works order completion was not met.

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
					were required to the roof. We have not identified any works that have been completed to correct this issue.	<p>The works order was cancelled despite the problem not being fixed.</p> <p>We have not noted any Major Works projects completed to correct this issue.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
108	iWorld Report	23/05/17	Void to contractor	Mears	The repair was prioritised to be completed within 5 days. The contractors completed these works on 19/06/17. This included various repairs such as rendering cracks. No further information is provided.	<p>The deadline for works order completion was not met.</p> <p>It is not possible to identify if any structural issues were present as no information was provided on what the nature of the cracks repaired.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
109	iWorld Report	21/04/17	Void to contractor	Mears	The repair was prioritised to be completed within 5 days. The contractors completed these works on 19/06/17. These were general works but included the re-glazing of a window. No further information is provided.	<p>The deadline for works order completion was not met.</p> <p>It is not possible to identify if any structural issues were present as no information was provided on why the window needed re-glazing.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
110	iWorld Report	12/07/17	Leak	Mears	The repair was prioritised to be completed within 4 weeks. The contractor completed the works on the 25/09/17. This related to unblocking fixing of internal plumbing.	The deadline for works order completion was not met. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
111	iWorld Report	03/05/17	Leak	Mears	The repair was prioritised to be completed within 4 weeks. The contractor completed the works on the 07/06/17 after not being able to gain access on the 30/05/17. This related to repairing of internal plumbing.	The deadline for works order completion was not met, however this was due to issues with access. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
112	iWorld Report	04/06/17	Make safe structural issues affecting bedroom window	Mears	The repair was prioritised to be completed within 1 day. The contractor completed the works to make safe the broken window on 04/06/16. Follow up works were raised and have been reviewed below.	The deadline for works order completion was met. A structural issue has been identified and led to the Sinclair Johnston report being commissioned.
113	iWorld Report	05/06/17	Plaster unsafe or cracked	Mears	The repair was prioritised to be completed within 4 weeks. This works order was cancelled after the raising of another works order (tested below)	The deadline for works order completion was met. A structural issue has been identified and led to the Sinclair Johnston report being commissioned.
114	iWorld Report	07/06/17	Bedroom window damages	Mears	The repair was prioritised to be completed within 4 weeks. The contractor missed an appointment on 14/06/17, and then revisited on the 03/07/17 to review the works and order the correct parts. They then returned on the 10/07/17 to complete the works. The works required replacing the window and window frame due to structural	The deadline for works order completion was not met. A structural issue was identified through Sinclair Johnston investigation. This led to the full Arup's structural review.

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
					damage identified by the Sinclair Johnston report.	
115	iWorld Report	18/06/17	Window will not close	Mears	The repair was prioritised to be completed within 4 weeks. The resident missed an appointment on the 26/06/17. The resident was contacted and informed the contractor that this related to the handles of the windows that were broken. The contractor was rebooked to visit on the 14/08/17 but no information of this is included on iWorld and the works order remains open with no explanation as to why.	The deadline for works order completion was not met and details have been provided as to why the works order has not been completed. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
116	iWorld Report	26/07/17	Window is faulty	Mears	The repair was prioritised to be completed within 1 day. The contractor visited on the 26/07/17 to complete the works. The works related to repairing the hinges and lock of the window.	The deadline for works order completion was met. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
117	iWorld Report	03/08/17	Erect scaffolding	Southwark building services	The repair was prioritised to be completed within 4 weeks. The contractor erected the scaffolding on the 21/08/17. Very little information has been provided for this case and we are not able to determine the need for the scaffolding.	The deadline for works order completion was met. It is not possible to identify the need for the scaffolding. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
118	iWorld Report	27/07/17	Erect scaffolding	Southwark building services	The repair was prioritised to be completed within 4 weeks. The contractor erected the scaffolding on the 27/07/17. Very little information has been provided for this case and we are not able to determine the need for the scaffolding.	The deadline works order completion was met. It is not possible to identify the need for the scaffolding.

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
						Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).
119	iWorld Report	20/07/17	Window water penetration	Mears	The repair was prioritised to be completed within 4 weeks. The contractor visited on the 05/09/17 and identified it was not the window sealing but the leak was coming through a crack in the wall above the window. This works order was marked as complete and that a further inspection was required. Another works order was subsequently raised. This works order was therefore cancelled prior to any work taking place.	<p>The deadline works order completion was not met.</p> <p>This works order was therefore cancelled prior to any work taking place. Any follow up works orders would have had a new deadline for completion and so it would be unlikely that the works were completed prior to the original deadline.</p> <p>The issue here was followed up by the Council by raising a works order reviewed below.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
120	iWorld Report	24/08/17	Repair of multiple windows	Mears	The repair was prioritised to be completed within 4 weeks. The resident has missed 5 separate appointments to fix the tilt and turn handles on 7 windows. The works order was requested to be cancelled on the 09/11/17 by the contractor.	<p>The deadline for works order completion was not met. The works order was cancelled</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
121	iWorld Report	15/09/17	Window mastic is damaged	Mears	The repair was prioritised to be completed within 4 weeks. The contractor visited on the 09/10/17 to complete the works which was deemed to be to replace 2 window handles. There has been no documented consideration of whether the	<p>The deadline for works order completion was met.</p> <p>The contractors have not responded to the resident's initial complaint and it is not</p>

Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
					<p>window mastic is in fact damaged. The contractors have therefore not responded to the initial repair reported.</p> <p>possible to identify whether a structural issue is present as we unable to understand in the window mastic has become damaged.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>	
122	iWorld Report	18/09/17	Drain blocked	Mears	The repair was prioritised to be completed within 4 weeks. The contractor visited on the 22/09/17 to complete the works which was to clear the gully and grate which had become blocked.	<p>The deadline for works order completion was met.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
123	iWorld Report	20/09/17	Window is faulty	Mears	The repair was prioritised to be completed within 4 weeks' day. The contractor visited on the 19/10/17 to complete the works. The works related to installing a new window restrictor.	<p>The deadline for works order completion was not met.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
124	iWorld Report	12/10/17	Resolve leaks	Mears	The repair was prioritised to be completed within 4 weeks. The contractor visited on the 13/10/17 to stop all the leaks which related to the plumbing of the bath. They then returned on the 30/10/17 to complete the redecorations.	<p>The deadline for works order completion was met.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>
125	iWorld Report	18/10/17	Make safe window	Mears	The repair was prioritised to be completed within 4 weeks. The resident missed 2 separate appointments to fix the window on the 20/11/17 and 27/12/17. This works order remains outstanding.	The deadline for works order completion was not met as the resident was not available.



Ref No.	Source of Service Request	Date Raised	Description per iWorld	Contractor	Summary of Repair	Summary conclusion
						Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).

Appendix C – iCasework Testing

Ref No.	Source of Service Request	Date Raised	Description	Summary of Progress of case	Outcome	Supporting Information
1	Complaint	20/09/11	Complaints regarding missed appointments for a replacement bath panel, sealing of living room window ceiling repairs and new worktops and units.	An acknowledgement to the complaint was sent on the 23/11/11. The complaint related to not carrying out the repairs and to claim for loss of earnings waiting for missed appointments. We have noted these repairs on iWorld and have reviewed the sealing of the living room window as part of our iWorld testing. No details or consideration on why the window sealing required replacing was included. The complaint was closed on the 16/03/12. This took so long due to various other repairs being added to the complaint prior to the compensation package being agreed.	<p>The deadline for a response to the complaint was not met.</p> <p>It is not clear how the window was damaged and whether any structural issue could be present due to a lack of documented evidence that the Council have reviewed this.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>	iCasework notes, and iWorld repair, Notes from TQO and original complaint letter
2	Complaint	24/10/12	Crack in bedroom floor	It is unclear if an acknowledgement was sent to the resident, but an inspection was completed on the 31/12/12 with a works order (reviewed above) being issued. These works were to cut out cracks in hallway and bedroom plaster, renew seal to bath and decorate toilet as noted by the inspector but did not deal with the initial complaint. Subsequently another works order (reviewed above) was issued to replace the floor corner filler on 19/02/13 following a call with the resident. These works were completed on the 25/04/13 with the case then closed on	<p>The deadline for a response to the complaint was not met and it is unclear if the resident ever received a complaint acknowledgement.</p> <p>The initial works ordered on the complaint did not look to solve the original complaint.</p> <p>It is not clear why the cracks in the plaster or floor appeared.</p>	iCasework notes, and iWorld repairs, Notes from TQO and original complaint letter

Ref No.	Source of Service Request	Date Raised	Description	Summary of Progress of case	Outcome	Supporting Information
				the 30/04/13. No consideration of whether the crack in the floor indicated a larger structural issue has been documented. There is a poor level of detail to the notes on iCasework.	Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).	
3	Complaint	18/03/13	Repairs to cracked wall	An acknowledgement to the complaint was sent on the 22/03/13. This complaint related to works in another case which did not fix the original issue. This complaint therefore worked alongside the existing case, but on the 14/05/13 the resident contacted to complain that this works had not fixed the issue and the crack in the walls had reappeared. Two works orders (reviewed above) were therefore raised to retie the brickwork. These works were completed on the 24/09/13 and the case was closed on the 27/09/13. These works again appear to be fixing the symptom with no details or consideration on why the cracks in the plaster had originally appeared or why the bricks needed to be retied.	<p>The deadline for a response to the complaint was not met.</p> <p>The initial works ordered on the complaint did not look to solve the problem as cracks reappeared.</p> <p>It is not clear why the cracks in the plaster appeared.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>	iCasework notes, and iWorld repairs, Notes from TQO and original complaint letter
4	Complaint	22/04/13	Continued leak into the property causing damage to belongings.	An acknowledgement to the complaint was made on the 23/04/13. Works orders had already been placed to fix this leak (reviewed above) to clear a block copper stack leaking into the roof. The complaint was resolved on the 11/09/13 following a lengthy period of not being able to contact the resident due to them being away.	The deadline for gaining a response to the complaint was not met, but this was due to the resident being away for a lengthy period following the complaint.	iCasework notes, and iWorld repairs, Notes from TQO and original complaint letter

Ref No.	Source of Service Request	Date Raised	Description	Summary of Progress of case	Outcome	Supporting Information
					Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).	
5	Complaint	22/09/15	Complaint regarding lack of progress regarding the report of a leak into a property on several occasions with reference to three works orders.	An acknowledgement to the complaint was made on the 22/09/15. The resident first raised the issue of a damaged plaster in 20/05/14 and a works order (reviewed above) was raised. A leak was identified by the contractor, but they failed to complete any works to fix this and did not raise a separate works order. The resident raised this issue again on the 11/02/15 and another works order (reviewed above) was raised but the same thing happened again. The resident then raised the issue again on 18/05/15 but the contractors failed to respond to this until chased by the complaints team. The works to fix the leak in the roof were then completed on 15/10/15. The case was then closed on the 23/10/15.	<p>The deadline for a response to the complaint was not met.</p> <p>On two occasions the contractor marked the repair works order as completed despite no work being done and failed to raise a new works order to solve the actual problem. No other WO for this issue was identified, however we noted that access issues were noted twice on 05/06/14 and 17/06/14.</p> <p>We have been informed that the Council was not able to verify the roof defects due to access issues.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>	iCasework notes, and iWorld repairs, Notes from TQO and original complaint letter
6	Complaint	03/10/16	Slow response to repair of window	An acknowledgement to the complaint was made on the 03/10/16. The resident was complaining about the slow response to a works order (reviewed above) to fix a window which was stuck open. The window was repaired on 11/10/16 and the complaint was closed on the 20/10/16. No	<p>The deadline for a response to the complaint was not met.</p> <p>It is not possible to identify if any structural issues were present as no consideration to</p>	iCasework notes, and iWorld repair, and original complaint letter



Ref No.	Source of Service Request	Date Raised	Description	Summary of Progress of case	Outcome	Supporting Information
				consideration of how the window became broken and whether this may have been caused by a structural issue has been noted.	the cause of the window break was documented. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).	
7	Complaint	06/02/17	Slow response to repair of window	An acknowledgement to the complaint was made on the 06/02/17. The resident was complaining about the slow response to a works order to fix a window which was stuck open. This works order was cancelled and replaced with another works order (reviewed above) which is yet to be completed. The complaint was closed 13/05/2017.	The deadline for a response to the complaint was not met. It is not possible to identify if any structural issues were present as no consideration to the cause of the window break was documented. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).	iCasework notes, and iWorld repairs, and original complaint letter
8	Complaint	07/09/17	Complaint Regarding two Repairs	An acknowledgement to the complaint was made on the 07/09/17. The resident was responding to poor service from the Council to a report of leak coming through his external wall with two works orders (both tested above). On both occasions the Council had sent plumbers who could not fix the problem after the resident requested for plumbers not to be sent. One works order was cancelled after the second appointment after both visits determined that the repair required mastic repairs. One works order remains open after the contractors visit on 21/06/17 also agreed that the repair	The deadline for a response to the complaint was not met. It is not possible to identify if any structural issues were present as no consideration to the cause of leak was has been documented. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).	iCasework notes, iWorld repairs, and original complaint letter

Ref No.	Source of Service Request	Date Raised	Description	Summary of Progress of case	Outcome	Supporting Information
				<p>required mastic works. The case remains open, however we noted that on 13/09/17, the RSO attempted to contact the resident without success, so he "left card for him to contact us".</p> <p>No consideration of how the leak may have been caused by a structural issue has been noted.</p> <p>No documentation has been provided as to why the repair is yet to be completed.</p>		
9	Legal Disrepair	06/06/11	The interior wall between the kitchen and the bathroom is very damp because of water penetration from above Boiler not operational Large gap between the ceiling and the wall in the tenant's bedroom	This case was completed on 22/07/11. On inspection, the property had had water penetration from the property above, but this had been previously repaired. There was no sign of the need for a repair to the boiler or a large gap between the ceiling and the internal wall stipulated by the tenant	Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).	iCasework notes, schedule of works and original claim letter
10	Legal Disrepair	08/09/15	Rain water penetration, mould and cracks in plaster	An inspection was carried out on the 15/10/15 which found no indication that there were any external leaks from the roof or outside. No cracks in the plaster were noted, and dye testing was ordered to identify any mould that was not visible to the inspector. Subsequent work was completed to treat the mould. The case wasn't closed until the 27/04/17.	<p>There has been no documented reason for why it took so long to complete the mould repairs or close the case.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>	iCasework notes, schedule of works and iWorld repair and original claim letter
11	Legal Disrepair	25/08/17	cracks and gas supply	An inspection was carried out on the 13/10/17 and we have been informed that the relevant reports are now complete.	There has been no documented reason for why no further investigation has taken place.	iCasework notes and original claim letter



Ref No.	Source of Service Request	Date Raised	Description	Summary of Progress of case	Outcome	Supporting Information
					Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).	
12	Legal Disrepair	01/09/17	Structural cracking, water penetration and lack of gas	An inspection was carried out on the 12/10/17 and we have been informed that the relevant reports are now complete.	There has been no documented reason for why no further investigation has taken place. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).	iCasework notes and original claim letter
13	Legal Disrepair	01/09/17	Structural cracking, water penetration and lack of gas	An inspection was carried out on the 12/10/17 and we have been informed that the relevant reports are now complete.	There has been no documented reason for why no further investigation has taken place. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).	iCasework notes and original claim letter
14	Legal Disrepair	19/09/17	Structural cracking, water penetration, damp, mould and lack of gas	An inspection was carried out on the 21/11/17 and we have been informed that the relevant reports are now complete.	There has been no documented reason for why no further investigation has taken place. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).	iCasework notes and original claim letter
15	Legal Disrepair	20/09/17	Structural cracking, water penetration, damp, mould and lack of gas	An inspection was carried out on the 12/10/17 and we have been informed that the relevant reports are now complete.	There has been no documented reason for why no further investigation has taken place.	iCasework notes and original claim letter



Ref No.	Source of Service Request	Date Raised	Description	Summary of Progress of case	Outcome	Supporting Information
					Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).	
16	Legal Disrepair	21/09/17	Structural cracking, water penetration, damp, mould and lack of gas	An inspection was carried out on the 12/10/17 and we have been informed that the relevant reports are now complete.	There has been no documented reason for why no further investigation has taken place. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).	iCasework notes and original claim letter
17	Legal Disrepair	22/09/17	Structural cracking, water penetration, damp, mould and lack of gas	An inspection was carried out on the 09/01/18 and we have been informed that the relevant reports are now complete.	There has been no documented reason for why no further investigation has taken place. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).	iCasework notes and original claim letter
18	Legal Disrepair	26/09/17	Structural cracking, water penetration, odour from flat above, damp and mould, faulty lift, gas supply switched off	An inspection was carried out on the 12/10/17 and we have been informed that the relevant reports are now complete.	There has been no documented reason for why no further investigation has taken place. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).	iCasework notes and original claim letter
19	Legal Disrepair	09/10/17	Structural cracking, water penetration, damp, mould and lack of gas	An inspection was carried out on the 07/11/17 and we have been informed that the relevant reports are now complete.	There has been no documented reason for why no further investigation has taken place.	iCasework notes and original claim letter

Ref No.	Source of Service Request	Date Raised	Description	Summary of Progress of case	Outcome	Supporting Information
					Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).	
20	Legal Disrepair	25/10/17	Structural cracking, water penetration, damp, mould and lack of gas	An inspection was carried out on the 12/01/18 and we have been informed that the relevant reports are now complete.	There has been no documented reason for why no further investigation has taken place. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).	iCasework notes and original claim letter
21	Members Enquiries	30/01/16	The tenant was told by both a plasterer and a carpenter that the property would be decorated only to be subsequently told that it was the tenant's own responsibility.	An acknowledgement response to this enquiry was sent on the 01/02/16. A response to the enquiry was sent on the 09/02/16. The enquiry related to the redecoration work following a leak that had come through a hole in the roof. A repair to complete the roof was completed on 15/10/15 which lifted slabs and felt and resealed the roof.	There has been no documented reason for why no further investigation has taken place. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).	iCasework notes and response. iWorld repair as tested above.
22	Members Enquiries	10/07/17	Could you let me know what is being done to provide all relevant information to Peterchurch residents regarding the gas situation?	An acknowledgement to this enquiry was sent on the 11/07/16 and the final response to the enquiry was sent on the same day. The response came directly back from the head of Engineering and Compliance, stating that the gas leak was an isolated event, and that no major structural issues with the building at that point. It is not clear whether the Member has been provided with the interim and	The members enquiry has been answered. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).	iCasework notes and response

Ref No.	Source of Service Request	Date Raised	Description	Summary of Progress of case	Outcome	Supporting Information
				final Arup reports to better understand the situation.		
23	Members Enquiries	27/07/17	A resident regarding the gas supply	An acknowledgement to this enquiry was sent on the 27/07/17. A response to the enquiry was sent on the 29/07/17. The response only detailed that the Council, SGN and Arup were in discussions as to the best course of action to reinstall the gas pipes.	The members enquiry has been answered. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).	iCasework notes and response
24	Members Enquiries	03/08/17	A resident requested fire safety reports from the Council, these were not received. X is a resident of the Ledbury Estate and as such is very anxious about fire safety.	An acknowledgement to this enquiry was sent on the 07/08/17. A response to the enquiry was sent on the 14/08/17. The response was to provide the latest fire risk assessments for each block, which we have tested elsewhere.	The members enquiry has been answered. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).	iCasework notes and response, Fire Risk assessments.
25	Members Enquiries	11/08/17	A resident stated that further correspondence had not been received regarding the gas leak at Peterchurch House, and with regards to compensation or a heater.	An acknowledgement to this enquiry was sent on the 11/08/17. A response to the enquiry was sent on the 17/08/17. The response was to provide links to more detailed gas advice and compensation procedures through the SGN website.	The members enquiry has been answered. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).	iCasework notes and response
26	Members Enquiries	24/09/17	I would be grateful for a briefing note on the process in place within housing repairs to identify key issues, such as those at the Ledbury estate, from multiple independent housing repairs reports.	An acknowledgement to this enquiry was sent on the 26/09/17. A response to the enquiry was sent on the 09/10/17. The response stated that a proper response needs more input from the asset management team which would be provided within the next week.	The response to this enquiry was outside the 10-working day time limit. It is also unclear as to whether a proper response was ever sent to the member as the case was closed prior to this occurring. Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).	iCasework notes and response

Ref No.	Source of Service Request	Date Raised	Description	Summary of Progress of case	Outcome	Supporting Information
27	FOI	05/07/17	<p>1 How long have you known about the cracks in the Ledbury towers</p> <p>2 How long has my landlord Southwark Council known about the cracks in the Ledbury towers</p> <p>3 Are these cracks an issue of structural integrity</p> <p>Contractors are currently on site filling the cracks with plastic foam and sealant, would it not be wise to let Arup investigate first?</p>	<p>This enquiry came directly from the Member themselves. There was an initial response to the enquiry on the 05/07/17 and then a full response on the 06/07/17. The response came directly back from the Head of Engineering and Compliance, stating that the gas leak was an isolated event, and that no major structural issues with the building at that point. It is not clear whether the Member has been provided with the interim and final Arup reports to better understand the situation.</p>	<p>The FOI request appeared to have been partially answered.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>	E-mail only
28	FOI	17/08/17	<p>1) All the structural assessments carried out on the Ledbury estate since it came under the ownership of the Council</p> <p>2) The records (http://www.southwark.gov.uk/news/2017/aug/ledbury-towers-gas-removal) which suggested that strengthening works had been carried out on the four blocks to protect them in the event of a gas explosion</p> <p>3) Whether the Government Housing Circular 62/68 was considered when carrying out structural assessments of the blocks</p>	<p>There was an initial response to the enquiry on the 18/07/17 and then a full response on the 02/11/17. This means that the response was later than the 20-day deadline, with it taking 55 working days to complete the response. The delay was in providing the information to the customer resolutions team.</p> <p>The response provides the Arup report, the BRE report on TWA buildings, a National Archive document suggesting the blocks were modified to be built in line with the housing circular 62/68 (regulations following the Ronan Point tragedy) and that 2,330 large panel homes are situated in Southwark.</p>	<p>The FOI request appeared to have been answered.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>	Arup Report, BRE Report, National Archive Extract.

Ref No.	Source of Service Request	Date Raised	Description	Summary of Progress of case	Outcome	Supporting Information
			4) How many large panel-built homes are in the borough of Southwark			
29	FOI	20/08/17	Please provide the reports or information contained therein concerning the structural safety, structural integrity or other structural engineering assessments of the thirteen-storey blocks on the Ledbury Estate near Old Kent Road.	<p>There was an initial response to the enquiry on the 21/08/17 but a full response has not yet been sent. This appears to be delayed by the final sign off of the content by heads of housing management.</p> <p>The proposed response is to include both the Sinclair Johnston and Arup reports which are the only two reports prepared directly on the structural integrity of the blocks.</p>	<p>The response to this FOI request remains outstanding.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>	Arup report and Sinclair Johnston report
30	FOI	12/09/17	Please provide a copy of the full schedule of works that Keep Moat was commissioned to carry out on all flats at the Ledbury Estate in 2014, 2015 and 2016	<p>There was an initial response to the enquiry on the 12/09/17 and then a full response on the 24/11/17. This means that the response was later than the 20-day deadline, with it taking 31 working days to complete the response. The delay was in providing the information to the customer resolutions team.</p> <p>The response only provides high-level details regarding the type of works completed to each flat and has been observed by us in the Major Works Files.</p>	<p>The FOI request appeared to have been answered.</p> <p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>	List of works completed to each property.
31	FOI	28/09/17	- Are the taller blocks to be demolished (3x towers adjoining the Old Kent Road	There was an initial response to the enquiry on the 11/10/17 and then a full response on the 26/10/17. This means that the response was later than the 20-	The FOI request appeared to have been answered.	Links to Council website.



Ref No.	Source of Service Request	Date Raised	Description	Summary of Progress of case	Outcome	Supporting Information
			<p>and 1x tower adjoining Ledbury Street)?</p> <ul style="list-style-type: none">- What are the reasons for the demolition of the towers, rather than the refurbishment of them?- What are the plans for current residents living in the buildings both in the meantime and in the long-term future?- What are the intentions of the Council regarding the Ledbury Estate? Do they wish to intensify the land in a future regenerated scheme?- What protection is there for the existing socially rented houses currently on site?- When are future works expected to take place?	<p>day deadline, with it taking 21 working days to complete the response. The delay was in providing the information to the customer resolutions team.</p> <p>Most of this request was denied as no decision has been made on the future of the tower blocks, whilst links were provided for policies regarding resident's rights.</p>	<p>Refer to Footnote 1 for our comments on wider structural and other issues; (page 49).</p>	

Appendix D – Major Works File Testing

Ref No.	Major Works Project	Document	Any indication of structural issues?	How structural issues have been dealt with
1	Bromyard and Sarnsfield External Refurbishment 2005/06	Contract Tender	<p>From review of this contract tender, we have noted that works to carry out repairs to fractured plaster, test and carry out minor repairs to aggregate faced cladding panels and test and carry out repairs to joining between cladding panels were included within the refurbishment scope. These could be indications of structural issues.</p> <p>However, from conversations with the Major Works team, we were told that these repairs would have been included within this scope as standard, and so the contract tender is no guarantee that these works did take place. We are therefore unable to quantify the number and nature of actual repairs that have been carried out.</p>	Due to lack of documentation, we were not able to ascertain the actual work done.
2	Bromyard, Sarnsfield and Skenfrith Fire Risk Assessment Works Package 2012/13	Tender of Works	No indicators of structural issues noted within the tender of works.	N/a
3	Bromyard, Sarnsfield and Skenfrith Fire Risk Assessment Works Package 2012/13	Contractors correspondence	No indicators of structural issues noted within the contractor's correspondence. However, the correspondence saved down is not likely to be the totality of the correspondence between the 2 parties.	N/a
4	Bromyard, Sarnsfield and Skenfrith Fire Risk Assessment Works Package 2012/13	Contractor Completion Certificate	No indicators of structural issues have been noted from reviewing the contractor completion certificate.	N/a
5	Bromyard, Sarnsfield and Skenfrith Fire Risk Assessment Works Package 2012/13	Consultant valuation	No indicators of structural issues noted within the consultant's valuation	N/a
6	Bromyard, Sarnsfield and Skenfrith Fire Risk Assessment Works Package 2012/13	Statement of works	No indicators of structural issues noted within the statement of works	N/a

Ref No.	Major Works Project	Document	Any indication of structural issues?	How structural issues have been dealt with
7	Bromyard, Sarnsfield and Skenfrith Fire Risk Assessment Works Package 2012/13	Project progress minutes	No indicators of structural issues noted within the project progress minutes with contractors and the consultant. However, the minutes documented are not deemed to be complete in all cases.	N/a
8	Bromyard, Sarnsfield and Skenfrith Fire Risk Assessment Works Package 2012/13	Defects Log	No indicators of structural issues noted within the defects log.	N/a
9	Ledbury Warm, Dry Safe Scheme 2015/16 (Bromyard and Sarnsfield)	Contractor Survey Feasibility Report	The Feasibility report describes the wall and roof structure of both blocks as well as the state of the concrete as good. However, the report suggests that this was from a visual inspection from the ground floor which may not be sufficient to spot any structural issues. No issues of a structural nature are included within the report.	N/a
10	Ledbury Warm, Dry Safe Scheme 2015/16 (Bromyard and Sarnsfield)	Consultant's Report on the Survey	The consultant's report does not indicate any structural issues and agrees with the contents of the Contractors survey in this area.	N/a
11	Ledbury Warm, Dry Safe Scheme 2015/16 (Bromyard and Sarnsfield)	Meeting invitation letters, agendas and attendance registers	We have noted an invitation to a meeting relating to the mastic works on the 08/06/16 which has been reviewed as a separate project below. We have noted 5 other meetings, but no indication of any structural issues was noted in the documents provided.	See review of the Mastic works below. This has been treated as an emergency works programme.
12	Ledbury Warm, Dry Safe Scheme 2015/16 (Bromyard and Sarnsfield)	Schedules of Works	No indicators of structural issues noted within the statement of works	N/a
13	Ledbury Warm, Dry Safe Scheme 2015/16 (Bromyard and Sarnsfield)	Change orders	We have noted one contract change order dated 06/09/16 that relates to the mastic works which has been reviewed as a separate project below.	See review of the Mastic works below. This has been treated as an emergency works programme.

Ref No.	Major Works Project	Document	Any indication of structural issues?	How structural issues have been dealt with
14	Ledbury Warm, Dry Safe Scheme 2015/16 (Bromyard and Sarnsfield)	Contractor Completion Certificate	No indicators of structural issues have been noted from reviewing the contractor completion certificate.	N/a
15	Ledbury Warm, Dry Safe Scheme 2015/16 (Bromyard and Sarnsfield)	Correspondence with the Consultant and Contractors	We have noted minutes with the consultants and contractors regarding the need for the emergency Mastic works as tested below. It was noted that Avalon were brought in as a specialist contractor to aid with this after the change of windows in the blocks. There are no other indications of structural issues noted.	See review of the Mastic works below. This has been treated as an emergency works programme.
16	Ledbury Warm, Dry Safe Scheme 2015/16 (Bromyard and Sarnsfield)	Review of the repairs history	We have noted that the repairs history has been gained and saved for these blocks prior to completing the Major Works. However, it is unclear what analysis has been completed and what the results of this was, with the Consultant's feasibility report just stating that they "have not been passed any documentation that identifies any historical persistent problems with structures or structural elements around the block."	N/a
17	Ledbury Warm, Dry Safe Scheme 2015/16 (Bromyard and Sarnsfield)	Defects logs	We have only noted one defect relating to a Mastic joint surrounding a new window. This defect has been noted as corrected within the Mastic Joint correspondence reviewed.	See review of the Mastic works below. This has been treated as an emergency works programme.
18	Ledbury Mastic Seal 2015/16	Consultant's Report on the Proposed works	The consultant's report details the approach of the works but does not highlight any further issues to be dealt with.	N/a
19	Ledbury Mastic Seal 2015/16	Schedules of Works	The schedule of works has been reviewed and only indicates the mastic works as identified above as being required to be completed.	N/a
20	Ledbury Mastic Seal 2015/16	Contractor Completion Certificate	No indicators of structural issues have been noted from reviewing the contractor completion certificate. The works were complete on the 31/03/17	N/a

Ref No.	Major Works Project	Document	Any indication of structural issues?	How structural issues have been dealt with
21	Ledbury Mastic Seal 2015/16	Correspondence with the Consultant and Contractors	We have reviewed the Minutes of 3 meetings with no additional issues noted. It appears that at least another 9 meetings would have occurred, but these meetings were not formally documented.	N/a
22	Ledbury Mastic Seal 2015/16	Meeting invitation letters, agendas and attendance registers	No further indicators of structural issues noted within these documents. These were concentrated on educating the residents about the works to be undertaken.	N/a
23	Ledbury Mastic Seal 2015/16	NOP Proforma and Justification	This document has been reviewed and identifies the reason for the works being water penetration due to failed mastic joints. The work to be completed is to cut out existing mastic joints and replace with new more modern materials.	Completed as part of this emergency works.
24	Ledbury Mastic Seal 2015/16	Issue log	The issue log includes an item relating to a crack in the wall of a flat and that further inspection is required.	We have been unable to identify any further information as to if/how this has been resolved.
25	Ledbury Mastic Seal 2015/16	Site visit reports	No indicators of structural issues noted within the site visit reports. Works have been estimated to have been completed to a good standard.	N/a

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