

**Company name:** Keswick House RTM Company Ltd

**Company website:** keswick.rmcweb.site

**Assessment carried out by:** John Morris MIRPM and Thomas Dellow

**Date assessment was carried out:** 10/11/2021

**Date of next review:** 10/11/2022



## The premises

The RTM company manage 1 residential brick-built block with three floors and surrounding grounds.

The building is 3 stories high and contains 6 flats.

The company has no direct employees, works on the site are carried out by independent contractors who are vetted by the management agent.

## How was this assessment carried out?

The managing agent, employed by the company, carried out the risk assessment at this site using the Health and Safety Executive's guidance.

### Step 1

To identify the hazards, the managing agent:

- ✓ Looked at HSE's guidance and that of other bodies, for example the Association of Residential Managing Agents (ARMA) to learn where hazards can occur
- ✓ Examined the terms of the lease to determine the responsibility of the company and individual owners
- ✓ Walked around the property, noting things that might be dangerous and taking HSE's guidance into account
- ✓ Talked to contractors about their work to learn from their knowledge and experience, and to listen to their opinions about health and safety issues on the site.

### Step 2

The managing agent then wrote down who could be harmed by the hazards and how. They also took the method statements and risk assessments that contractors had issued for specific jobs and, if they were acceptable, incorporated these into this assessment.

### Step 3

The controls to manage each hazard were examined and compared with the advice offered by the HSE to ensure that the company were doing everything reasonably practical to protect people from harm.

Where existing controls were insufficient, the managing agent wrote down what else needed to be implemented to control the risk.

### Step 4

It was decided and recorded who was responsible for implementing the actions identified as necessary and when they should be done.

### Step 5

The assessment should be reviewed every 12 months to ensure that the information collected is updated regularly.

## Block Management Ltd – Standard Health and Safety Policy 2021

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?
<b>Fire</b>	Employees (where employed directly by the company), contractors, residents, and public may suffer serious, possibly fatal, injuries from smoke inhalation, burns, structural collapse	<p>Fire Risk Assessment documents available on company website.</p> <p>The managing agent undertake regular inspections to ensure that control measures identified in the fire risk assessment are in place, including:</p> <ul style="list-style-type: none"> <li>✓ Fire doors closing and locked</li> <li>✓ Emergency lighting functioning</li> <li>✓ Escape routes are clear of obstruction</li> <li>✓ Fire action notice readily available to residents</li> </ul>	<p>No further action necessary</p> <p>To review following any significant change or annually</p>	Managing agent	Ongoing and annually
<b>Slips, trips, and falls</b>	Employees (where employed directly by the company), contractors, residents, and others might suffer injury	<p>The managing agent undertake regular site reviews, where hazards are observed, contractors are engaged to rectify the issue.</p> <p>On site reviews:</p> <ul style="list-style-type: none"> <li>✓ Visual inspection of condition of floors, stairways and paths are checked for signs of damage</li> <li>✓ Communal areas are inspected for doormats or tripping hazards</li> <li>✓ Contractors are required to work and leave the site in a tidy manner</li> <li>✓ Lighting illuminates' walkways and stairs and is checked monthly in accordance with BS EN 50172:2004/ BS 5266-8:2004</li> </ul>	<p>Regular inspection of common parts for:</p> <ul style="list-style-type: none"> <li>✓ unauthorised storage of items e.g. cycles, prams or bins</li> <li>✓ Slippery surfaces or loose flooring</li> </ul> <p>Where items are stored or flooring is not suitable, a contractor is engaged to remedy the issue i.e., remove items from communal areas or repair loose flooring</p>	Managing agent and contractors	Every site visit
<b>Electrical</b>	External contractors, residents and visitors may suffer electrical shock or burn from faulty electrical equipment or installations	<p><b>Fixed Installation</b></p> <ul style="list-style-type: none"> <li>✓ Inspected by a competent person according to planned inspection programme</li> <li>✓ Residual current device (RCD) built into the main switchboard where possible</li> <li>✓ Restriction of access to communal switchboard and equipment where possible.</li> <li>✓ Ensure all cut-out fuses are properly sealed</li> <li>✓ Regular visual inspection of communal RCD board and function</li> </ul>	Ensure electrical installation condition report is carried out to satisfactory standard	Managing agent and competent person	Every 5 years

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?
		<b>External equipment on site</b> <ul style="list-style-type: none"> <li>✓ Contractors instructed to inspect all electrical appliances before use and not perform work where condition of equipment causes concern</li> <li>✓ Managing agent ensures equipment supplied directly to client is safe to operate</li> </ul>	To ensure correct function and electrical safety of all equipment	Contractor or managing agent	Annually or prior to use of equipment
<b>Working at Height</b>	Serious injury or fatality falling from height	All work carried out by competent external contractors must adopt the following: <ul style="list-style-type: none"> <li>✓ Work at height to be avoided where possible i.e. windows cleaned using pole</li> <li>✓ Boards used to guard stairwells, openings</li> <li>✓ Safe practice of work where ladders and stepladders are required</li> <li>✓ Period and pre-use check of all equipment</li> </ul>	Check that all operatives: <ul style="list-style-type: none"> <li>✓ Are appropriately trained in the safe use of equipment</li> <li>✓ Know how to carry out pre-use equipment checks</li> </ul>	Managing agent	Prior to instruction of works to contractor
		External contractor requested to produce risk assessment and method statement (RAMS) for review and acceptance of management agent. Working from height examples include: <ul style="list-style-type: none"> <li>✓ External work and work on staircases carried out from most appropriate access equipment for location of work, eg suitable scaffold, tower, cherry-picker or scissor lift by suitably trained staff</li> </ul>	Inform contractors that working from height should not be used unless necessary	Managing agent	Prior to instruction of works to contractor
		<ul style="list-style-type: none"> <li>✓ Crawling boards used when working in roof spaces or fragile roofs</li> <li>✓ Adequate edge and leading-edge protection, fall protection systems (eg harness) and lanyard systems with suitable anchor systems) to be used and maintained by competent contractors</li> <li>✓ Where installed, Balustrades checked for signs of damage/corrosion and repairs carried out as necessary</li> </ul>	Ensure managing agent staff are competent to carry out and approve RAMS documents prior to signing into agreement for major works	Managing agent	Prior to instruction of works to contractor
<b>Violence and threatening behaviour</b>	Employees (where employed directly by the company), contractors and residents may suffer assault or abuse from persons whilst on site	Manager has good liaison with local police and environmental health department  Notices are installed on communal noticeboards to inform residents of management contact details  Staff trained in complaint procedure and to ask for assistance if required	Consider frequency of occurrences and discuss options with local authority if appropriate	Managing agent	Review complaints policy annually  Review following any occurrence
<b>Waste management</b>	Potential health and pest issues if bin area is not kept clean and tidy. Stab and infection risk from sharp objects	Residents are reminded to dispose of general waste and recycling if provided using the bins provided, no fly-tipped items or hazardous waste may be disposed of	Monitor waste disposal on site and consider issuing a notice to residents should the allocated waste disposal area become hazardous	Managing agent	Next occurrence

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?
<p><b>Hazardous substances</b> Cleaning fluids and bleach</p>	<p>Employees (where employed directly by the company) contractors and residents may suffer problems such as dermatitis or eye damage if substances meet the skin.</p> <p>Vapour may cause breathing issues</p>	<p>The operating procedure of external cleaning companies are evaluated prior to their engagement on the site</p> <p>External cleaning companies are instructed to use 'off the shelf' cleaning products as an alternative to more potent chemicals and to always follow the instructions on the labels</p> <p>Where potent chemicals are required, the contract must ensure that the chemicals are handled in accordance with COSHH regulations</p> <p>External cleaning companies are instructed to contact the management agent if they are in any doubt over their own or others safety when using hazardous substances</p>	<p>Ensure that external cleaning contractors follow a safe practice of work and follow all usage guidelines for each chemical.</p>	<p>Managing agent</p>	<p>Prior to instruction of works to contractor and following a report of an issue</p>
<p><b>Hazardous substances</b> Asbestos containing materials (ACMs)</p>	<p>Employees (where employed directly by the company) contractors and residents may be at risk of inhaling asbestos fibres where ACMs are disturbed i.e. intentionally cut or broken, or deteriorate and break down</p>	<p>Management plan in place which:</p> <ul style="list-style-type: none"> <li>✓ Identifies where there might be asbestos</li> <li>✓ Notes the conditions of the materials</li> <li>✓ Records in a plan where the ACMs are found</li> <li>✓ Informs residents of asbestos, either through physical notices or ensuring residents are provided with a copy of the report</li> <li>✓ Checks the visual condition of identified ACMs every 12 months</li> </ul> <p>Contractors are provided with the plan and information prior to any work on site</p> <p>Ensure that:</p> <ul style="list-style-type: none"> <li>✓ ACMs are in stable condition and that their condition is unlikely to change</li> <li>✓ Minor damages are repaired or encapsulated</li> <li>✓ Major damages are removed by appropriately trained, equipped and specialist contractor.</li> </ul>	<p>Check with contractors if their recommended work could disturb ACMs. Discuss options to undertake work without disturbing ACM's or budget to have them properly removed prior to any work commencing.</p>	<p>Managing agent</p>	<p>Review report annually</p> <p>Prior to instruction of works to contractor</p>
<p><b>Hazardous substances</b> Pesticides</p>	<p>Employees (where employed directly by the company) contractors and residents may suffer ill health from exposure to pesticides that are harmful to human life</p>	<p>Only pesticides approved for the specific use are used</p> <p>All safety instructions provided with the pesticide must be followed – application method, protective equipment and exclusion periods.</p> <p>All users have appropriate training and qualifications</p> <p>Pesticides are not stored on site and are kept secure from unauthorised users</p>	<p>Ensure that contractors are appropriately trained and competent to undertake the work</p>	<p>Managing agent</p>	<p>Prior to engaging contractor</p>

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<b>Legionella bacteria growing in cold water systems that service apartment properties</b>	Residents and contractors who have access to the cold water supply, particularly vulnerable persons such as children and the elderly (water systems within properties are the responsibility of the individual owner/tenants)	Specialist contractors engaged to undertake risk assessment, cleaning and sampling of cold-water storage tanks (CWSTs)  Legionella management plan held centrally via the managing agent  Flushing dead leg outlets for 2 minutes every week, a register is kept within the pump room	Monitor CWST water temperatures to ensure they are kept below 20°C	Management agent	Every 6 months
			Monitor water usage from each tank to ensure sufficient turnover of water and no build up of stagnant water may occur	Management agent	Every 6 months
			Identify redundant pipework	Management agent and competent contractor	Following inspection
			Instruct a competent contractor to remove any redundant pipework as necessary	Management agent and competent contractor	Within 2 months following identification of required works

Last reviewed 21<sup>st</sup> October 2021

## Site Specific Assessment Survey

Description	Rating	Observations	What further action is required?	Photographs
<b>Exterior Entrances and fire exits</b>		The front and rear entrances of the block are secured by key. An intercom system serves the properties of the block.	None	
<b>Communal Doors inc. fire doors</b>		The communal doors were secure where appropriate.	None	
<b>Communal Walls</b>		The walls appear in good condition with no visible structural issue.	None	
<b>Carpets, stairs, and access</b>		The carpet, stairs and nosing appear in good condition. It was noted that items were stored in the communal areas.	Managing agent to provide FRA assessment and highlight section regarding items in communal areas	
<b>Communal Windows</b>		The communal windows appear in good condition with no visible issues.	None	
<b>Signage</b>		There is signage displayed on a communal noticeboard in the main lobby. The stay put fire strategy is clearly displayed.	None	
<b>Communal Lighting inc. emergency</b>		The lighting is in good condition and was working at the time of inspection.	None	
<b>Bin Store</b>		The bin store is secured by code lock and evidence was received that it is well managed and clean.	None	
<b>Fire Risk Assessment Review</b>		Fire Risk Assessment undertaken in September 2021	See comments on FRA document	
Additional comments: <b>None</b>				