



Report to: Cabinet Meeting: 8 July 2025

Portfolio Holder: Councillor Lee Brazier, Housing

Director Lead: Suzanne Shead, Director - Housing, Health & Wellbeing

Lead Officer: Lynda Priest, Compliance Manager, Ext. 5793

Report Summary	
Type of Report	Open Report / Non-key decision
Report Title	Quarter 4 2024/25 - Housing Compliance Assurance Report
Purpose of Report	To provide the performance position as of 31 March 2025 (Quarter 4) in the new format with regard to compliance including actions to rectify identified issues.
Recommendations	That Cabinet note: a) the exceptions to performance of the housing service compliance functions; and b) the new format for performance for Quarter 4 2024.25 onwards.
Alternative Options Considered	Not applicable, this report presents performance of housing compliance services.
Reason for Recommendations	To enable the Cabinet to monitor performance and compliance relating to the Council’s legal and regulatory landlord responsibilities for 27 building safety measures including fire protection, gas, asbestos, electrical and water.

1.0 Purpose of Report

- 1.1 This report provides members with the performance of housing compliance services at the end of March 2025, focusing on exceptions performance, which is outside the Council’s target parameters.
- 1.2 The full performance summary is shared with SLT; the Portfolio Holder for Housing and discussed as a standard agenda item for the Tenant Engagement Board meetings ensuring that Health & Safety are at the heart of our conversations and actions. Performance is also discussed quarterly at Cabinet (Performance and Shareholders) to ensure there is oversight at Board level.

2.0 **Background Information**

- 2.1 This report sets out the Council’s performance against the Council’s legal and regulatory landlord responsibilities for a range of building safety measures including fire protection, gas, asbestos, electrical and water as well as summarising details of the Council’s housing stock.
- 2.2 Full details of these performance indicators along with associated commentary are included at Appendix 1 to this report.
- 2.3 Please note that the Home Standard has now been replaced by the Safety and Quality Standard as of 1st April 2024. Please see <https://www.gov.uk/government/publications/safety-and-quality-standard> for further information on the Council’s responsibilities.
- 2.4 It should be noted that we have shortened the range of the RAG ratings as recommended by external auditors and the Regulator of Social Housing. The changes are listed in the table below:

RAG Rating	Old Rating 2023/24	New Rating 2024/25	Colour in Appendix Report
Green	At Target	100%	
Amber	Within 2%	98 – 99.9%	
Red	Below 2%	0 – 97.99%	

- 2.5 The report also included information on the number of damp and mould cases and our performance in this area including:
- number of inspections conducted.
 - number of works order raised and completed.
 - average time taken to complete works.
 - percentage completed on time.
 - average cost of repairs not capitalised (Priority 1 & Priority 2 only)

Across three categories (P1-P3) based on the amount and difficulty of the work and in total. The description for each category is listed below and can be found on page 3 of Appendix 1 Key Performance Reporting Scorecard for Housing Compliance.

- P1 - Emergency e.g. excessive mould or major leak.
- P2 - Minor repair works and mould wash.
- P3 - Major Works undertaken by Asset Team e.g. new Damp Proof Course

3.0 **Performance Exceptions**

3.1 **Gas Servicing Domestic - AMBER**

Gas servicing is now 98.66% compliant. There are 70 properties without a current gas safety certificate which is down by 2 from end of December 2024.

The number of properties without a current gas safety certificate has occurred because of a dip in performance from our gas servicing contractor. A paper has been submitted to the SLT who have agreed to tender for the contract which is due to start on the 1st August 2025. To support continuity of service and a reduction in the overdue servicing we have made improvements in the no-access and pass back process, we meet weekly with the contractor at operational level and fortnightly at strategic level with senior staff to bring performance back in line.

Our contractor has provided a manager to oversee the Action Plan agreed to improve performance and a member of operational team attends Castle House once per week sitting with our compliance team. Additional engineers have been bought in to continue to reduce the number out of compliance in the last quarter.

Whilst performance has been slow to pick up, as of the 21/5/2025 the number of properties without a valid gas safety certificate has dropped further to 22.

3.2 Fire Safety Checks - RED

We have changed our programming which covers 106 blocks and 30 community centres, from a 3 & 5 year schedule to a 1 & 2 year schedule this year to meet changes in fire safety standards. The new FRA programme has been scheduled over an 18 month period and is on track, with 39 completed as of end of March 2025. The Fire Actions from the FRAs continue to progress, however this has been impacted due the slow Recruitment of the Fire Surveyor post from an interim perspective which has proved difficult, as has sourcing contractors, which have both provided a challenge in completion of the FRA Actions. The indicator is red as the actions have not been completed within timescales. However both internal and external resource is in place to address the shortfall and ensure compliance is tracked and demonstrated.

Please see table below with action plan for completion of the outstanding Fire Risk Assessments and due dates in 2025/26. This delivery of this programme is on track.

Type	Completed	Due to be completed Mar'25	Not Due	TOTAL
Blocks P1	20	33	8 x Oct'25	63
Blocks P2	8	0	8 x Aug & Sept'25	8
Blocks P3&4	0	0	57 Sept'25 – Mar'26	57
Community Centres	13	0	17 x Apr-Sept'25	30
TOTAL	41	33	90	158

3.3 Fire Door Inspections – RED

A plan is in place and on track to complete the necessary three monthly and annual surveys and associated remedials by the end of July 2025. As of the 21/5/2025 we

are on track to deliver this.

3.4 Asbestos Domestic – Amber. Communal – Green

Our Asbestos Surveyor has completed a full review of compliance within Asbestos. In January 2025 an Asbestos Survey were completed for a blocks and community centres. From the 1st May 2025 the process for Asbestos Management has been centralized under the compliance team for all housing surveys. We are now focusing on surveying voids/49 garage blocks and extending this to circa 200 blocks with shared external parts (ie guttering, roofing etc) that do not have internal communal space. The data review is ongoing.

3.5 Water Safety - Community Centres – Green / Domestic Properties - Red

40 properties have been tested during Qtr4. All communal spaces have a valid LRA and we are undertaking monthly water monitoring of these sites. A full review of Legionella Compliance for domestic properties has been undertaken and a recommendation paper will be presented to the SLT in June with this regards.

3.6 Stair Lifts – Amber / Hoists – RED

A full review has taken place for Stairlifts and hoists and we are now showing Hoists at 97% and Stairlifts at 99% compliant.

3.7 EICR certifications less than five years old – AMBER

There were 43 properties without a EICR electrical certification of less than five years old. 22 of these are void properties which were not shown previously in the figures. We are currently at 99.27%. Progress continues to be made to work towards 100% completion and being six months in advance on renewal of certification.

3.8 Solid Fuel & Oil Servicing - Red

There are 1 x solid fuel heated homes and 3 x oil heated homes where access has not been obtained to service the heating. The team are making calls to these tenants to gain access and it is expected this performance will recover by next quarter.

4.0 Implications

In writing this report and in putting forward recommendations, officers have considered the following implications: Data Protection; Digital & Cyber Security; Equality & Diversity; Financial; Human Resources; Human Rights; Legal; Safeguarding & Sustainability and where appropriate they have made reference to these implications and added suitable expert comment where appropriate.

4.1 There are no direct equalities implications arising from this report though as part of how we manage these services, we consider the tenants individual circumstances and work with them through our housing services team to achieve compliance.

4.2 There are no direct financial implications arising from this report.

4.3 Legal Implications (LEG2526/740)

This report is for noting only.

5.0 Community Plan – Alignment to Objectives

5.1 The performance of the housing service contributes to creating more and better-quality homes through our roles as landlord, developer and planning authority.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act.

None