

Report to: Policy & Performance Improvement Committee -1 September 2025

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Report Summary	
Report Title	Quarter 1 2025-26- Housing Compliance Assurance Report
Purpose of Report	To provide the performance position as of 30 June 2025 (Quarter 1) for Housing related compliance and update on activities in the service area.
Recommendations	That the Policy & Performance Improvement Committee note: <ul style="list-style-type: none"> a) the exceptions to performance of the housing service compliance functions; b) interim arrangements for monitoring damp and mould ahead of introduction of Awaab's Law; and c) the ongoing actions to improve and maintain performance.

1.0 Purpose of Report

- 1.1 This report provides Members with the performance of housing compliance services at the end of June 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) 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. Further information on the Council's responsibilities can be found here <https://www.gov.uk/government/publications/safety-and-quality-standard>.
- 2.2 Full details of these performance indicators along with associated commentary are included at **Appendix 1** to this report.

- 2.3 The Council's performance in the report is rated as set out in the table below - as recommended by external auditors and the Regulator of Social Housing:

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%	

- 2.4 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

- 2.5 Due to the move to the new Housing Management System, an interim reporting arrangement is in place as the new system is set up for Awaab's Law and the associated reporting arrangements required. This means a report drawn down all repairs with a reference to damp and mould, when Awaab's Law is in force, the details of repairs will be taken from a specific contractor code that relates only to damp and mould repairs.
- 2.6 The Council received a letter from the Government in June 2025 ahead of the introduction of new regulation relating to phase 1 of Awaab's Law and changes to electrical safety standards from the Autumn, which the Council are already preparing for. This will give strict timescales for the investigation and rectification of damp and mould. There are two further phases expected in 2026 and 2027 which will expand the scope of Awaab's Law.
- 2.7 For electrical safety, the inspection and testing regime for electrical installations moves from a best practice cycle of five years to a legal requirement, which the Council already works to. Whilst these changes are rolled out, the Council continue to prioritise keeping homes warm, safe and decent.

3.0 Performance Exceptions

3.1 Gas Servicing Domestic - AMBER

Gas servicing is now 99.67% compliant. There are 16 properties without a current gas safety certificate which is down by 56 from the end of March 2025.

A new process has been introduced, involving close collaboration with the contractor, tenancy officers, and our legal team to further reduce instances of no-access.

Further to feedback from Cabinet on 8 July 2025, the team are also reviewing the messaging to tenants who fail to give access and the intention to cap supply to ensure the wording in letters is clear.

3.2 Fire Safety Checks – RED

We have revised our programming for 106 blocks and 30 community centres, changing from a 3- and 5-year schedule to a 1- and 2-year schedule to meet updated fire safety standards. The new FRA programme is scheduled over an 18-month period and is on track, with 82 FRAs completed as of the end of June 2025.

Fire actions are being reviewed and completed weekly. As of August, 389 actions have been completed, with 206 with the contractor, 94 in progress, and only 2 awaiting review. The remaining FRAs will be completed between September 2025 and March 2026.

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

Type	Completed to date	September 2025 to March 2026
Blocks P1 & P2	52	8**
Blocks 3&4	0	54
Community Centres	30	0

** Annual FRAs

3.3 Fire Door Inspections – RED

The plan to deliver Fire Door Inspections and remedial works will be completed by mid-July. To date, 40 replacement doors have been identified, and a programme of works is in place to carry these out. Where access has not been gained, the contractor will continue attempts until 8th August. All communal doors have been accessed and will also be completed by mid-July. We remain on track with the programme.

3.4 Asbestos Domestic & Communal – RED

Our Asbestos Surveyor has completed a full compliance review. In January 2025, asbestos surveys were completed for all blocks and community centres. From 1st May 2025, the asbestos management process has been centralised under the compliance team for all housing surveys. The 49 garage blocks have been completed, and the 234 blocks with shared external parts (e.g., guttering, roofing) will be completed by the end of August 2025.

3.5 Water Safety

All communal spaces and community centres have valid Water Risk Assessments, and monthly water monitoring is being undertaken. A full review of domestic legionella has been completed. A pilot programme will begin in mid-September 2025 to undertake Domestic Legionella Risk Assessments and associated actions alongside the Gas Service. This will enable access to every property within the next year at a reduced cost compared to completing these separately.

3.6 Stair Lifts – AMBER & Hoists – RED

A full review has taken place for Stairlifts, and hoists and we are now showing an improvement in compliance with only one outstanding where tenants are in hospital.

3.7 EICR certifications less than five years old – AMBER

There are 20 properties without a valid EICR certificate (less than five years old). New processes and procedures have been introduced, with close collaboration between the contractor, tenancy officers, and our legal team to reduce this further.

3.8 Solid Fuel & Oil Servicing - RED

A full review has been conducted. Where compliance cannot be demonstrated, retesting is being arranged. The no-access process has been aligned with the Gas and EICR processes. New procedures have been introduced, again working closely with the contractor, tenancy officers, and our legal team to improve access and compliance.

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.

Equalities & Diversity Implications

- 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.

Financial Implications (FIN25-26/4260)

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

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.