



NEWARK & SHERWOOD DISTRICT COUNCIL

Report to: Cabinet Meeting: 9th December 2025

Portfolio Holder: Councillor Lee Brazier, Housing

Director Lead: Suzanne Shead, Director - Housing Health and Well Being

Lead Officer: Norman Emery, Compliance Manager, Housing Maintenance & Asset Management Business Unit

Report Summary	
Type of Report	Open report / Non-key decision
Report Title	Quarter 2 2025-26 - Housing Compliance Assurance Report
Purpose of Report	To provide the performance position as of 30 September 2025 (Quarter 2) for Housing related compliance and update on activities in the service area.
Recommendations	<p>That Cabinet note:</p> <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; andc) the ongoing actions to improve and maintain performance. <p>This links to two ambitions in our Community Plan: Ambition 2: Increase the supply of housing, in particular decent homes that residents can afford to buy and rent, as well as improving housing standards and, Ambition 7: Be a top performing, modern and accessible Council that get its everyday services right for the residents and businesses that it serves</p>
Alternative Options Considered	None.
Reason for Recommendations	To provide assurance on the work undertaken to ensure the safety of tenants and compliance with the regulatory standards.

1.0 **Background**

- 1.1 This report provides Members with the performance of housing compliance services at the end of September 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 at Policy and Performance Committee (PPIC) before being presented quarterly at Cabinet (Performance) to ensure there is oversight at Board level.
- 1.3 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>.
- 1.4 Full details of these performance indicators along with associated commentary are included at **Appendix 1** to this report.
- 1.5 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	Ratings detail 2024/25	Colour in Appendix Report
Green	100%	
Amber	98 – 99.9%	
Red	0 – 97.99%	

- 1.6 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

- 1.7 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 (Damp & Mould) and the associated reporting arrangements required. This means regular reports will produce to draws down all repairs with a reference to damp and mould. Post introduction of Awaab's Law, the team have a bespoke report for damp and mould repairs, ensuring our information on performance is as accurate as possible.

2.0 Proposal/Details of Options Considered

2.1 Gas Servicing Domestic - AMBER

Gas servicing is now 99.61% compliant. There are 20 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 to ensure the wording in letters is clear. Those who fail to give access need to be aware of the consequence of not allowing access, and our ability to cap their gas supply.

2.2 Fire Safety Checks – RED

We have revised our programming for 106 blocks and 31 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 Fire Risk Assessment (FRA) programme is scheduled over an 18-month period and is on track, with 100 FRAs completed as of the end of September 2025.

Fire actions are being reviewed and completed weekly. As of August, 389 actions have been completed, with 124 with the contractor, 58 in progress, and only 36 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	48	1**
Blocks 3&4	20	25
Community Centres	31	0

** Annual FRAs

2.3 Fire Door Inspections – RED

Fire Door Inspections is 100% completed and the resulting minor remedial actions completed whilst on site and major (door replacement, ironmongery, and glazing) are on schedule for completion by the end of December 2025. Fire Door Inspections to Flat entry doors we have managed to gain access and inspect 90% of fire doors and all remedial works completed whilst on site. To date, 53 replacement doors have been identified, and a programme of works is in place to carry these out. We remain on track

with the programme. We start a new regime of Fire Door Inspections at the start of January 2026.

2.4 Asbestos Domestic & Communal – AMBER

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) a full review has been completed.

2.5 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 commenced on the 3rd November 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 inspections separately.

2.6 Stair Lifts – AMBER & Hoists – AMBER

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.

2.7 EICR certifications less than five years old – AMBER

There are 20 properties without a valid EICR (Electrical Installation Condition Report) 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.

2.8 Solid Fuel & Oil Servicing - RED

A full review has been conducted and 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.

2.9 Damp & Mould - All cases are currently within the required timescales.

Please see appendix 2 at the end of this document

3.0 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.

3.1 Financial Implications - (FIN25-26/4260)

There are no direct financial implications arising from this report.

Equalities & Diversity Implications

3.2 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.

3.3 Legal Implications - LEG2526/8648

3.4 Cabinet is the appropriate body to consider the content of this report.

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 1972.

None

**Executive Summary Report of Corporate Property Compliance Service Date
1/10/2025 (Q2 Report)**

Presented by: Norman Emery

The report gives an executive summary of the current position of Housing compliance for the period from 01/07/2025 – 30/09/2025 (Q2)

Domestic Gas Services

Detail	No.	Q2 % Compliant	Q1	Comments
Total Number of Properties	5180	99.61%	99.67%	↓
No. Properties without a valid gas Certificate	20			7 properties within the legal process Remainder of no-access being managed through the pass back process including calls, knock-ons and SMS.
No. Properties with Long Term Cap	17			

Commercial Gas Services

Detail	No.	Q2 % Compliant	Q1	Comments
Total Number of Properties	6	100%	100%	
No. Properties without a valid gas Certificate				

Electrical installations

Detail	No.	Q2 % Compliant	Q1	Comments
Total Number of Properties	5855	99.52%	99.65%	↓
No. Properties without a valid EICR Certificate	28			4 properties within the legal process Remainder of no-access being managed through the pass back process including calls, knock-ons and SMS.
No of reportable of dangerous occurrences	0			
No of properties with C1s identified and outstanding	0			This information is not captured, because any C1 or C” is rectified at the time of the EICR producing a “Satisfactory” certificate upon completion.
No of properties with C2s identified and outstanding	0			As above

Note C1s = Require attention immediately as they present a danger to life.

Note C2s = Require recommended as they present a potential to cause harm.

Oil Servicing


Detail	No.	Q2 % Compliant	Q1	Comments
Total Number of Properties	92	99.52%	71.74%	↑
No. Properties without a	9			Properties transferred to Pheonix due to existing contract expiring. Remainder

valid Certificate				of no-access being managed through the pass back process including calls, knock-ons and SMS.
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Air Source Servicing

Detail	No.	Q2 % Compliant	Q1	Comments
Total Number of Properties	204	89.70%	83%	↑
No. Properties without a valid Certificate	21			No-access being managed through the pass back process including calls, knock-ons and SMS.




Solid Fuel



Detail	No.	Q2 % Compliant	Q1%	Comments
Total Number of Properties	9	100%	100%-	 2 Solid fuel appliances replaced
No. Properties without a valid Certificate				

LPG




Detail	No.	% Compliant	Q1	Comments
Total Number of Properties	1	100%	100%	
No. Properties without a valid Certificate	0			

Asbestos Management

Detail	No.	% Compliant	Q1	Comments
Total Number of Community Centres	30	100%	-	
Total Number of Blocks (medium/Low rise flats)	106	100%	-	
Total Number Communal Garages	49	100%	-	


Blocks without communal space other than shared roof space	234	98.29%	-	 2 properties due 2/10/2025
Domestic Properties	5786	84%	72%	 Full review taking place of Asbestos Surveys to update Asbestos Register following centralisation of compliance area.

Water Hygiene

Detail	No.	% Compliant	Q1	Comments
Total Number of Community Centres	30	100%	-	
Total Number of Blocks with Water Systems	3	100%		
Domestic Properties	5855	67%		 Multi Service Appointment being introduced to capture Water Hygiene/Legionella Risk Assessments with Gas Servicing for all domestic Properties

Fire Management

Detail	No.	% Compliant	Q1	Comments
Total Number of Blocks	106	100%	-	→ Following revised programme of FRAs from 3 & 5 year approach to 1 & 2 year approach. All FRAs for year one to be completed by March 2026. Currently 100 complete.
Total Number of Community Centres	31			
No of properties that are outside of the required testing and inspection routine periods, for emergency lighting	0			→
No of properties that are outside of the required testing periods, for fire alarms.	0			→
No of properties that are outside of the required testing and inspection				Note: as this area has been unknown. Previous reporting based on 888 Flat Entrance doors and 515 Communal. Now over 1800 have been inspected – communal door estimate

routine periods, for fire doors.				way out. Update – Awaiting the list of doors surveys that have been completed by the contractor.
No of properties that are outside of the required testing and inspection routine periods, for other fire equipment. (Dampers, Vents, Suppression systems, Hydrants and TR19 Cleans)	0			Review of sprinklers/misting and fall arrests taking place – The properties that have sprinkler or misting systems are – 19 A&B Beech Avenue – Gladstone House (Misting) – Broadleaves – 52&54 William Street. So, there are 6 Systems installed none are in contract for servicing and maintenance.
No of buildings which have fire remedial actions which have been identified from current fire risk assessments.				 <p>100 FRAs carried out</p> <p>9 number Properties – all actions complete</p> <p>823 Actions</p> <p>496 Complete</p> <p>Outstanding</p> <p>High Risk: 107 (27 in progress/67 issued to contractor/13 awaiting review/7 cancelled)</p> <p>Total Overdue: 95</p>

				<p>Medium Risk: 107 (72 issued to contractor/18 in progress/12 awaiting review/48 cancelled)</p> <p>Total Overdue: 97</p> <p>Low risk/Planned works: 17 (4 issued to contractor/10 in progress/4 cancelled)</p> <p>Total Overdue:11</p>
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Passenger Lifts

Detail	No.	% Compliant	Q1	Comments
Total Number of Properties	9	100%	100%	→
No of properties without a valid lift certificate.	0		-	

Stair Lifts

Detail	No.	% Compliant	Q1	Comments
Total Number of Properties	111	98.20%	99%	<p>↓</p> <p>Number of installs increased by 3.</p>
No of properties without a valid certificate.	2		-	Both properties with Tenancy Officer supporting access

Hoists

Detail	No.	% Compliant	Q1	Comments
Total Number of Properties	66	98.48%	98.30%	 No of installs increased by 5
No of properties without a valid certificate.	1		-	With Tenancy Officer supporting access

Auto Doors and mechanical systems

Detail	No.	% Compliant	Q1	Comments
Total Number of Properties	36	100%	-	
No of properties without a valid certificate.			-	

Air conditioning and ventilation systems

Detail	No.	% Compliant	Q1	Comments
Total Number of Properties	2	100%	-	
No of properties without a valid certificate.			-	

Other updates and information from the compliance.

Detail	Comments

The above report is an accurate summary record of the building compliance service delivery for the reported period.

Signed By: Norman Emery - Compliance Manager

Signed by: Craig Linacre – Heating Surveyor

Signed by: Vince Parr – Electrical Surveyor

Signed by: Dean McNulty – Asbestos Surveyor

Signed by: Jeremy Mitchell – Fire Surveyor

Appendix 2

Damp and mould service demand

April 2025 onwards

Repairs that reference damp and/or mould in the tenant's initial report to the customer service repairs team. The source report document will change from November 2025 following roll out of Awaabs Law, this data is based on a report extracted from NEC.

	April 25	May 25	June 25	July 25	Aug 25	Sept 25	Oct 25**	Nov 25	Dec 25	Jan 26	Feb 26	March 26	Running Total
Repairs Orders Received	11	12	28	40	10	127	118	96					442
Completed Repairs	40	17	83	113	54	66	55						428
P1 repairs completed	0	1	2	9	2	5	7	3					29
P2 repairs completed	32	9	56	83	36	53	44	2					315
P3 repairs completed	8	7	25	21	16	8	4	15					104

** Change in reporting due to inception of Awaabs Law.