



Report to: Policy & Performance Improvement Committee – 16 March 2026  
 Director Lead: Suzanne Shead - Director of Housing, Health & Wellbeing  
 Lead Officer: Wayne Fox – Business Manager Building Safety & Asset Investment

Report Summary	
<b>Report Title</b>	Quarter 3 2025-26 - Housing Compliance Assurance Report
<b>Purpose of Report</b>	To provide the performance position as of 31 December 2025 (Quarter 3) for Housing related compliance and update on activities in the service area.
<b>Recommendations</b>	<p>That Cabinet note:</p> <ul style="list-style-type: none"> <li>a) the exceptions to performance of the housing service compliance functions;</li> <li>b) interim arrangements for monitoring damp and mould ahead of introduction of Awaab’s Law; and</li> <li>c) the ongoing actions to improve and maintain performance.</li> </ul> <p>This links to two ambitions in our Community Plan:  <b>Ambition 2:</b> Increase the supply of housing, in particular decent homes that residents can afford to buy and rent, as well as improving housing standards and,  <b>Ambition 7:</b> Be a top performing, modern and accessible Council that get its everyday services right for the residents and businesses that it serves</p>
<b>Reason for Recommendation</b>	To provide assurance on the work undertaken to ensure the safety of tenants and compliance with the regulatory standards.

**1.0 Background**

This report provides Members with the performance of housing compliance services at the end of December 2025, focusing on exceptions performance, which is outside the Council’s target parameters.

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.

1.1 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>.

1.2 Full details of these performance indicators along with associated commentary are included at Appendix 1 to this report.

1.3 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%	

1.4 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

1.5 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 (Damp & Mould) and the associated reporting arrangements required. This means temporarily, the team will produce an ad hoc report that draws down all repairs with a reference to damp and mould, when Awaab's Law is in force, the system is set up to report automatically from a specific contractor code that relates only to damp and mould repairs, ensuring our information on performance is as accurate as possible.

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.

- 1.6 Changes in came into force from October 2025 requiring Social Landlords to issue new incoming tenants with a copy of the EICR within 28-days of their tenancy start date. To this effect the contractor has been instructed prior to the commencement date to provide a copy of the EICR within 28-days to tenants when an EICR or a re-wire is completed.

**2.0 Proposal /Options Considered**

**Gas Servicing Domestic - AMBER**

Gas servicing is now 99.84% compliant. There are 8 properties without a current gas safety certificate which is down by 20 from the end of September 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. To improve accessibility rates an Access Plan is being developed.

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.

**2.1 Fire Safety Checks – Amber**

The FRA’s for the 106 blocks and the 31 community centres has been completed and will now fall into the scheduled frequency of inspection.

Fire actions are being reviewed and completed weekly. As of December, 655 actions have been completed, with 142 with the contractor, 14 in progress, and 0 awaiting review. The remaining FRAs will be completed between January 2026 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	October 2025 to March 2026
Blocks P1 & P2	712	357
Blocks 3&4	558	256
Community Centres	146	46

**2.2 Fire Door Inspections – Green**

All Communal Fire Door Inspections have been carried out at and following the inspection 412 actions have been raised which have been rectified at the time of the visit. We have renewed 54 Communal Fire Doors within Q3.

We have inspected 64% of all Flat Fire Doors out a total of 676 fire doors, to improve inspection rate the access procedure is being finalised which will require the contractor to attempt to gain access on three occasions following appointment letters. We have renewed 20 Flat Fire Doors within Q3.

**2.3 Asbestos Domestic & Communal – AMBER**

There are no outstanding Asbestos Surveys within Community Centres, Block, or garages having achieved 100% compliance across these sites. Within our domestic

properties our current compliance rate is at 95.01% which we have a target of 100% compliance before the end of this financial year.

**2.4 Water Safety - AMBER**

All communal spaces and community centres have valid Water Risk Assessments, and monthly water monitoring is being undertaken. A multi-service programme commenced on the 1st of November 2025 to undertake Domestic Water Risk Assessments (WRA) and associated actions alongside the Gas Service. Currently the multi-service has completed 393 WRAs at the end of Q3, all properties visited moving forward will have a WRA undertaken and within a full year of service all domestic properties will have a WRA.

**2.5 Stair Lifts – AMBER & Hoists – AMBER**

A stairlifts are compliant and hoists is currently 97% compliant with two properties non-compliant one with in a tenanted property and a hoist within a void property where we are waiting on keys to be returned.

**2.6 EICR certifications less than five years old – AMBER**

There are 2 properties without a valid EICR certificate (less than five years old) with a non-compliance at 99.96%. We have one property with Legal, and we have an appointment on the remaining non-compliant property.

**2.7 Solid Fuel & Oil Servicing - RED**

Solid Fuel and Oil servicing compliance rates have improved with solid fuel currently at 90% compliant, and oil servicing compliance at 97.87%. Data held is under constant review improving asset data.

**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.

Implications Considered			
Yes – relevant and included / NA – not applicable			
Financial	N/A	Equality & Diversity	N/A
Human Resources	N/A	Human Rights	N/A
Legal	N/A	Data Protection	N/A
Digital & Cyber Security	N/A	Safeguarding	N/A
Sustainability	N/A	Crime & Disorder	N/A
LGR	N/A	Tenant Consultation	N/A

***Do not delete this table.***

**Financial Implications - (FIN25-26/4260)**

3.1 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.

### **Legal Implications**

3.3 There are no direct legal implications arising from 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