



Report to: Policy & Performance Improvement Committee – 6 July 2026
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Report Summary	
Report Title	Annual Compliance Update 2025-26 - Housing Compliance Assurance Report
Purpose of Report	To provide the end of year summary for financial year 2025-2026 for Housing related compliance and activities in the service area.
Recommendations	<p>That the Policy & Performance Improvement Committee note:</p> <ul style="list-style-type: none"> a) the exceptions to performance of the housing service compliance functions for the financial year 2025-2026; b) interim arrangements for monitoring damp and mould ahead of the introduction of Awaab’s Law; and c) the ongoing actions to improve and maintain performance. <p>This links to two ambitions in our Community Plan:</p> <p>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,</p> <p>Ambition 7: Be a top performing, modern and accessible Council that get its everyday service.</p>
Reason for Recommendation	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 for the financial year 2025 - 2026, focusing on exceptions performance, which is outside the Council’s target parameters.

- 1.1 The full performance summary is shared with SLT; the Portfolio Holder for Housing and discussed as a standard agenda item for the Tenant Influence & Assurance 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.

1.2 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>

1.3 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 includes a summary of the damp and mould cases for 2025 to 2026 outlining key operational metrics, including inspection volumes, works orders raised and completed, delivery timescales. Performance as a comprehensive overview of service delivery effectiveness and resource allocation.

1.5 Following the implementation of the new Housing Management System, interim reporting arrangements remain in place. Ensuring continued oversight of damp and mould activity while system functionality is embedded and aligned to emerging regulatory requirements. Transitioning to a more automated and consistent framework, to strengthen data quality and performance visibility whilst keeping in site Phase 2 impact. Phase 2’s implication will affect operational service deliverables and the development of Housing Management System.

1.6 Phase 2 of the Social Housing (Regulation) Act has a likely implementation date of October 2026, the purpose is to expand the scope of requirements to include additional Housing Health and Safety Rating System (HHSRS) hazards enforcing identified hazards to a statutory time-bound repair for:

- Excess cold / excess heat
- Falls (stairs, level surfaces)
- Structural collapse / explosions
- Fire and electrical hazards
- Domestic hygiene, pests and food safety

2.0 Performance Report Details

2.1 Gas Servicing Domestic – AMBER

Quarter	Compliance Rate	Non-compliant Properties at Quarter End	Movement
Q1	99.67%	16	Baseline position
Q2	99.61%	20	Slight reduction in compliance / increase in exceptions
Q3	99.84%	8	Improvement
Q4	99.94%	3	Strong year-end improvement

Across the year, gas servicing compliance has continued to improve, increasing from 99.61% to 99.94%, with non-compliant properties reduced from 20 to 3. This sustained progress reflects the introduction of strengthened processes, including enhanced collaboration between contractors, tenancy officers and legal services to address no-access cases. Targeted operational improvements, including the development of an Access Plan, have further supported compliance delivery. In response to Cabinet feedback, tenant communication has also been reviewed to ensure clarity regarding access requirements and potential enforcement actions. Robust controls are now in place, providing assurance that compliance levels will be maintained and that outstanding cases are actively managed to completion.

2.2 Fire Safety Checks – Amber

Across the year, the Fire Risk Assessment (FRA) programme was strengthened in line with updated safety standards, transitioning to a 1- and 2-year cycle and delivered through an 18-month programme. All 106 residential blocks and circa 31 community centres achieved 100% FRA completion, with assessments now embedded within a planned inspection regime. Fire safety actions were actively managed, increasing completions from 389 to 768, with all items reviewed and minimal actions outstanding. The programme remains on track, with a structured action plan in place to complete residual works and maintain full compliance across the portfolio.

2.3 Fire Door Inspections – Green

Across the year, the Fire Door Inspection programme was delivered in line with planned timescales, achieving full completion of all communal door inspections and associated remedial works. Early identification of defective doors led to a structured replacement programme, with 54 communal doors renewed and all inspection actions addressed at source. Progression of flat entrance door inspections increased from initial access challenges to 88.19% completion, supported by enhanced access procedures and engagement with Housing Teams. The programme remains effectively managed, with all communal risks mitigated and a clear pathway in place to achieve full inspection coverage of domestic fire doors.

2.4 Asbestos Domestic & Communal – AMBER

Quarter	Compliance Rate	Non-compliant Properties at Quarter End	Movement
Q1	Review of current position commenced prioritizing non-domestic blocks, garages, community centres.		Baseline position. Full compliance review completed. Surveys delivered for all blocks and community centres. Management process centralised under compliance (from 1 May 2025). Garage block programme completed, with remaining shared external surveys scheduled.

Q2	Review of current position ongoing		Programme continuation. No change in reported compliance position. Delivery ongoing for additional 234 blocks with shared external elements, targeting completion by end of August 2025.
Q3	95.01% (Domestic) / 100% (non-domestic blocks, garages, community centres)	Domestic 258 outstanding. Community Centres, Blocks, Garages 0 outstanding.	Significant improvement. Full compliance achieved across blocks, garages and community centres. Domestic portfolio at 95.01%, with targeted plan to reach 100% by financial year end.
Q4	98.41% (Domestic) / 100% (non-domestic blocks, garages, community centres)	Domestic 81 outstanding. Community Centres, Blocks, Garages 0 outstanding.	Continued improvement. Domestic compliance increased from 95.01% to 98.41%. Full compliance sustained across non-domestic housing assets. Final properties being progressed to achieve 100%.

Across the financial year, a comprehensive asbestos compliance review was completed, with surveys undertaken in January 2025 for all blocks and community centres. Management responsibility was centralised within the Compliance Team from May 2025, strengthening oversight. All garage blocks and shared external areas were surveyed, achieving 100% compliance across communal assets. Focus has progressed to domestic properties, with compliance improving from 95.01% to 98.41% by year end. A structured programme remains in place to deliver full 100% domestic compliance before the close of the financial year.

2.5 Water Safety - AMBER

Across the year, all communal areas and community centres maintained valid Water Risk Assessments, supported by ongoing monthly monitoring. A full review of domestic legionella risk was completed, followed by the mobilisation of a multi-service delivery model from November 2025, integrating Water Risk Assessments with the annual gas servicing programme. This approach has significantly improved access and efficiency, with 1,707 domestic assessments completed by year end. The programme is progressing well, with all properties scheduled to receive a Water Risk Assessment within a 12-month cycle, supporting full compliance across the housing portfolio.

2.6 Stair Lifts – AMBER & Hoists – AMBER

Across the year, a full review of stairlifts and hoists has resulted in sustained improvements in compliance. Stairlifts achieved and maintained 100% compliance by year end. Hoist compliance improved to 97.22%, with only one remaining non-compliant property due to access constraints, supported by Housing Team intervention. Instances of non-compliance throughout the year were minimal and primarily linked to access issues within tenanted or void properties.

2.7 EICR certifications less than five years old – AMBER

Quarter	Compliance Rate	Non-compliant Properties at Quarter End	Movement
Q1	99.65%	20	Baseline position. 20 properties without a valid EICR. New processes implemented with strengthened collaboration between contractor, tenancy officers and legal services.
Q2	99.52	28	No change in non-compliance numbers. Continued application of revised processes and cross-team working to drive improvement.
Q3	99.96%	2	Significant improvement. Reduction from 20 to 2 properties. One case progressed via legal action, with an appointment arranged for the remaining property.
Q4	99.96%	2	Position maintained at high compliance level. Legal action ongoing for one property, with remaining case scheduled for access.

Across the year, electrical compliance has significantly improved, with non-compliant properties reduced from 28 to just 2, achieving a compliance level of 99.96%. This improvement has been driven by strengthened processes and enhanced collaboration between contractors, tenancy officers, and legal services. Remaining non-compliant cases are actively managed, with one property progressing through legal action and an appointment secured for the final outstanding property. Robust controls are now in place to sustain compliance and ensure timely completion of Electrical Installation Condition Reports across the housing portfolio.

2.8 Solid Fuel & Oil Servicing - RED

Across the year, a full review of solid fuel and oil servicing was undertaken, with strengthened processes introduced to address non-compliance, including aligned no-access procedures with Gas and EICR programmes. Compliance improved through enhanced contractor and tenancy collaboration, with ongoing retesting where required. By year end, solid fuel compliance reached 90%, whilst oil servicing remained consistently high at 95.74%. Data quality and asset records have been subject to continuous review and improvement, ensuring greater accuracy and supporting sustained compliance management across these asset groups.

2.9 Damp & Mould

Between 27 October 2025 and March 2026, 386 properties reported damp and mould, resulting in 1,635 works orders being raised.

Performance against key targets has remained within acceptable parameters, with 81.97% of emergency works completed within target timescales and 73.46% of inspections undertaken within 10 working days.

To improve consistency and ensure compliance with the Housing Health and Safety Rating System (HHSRS), a formal triage process has been implemented. This supports proportionate decision-making in relation to inspections and remedial works, aligned to statutory requirements and best practice.

A dedicated mould and damp manager has been appointed to ensure appropriate governance, quality assurance, and ongoing compliance with regulatory expectations. Managing a team consisting of surveyors and operatives focusing on these cases achieving stated objectives.

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

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