

Report to: Policy & Performance Improvement Committee – 6 July 2026

Director Lead: Suzanne Shead, Director - Housing

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

Report Summary	
Report Title	Q4 Housing Compliance Update 2025-26 - Housing Compliance Assurance Report
Purpose of Report	To provide the performance position as of 31 March 2026 (Quarter 4) for Housing related compliance and update on 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; 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 at the end of March 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 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.

1.2 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 provides an overview of activity and performance in relation to damp and mould, including levels of demand, the volume of inspections undertaken, and the delivery of remedial works. This includes an assessment of timeliness and overall completion rates. Performance is considered across three broad categories aligned to the nature and complexity of cases, ranging from urgent issues requiring immediate intervention through to more significant planned works.

1.5 Following the implementation of the new Housing Management System, interim reporting arrangements are currently in place. This approach ensures continued oversight of damp and mould activity while system functionality is fully embedded and aligned to emerging regulatory requirements. As part of this transition, reporting will move to a more automated and consistent framework, strengthening data quality and performance visibility over time

1.6 Further phases of implementation are anticipated in October 2026, which will expand the scope of these requirements.

1.7 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 Performance Report Details

2.1 **Gas Servicing Domestic - AMBER**

Positive improvement has been achieved in domestic gas servicing, with compliance now at 99.94%. This represents a continued strengthening of performance, with only 3 properties currently without a valid gas safety certificate, reducing by 8 from the position reported at the end of December 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.

2.2 Fire Safety Checks – Amber

The FRA's for the 97 blocks and the 30 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 March, 768 actions have been completed, with 52 with the contractor, 20 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	January 2026 to March 2026
Blocks P1 & P2	100%	49 Sites
Blocks 3&4	100%	48 Sites
Community Centres	100%	30 Sites

2.3 Fire Door Inspections – Green

All Communal Fire Door Inspections have been carried out at and following the inspection 594 actions have been raised which have been rectified at the time of the visit. We have no Communal Fire Doors within Q4.

We have inspected 88.19% of all Flat Fire Doors out a total of 576 fire doors, difficult access properties are reviewed and communicated with Housing Team. No Flat Fire Doors within Q4 were replaced.

2.4 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 98.41% which we have a target of 100% compliance before the end of this financial year.

2.5 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 1707 WRAs at the end of Q4, all properties visited moving forward will have a WRA undertaken and within a full year of service all domestic properties will have a WRA.

2.6 Stair Lifts – AMBER & Hoists – AMBER

A stairlifts are 100% compliant and hoists is currently 97.22% compliant with 1 property non-compliant containing 2-hoists within the property, assistance in gaining access is being provided by Housing Team.

2.7 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.

2.8 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 95.74%. Data held is under constant review improving asset data.

2.9 Damp & Mould

KPI	Q4 Performance	SLT High-Level Commentary
<i>New damp & mould hazards reported (DMA + DMB + DMC) per 1,000 properties</i>	86.93	<i>High reporting volumes reflect improved identification, awareness, and reporting of damp and mould cases during Q4 rather than uncontrolled service failure. The statistics are showing that there is 1 hazard raised per 11.5 properties within the quarter.</i>
<i>Damp & mould hazards completed (DMA + DMB + DMC) per 1,000 properties</i>	59.73	<i>Completion volumes increased but did not fully match reported demand, resulting in a continued management focus on throughput and prioritisation.</i>
<i>Emergency damp & mould hazards (DMA) resolved within 24 hours</i>	82.22%	<i>Performance below target, although the majority of emergency cases were resolved within timescales. Capacity and competing demand pressures impacted achievement of full compliance.</i>
<i>Significant damp & mould hazards (DMB) initiated within 5 working days</i>	58.88%	<i>Performance impacted by high volumes and data cleansing requirements. Further refinement of prioritisation and pathway management is required.</i>
<i>Routine damp & mould hazards (DMC) initiated within 60 working days</i>	85.92%	<i>Stronger performance against routine cases, indicating improving control, though still below target as demand increased through Q4.</i>
<i>Non-emergency damp & mould hazards (DMB + DMC) initiated within target</i>	81.93%	<i>Combined non-emergency performance reflects pressure across both significant and routine categories, with improvement opportunity identified.</i>
<i>All damp & mould hazards initiated</i>	81.95%	

within target (DMA +
DMB + DMC)

Mitigation is being progressed through joint work between the Damp and Mould Team and ICT to develop a dedicated case management system. This will support improved tracking progression and, and oversight of damp and mould cases, strengthen the consistency of case progression, and provide better visibility of performance and outstanding actions to improve service delivery.

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

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.

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