

Report to: Cabinet – 15 September 2026

Portfolio Holder- Councillor Lee Brazier, Housing

Director Lead: Suzanne Shead, Director – Housing

Lead Officer: Wayne Fox, Head of Building Safety & Asset Investment

Report Summary	
Report Title	Q1 Housing Compliance Update 2026-27 - Housing Compliance Assurance Report
Purpose of Report	To provide the performance position as of 30 June 2026 (Quarter 1) for Housing related compliance and update on activities in the service area.
Recommendations	There are no recommendations arising from this report. The report is presented as a factual position statement to provide Members with an overview of housing compliance performance and related activity for the for Q1 for the financial year 2026-2027. That Cabinet note: a) the exceptions to performance of the housing service compliance functions; b) interim arrangements for monitoring damp and mould to comply with Awaab’s Law ; and c) the ongoing actions to improve and maintain performance. 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
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 June 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 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 for Awaabs Law are anticipated in October 2026, which will expand the scope of reporting requirements.

2.0 Performance Report Details

2.1 Gas Servicing Domestic - AMBER

Positive improvement has been achieved in domestic gas servicing, with compliance currently at 99.92%. This reflects a continued strengthening of performance, with only four properties currently without a valid gas safety certificate. The service is working proactively to reduce non-compliance further and to progress all outstanding cases.

The introduction of a revised process has strengthened collaborative working between the gas surveyor, tenancy officers, the contractor and the Business Administration Team. This approach is supporting the current performance position, with the ongoing objective of achieving and maintaining 100% compliance.

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 reviewed and completed weekly. As of June, 967 actions have been completed, with 36 with the contractor, 13 in progress, and 0 awaiting review. The remaining FRAs will be completed within Q2 of the financial year 2026-2027.

Please see table below with action plan for completion of the outstanding Fire Risk Assessments and due dates in 2026/27. Delivery of this programme is on track. One outstanding Priority 3 FRA is scheduled for completion prior to the end of August.

Type	Completed to date	April 2026 to June 2026
Blocks P1 & P2	100%	49 Sites
Blocks 3&4	99%	48 Sites
Community Centres	100%	30 Sites

2.3 **Smoke and Heat Detection - Green**

All smoke and heat detectors are checked as part of the wider heating system service and any faulty unit or units that have less than 13 months remaining life will be automatically replaced. This ensures that this area of compliance remains at **100%**. 3rd party audits are also undertaken to provide an additional layer of assurance.

2.4 **Fire Door Inspections – Red**

A total of 659 Communal Fire Door Inspections has been completed up to the end of the Q1 period, and 90.8% have been inspected and following the inspection 387 actions have been raised.

We have inspected 75.59% of all Flat Fire Doors out a running total of 598 flat fire doors inspected up till the end of Q1, difficult access properties are reviewed and communicated with Housing Team. No Flat Fire Doors within Q1 were replaced.

2.5 **Asbestos Domestic & Communal – AMBER**

There are no outstanding asbestos surveys for community centres, blocks or garages, with 100% compliance achieved across these sites. Domestic asbestos survey compliance currently stands at 98.8%. The remaining outstanding surveys relate to difficult-access properties where tenants have declined access for the survey to be completed.

Written contact has been made with the tenants concerned, and the Compliance Team continues to work with Housing colleagues to support access arrangements and progress the outstanding surveys.

2.6 Water Safety - AMBER

All communal spaces and community centres have valid Water Risk Assessments, and monthly water monitoring is being undertaken. The multi-service programme commenced on the 1st of November 2025 has completed 3223 WRAs at the end of Q1, the multi-service programme is on track and all properties visited will have a WRA undertaken in all domestic properties at the end of this calendar year.

2.7 Stair Lifts – AMBER & Hoists – AMBER

All stairlifts are currently 100% compliant. Hoist compliance stands at 97.41%, with the remaining outstanding items relating to access issues.

The Compliance Team continues to work proactively to secure access, with support from Housing colleagues, to complete the outstanding inspections and improve the compliance position.

2.8 EICR certifications less than five years old – GREEN

There are no properties without a valid EICR certificate (less than five years old) with compliance at 100%.

2.9 Solid Fuel & Oil Servicing - RED

Solid Fuel and Oil servicing compliance rates have not changed with solid fuel currently at 90% compliant, and oil servicing compliance at 98.94%. Data held is under constant review improving asset data.

2.10 Damp & Mould

KPI	Q1 Performance	SLT High-Level Commentary
New emergency hazards reported per 1	289.13 (1,627 properties)	A total of 1,627 new emergency hazards were reported during Q1, equating to 289.13 cases per 1,000 properties. This demonstrates continued demand for responsive intervention and reflects the service's proactive identification and management of potential risks to residents.
New significant damp and mould hazards reported per 1,000 properties	17.27 (94 properties)	During Q1, 94 significant damp and mould hazards were reported, equating to 17.27 cases per 1,000 properties. The volume highlights the ongoing focus on identifying and addressing property condition issues in line with regulatory expectations and tenant safety requirements.
Percentage of significant damp and mould hazards investigated within 10 working days	77.99%	The service investigated 77.99% of significant damp and mould hazards within the 10-working-day target during Q1. While this reflects a strong commitment to timely intervention, further improvement is required to achieve consistent compliance with target timescales.

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.

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