

Cheltenham Borough Council

Cabinet Housing Committee - 1 June 2026

Compliance Performance Data to 30 April 2026

Accountable officer:

Claire Hughes – Director of Governance, Housing and Communities

Executive summary:

The purpose of this report is to provide the Cabinet Housing Committee with data relating to the council's compliance position as at the end of April 2026.

Recommendations:

For Cabinet Housing Committee to note the report

April 2026 Compliance Data

Gas servicing

Currently reporting six overdue gas service for up until the end of April.

- 2 have appointments booked in for May.
- 1 has an injunction order in place, currently awaiting a contempt of court hearing date.
- 2 have had legal packs submitted, awaiting court dates for these.
- 1 has a court hearing set for the 4th June.

5-year Electrical Inspection Condition Reports (EICR)

There are currently ten overdue domestic electrical inspections and one communal.

- 5 properties are void and therefore do not have a valid EICR certificate, the risk here is minimal due to the properties not being inhabited.
- 1 has a joint appointment booked with our gas servicing contractor at the tenant's request

and has been booked in for May.

- 4 are currently all within the legal process following three no access appointments.
- 1 communal EICR is awaiting sign off from the electrical supervisor and will remain showing on the overdue report until this has been done.

** There are two anomalies on this month's report which show two asbestos surveys being overdue. This information is incorrect and has been flagged to IT.**

Fire Risk Actions

The current FRA programme is set up to run over a four-month period with 226 orders for FRA's being raised in September to be completed by the end of January. A result of this condensed programme has been a sudden influx of fire risk actions.

The compliance team forward plan includes reprofiling the FRA programme so that this is a continual rolling programme to ensure that these are evenly spread. This will relieve the pressure on our internal team and contractors when fire actions are raised in future.

In the month of April, a total of 124 fire risk actions were completed and closed.

We currently have 83 overdue Fire Risk Actions

6 High Risk Actions –

- 2 actions relate to compartmentation works which are in progress with the contractor – the presence of fire detection systems ensure that appropriate mitigations are in place.
- 1 action relates to an unauthorised structure that has been constructed in the outside space from the flat. The tenancy management team are working with the tenant to remove this and will conduct regular checks to ensure that there is no further hazard.
- There is a high-risk action which requires a combustible item to be removed from the bin store. Environmental Health and the police have been contacted to assist with moving the item – regular checks on the area will mitigate the risk here.
- 1 tenant front door needs replacing as this has been damage beyond repair. The door has been ordered by our contractor, and a temporary fix has been completed. Our fire door inspector will conduct regular checks on this property and is looking into whether a nominal fire door can be fitted to mitigate the risk further.
- 1 tenant front door requires a new door closer and has been booked in for the first week of May.

72 Medium Risk Actions

- All actions are currently sat with contractors awaiting completion. These are monitored on a weekly basis, and updates are provided to the compliance team.

4 Low Risk Actions

Legacy fire risk actions – There are five remaining legacy fire actions to complete.

Fire Doors

- There are 2 door actions remaining. Both doors have been installed; however, we are awaiting certification to be received before closing the action.

Compartmentation

- Four schemes have outstanding compartmentation works.
 1. Goldfoot House – 98% of work is complete.
 2. Popes Close – Work due to be completed May 2026.
 3. Lynworth Court – Work to begin after Popes Close completes.
 4. Barlow Road – The final stage of the legacy compartmentation works and will begin after Lynworth Court is complete.

Damp, Mould and Condensation (DMC)

- Currently 100% compliant on all Awaabs Law response timescales.
- 2 significant hazards have been reported in April with both cases being dealt with in line with Awaabs Law.

Reporting Period Year: 2026

Reporting Period Month: Apr

COMPLIANCE: SNAPSHOT: DMC Master KPI Report

Compliance Area	DMC Compliance Report							
	Snapshot			Compliance		Non-Compliance		Performance Indicator
	Period Year	Period Month	This Month	Total Number In Date	Total In Date %	Total Number Overdue	Total Overdue %	
Current number of open cases.	2026	5	45	-	-	-	-	Not Applicable
Current number of new cases.	2026	5	21	-	-	-	-	Not Applicable
Current number of closed cases.	2026	5	41	-	-	-	-	Not Applicable
Total number of emergency hazards.	2026	5	0	-	-	-	-	Not Applicable
Total number of significant hazards.	2026	5	2	-	-	-	-	Not Applicable
% of cases with report sent within 3 working days.	2026	5	-	7	100.00%	0	0.00%	Compliant
% of inspections completed within 10 workings days.	2026	5	-	31	100.00%	0	0.00%	Compliant
% of emergency cases acted on in 24 hours.	2026	5	-	0	100.00%	0	-	Compliant
% of significant hazard remedial works started within 5 working days.	2026	5	-	2	100.00%	0	0.00%	Compliant
% of significant hazard remedial works started within 12 weeks.	2026	5	-	2	100.00%	0	0.00%	Compliant
Total number of emergency hazards currently open	2026	5	0	-	-	-	-	Not Applicable

Performance as at: 30/04/2026 18:05:06

Period Year: 2026

Period Month: April

Compliance Scorecard

Compliance Area	Compliance					Non-Compliance		Performance Indicator
	Total Stock On Programme	Total Stock Off Programme	Completed this month	In Date #	In Date %	Overdue #	Overdue %	PI
Gas Safety								
Landlords Annual Gas Safety Check (Domestic)	4411	311	-	4405	99.86%	6	0.14%	Non Compliant
Annual Commercial Gas Safety Check	13	532	-	13	100%	0	0%	Compliant
TSM (CBC) - Proportion of Homes for which all required gas safety checks that have been completed	4328	279	-	4322	99.86%	6	0.14%	Non Compliant
TSM (CBH) - Proportion of Homes for which all required gas safety checks that have been completed	83	32	-	83	100%	0	0%	Compliant
Electrical Installation Condition Reports (EICR)								
Electric - EICR (Domestic)	4628	94	-	4616	99.74%	12	0.26%	Non Compliant
Electric - EICR (Communal)	341	204	-	341	100%	0	0%	Compliant
Fire Safety								
Fire Risk Assessments High Risk Blocks	69	476	-	69	100%	0	0%	Compliant
Fire Risk Assessments Lower Risk Blocks	378	167	-	378	100%	0	0%	Compliant
Urgent Risk Fire Actions			0			0		Not Applicable
High Risk Fire Actions			5			6		Not Applicable
Medium Risk Fire Actions			97			72		Not Applicable
Low Risk Fire Actions			22			5		Not Applicable
TSM (CBC) - Proportion of Homes for which all required fire risk assessments have been carried out.	2480	2127	-	2480	100%	0	0%	Compliant
TSM (CBH) - Proportion of Homes for which all required fire risk assessments have been carried out.	29	86	-	29	100%	0	0%	Compliant
Lift Servicing and LOLER								
Communal Lifting Equipment (LOLER)	13	532	-	13	100%	0	0%	Compliant
TSM (CBC/CBH) - Proportion of Homes that require LOLER inspections that have been completed	313	4409	-	313	100%	0	0%	Compliant

TSM (CBH) - Proportion of Homes that require Legionella checks that have been completed	0	115	-	0		0		Compliant
Asbestos								
Properties with a valid asbestos survey (Communal)	360	185	-	358	99.44%	2	0.56%	Non Compliant
TSM (CBC) - Proportion of Homes that require asbestos management surveys that have been completed	2245	2362	-	2240	99.78%	5	0.22%	Non Compliant
TSM (CBH) - Proportion of Homes that require asbestos management surveys that have been completed	0	115	-	0		0		Compliant

Appendix 1: Risk Assessment

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
1	If there is ineffective management of property compliance then this will result in regulator intervention and reputational damage.	Director of Governance, Housing and Communities	5	1	15	Reduce (reduced to 9)	<ul style="list-style-type: none"> - Effective oversight of property compliance performance by senior officers, Cabinet and Housing cabinet committee. - Robust delivery model for each of the big 6 property compliance areas + DMC. - Ensure delivery meets property compliance policy - Assurance processes to ensure delivery meets legal requirements and compliance monitoring group - two independent assurance attend (housing quality network and Penningtons for 6 months) - Compliance strategy developed. Policies and procedures are in place and full data validation exercise conducted - Compliance scorecard and performance framework developed and in place - Regulatory Compliance Manager in place 	Director of Governance, Housing and Communities	Sept 2026