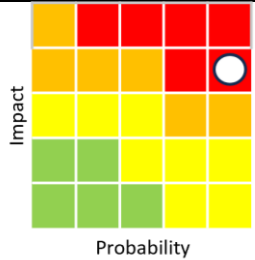
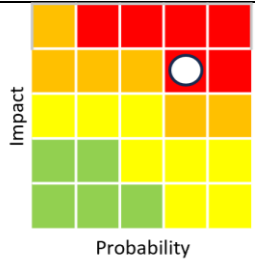
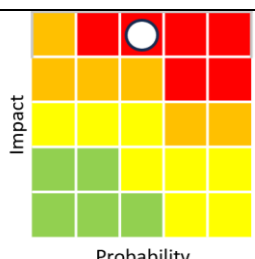
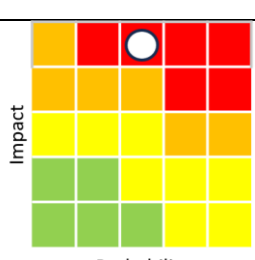
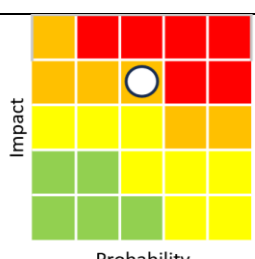


Cheltenham Borough Council – Strategic Housing Risk Register – 1 February 2025

Ref	Status	Risk Details	Risk Manager	Current Assessment	Change from Last Assessment	Risk Action	Current Control Details	Review Date
CH3		Stock Condition Data - If there is a failure to maintain accurate, in date stock condition data then this means we are unable to plan spend, evidence investment, demonstrate accurate decent homes data and provide assurance that tenant's homes are safe.	Paul Jones	Impact - 4 Probability - 4 Score - 20	↓ Probability reduced due to controls now in place.	Reduce	<ul style="list-style-type: none"> - Effective oversight of property compliance performance by senior officers, Cabinet and Housing cabinet committee. - Maintaining up to date stock condition data. - Using data to prioritise property investment and address decency / H&S issues. - Effective use of resources 	28/02/2025
CH2		Property Compliance - If there is ineffective management of property compliance then this will result in regulator intervention and reputational damage.	Paul Jones	Impact - 4 Probability - 4 Score - 16	↔ No change	Reduce	<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 + damp, mould, and condensation. - Ensure delivery meets property compliance policy. - Development of systems to evidence delivery through consistent data and record keeping. - Assurance processes to ensure delivery meets legal requirements. 	28/02/2025
CH6		Housing Regulatory & Legal Requirements - If we fail to meet regulatory and legal requirements, specifically the Regulator for Social Housing consumer standards and the Housing Ombudsman Complaints Handling Code then this may result in intervention and reputational damage.	Claire Hughes	Impact - 5 Probability - 3 Score - 15	↓ Probability reduced due to mitigations now in place and response from Regulator.	Reduce	<ul style="list-style-type: none"> - Self-referral made to regulator – no regulatory judgment issued. - Effective oversight of regulatory performance by senior officers, Cabinet and Housing cabinet committee. - Delivery of Consumer Standard Improvement Plan - External expertise in place to support compliance with the standards including mock inspection. - Annual self-assessment of compliance with the Complaints Handling Code (published to tenants and HO). 	28/02/2025
CH4		Housing Properties Health & Safety - If we do not manage health and safety management of our housing properties, then we may be putting tenant at risk of serious injury or death.	Paul Jones	Impact - 5 Probability - 3 Score - 15	↔ No change	Reduce	<ul style="list-style-type: none"> - Clear health & safety procedures in place with evidence these are followed. - Regular independent assurance that health and safety is being management effectively. - Effective oversight of health and safety performance by senior officers, Cabinet and Housing cabinet committee. 	28/02/2025
CH5		Tenant Satisfaction - If there is a decline in the quality of services delivered to tenant's, then this may result in reduction in customer satisfaction (evidenced through the TSMs) affecting the quality of life experienced by residents in Cheltenham and leading to referral to the Housing Ombudsman and/or Regulator for Social Housing.	Claire Hughes	Impact - 4 Probability - 3 Score - 12	↔ No change.	Reduce	<ul style="list-style-type: none"> - Effective oversight of service delivery performance by senior officers, Cabinet and Housing cabinet committee. - Review and monitoring of service standards. - Effective tenant voice and listening and acting on tenant feedback. - Learning from complaints. - Review of nation TSM data 	28/02/2025

CH7		<p>Management of void properties - If the management of void properties does not improve then this will lead to increased costs associated with additional use of temporary accommodation, reduced rent collection and failure to comply with the statutory timescales in relation to the use of temporary accommodation</p>	Claire Hughes	<p>Impact – 3 Probability – 3 Score – 9</p>	New Strategic Housing Risk	Reduce	<ul style="list-style-type: none"> - Procuring new contractors to carry out void work - Active monitoring of turn around times - Interim manager in place to provide additional support and guidance 	28/02/2025
CH1		<p>Housing Revenue Account - If the housing revenue account becomes unviable then this may result in the council being unable to fund service delivery, investment in existing homes and the delivery of new housing.</p>	Gemma Bell	<p>Impact - 4 Probability - 2 Score - 8</p>	<p style="text-align: center;">←→ No change.</p>	Reduce	<ul style="list-style-type: none"> - Ensure effective controls are in place. - Ensure effective controls are in place. - Ensure 30 year HRA financial model is in place and is reviewed and updated by regular stress testing. 	31/03/2025