

Cheltenham Borough Council

Cabinet Housing Committee – 11 June 2025

Property Compliance Report

Accountable member:

Cllr Flo Clucas, Cabinet Member for Housing and Customer Services

Accountable officer:

Paul Leo – Interim Director of Housing Transformation

Executive summary:

The Property Compliance KPI Report (Appendix 1) outlines the compliance status as of 31 May 2025. It includes an explanation of actions together with proposed plans for addressing areas of non-compliance related to gas, electrical, water, fire, asbestos, lift safety, and the management of damp, mould, and condensation in council homes.

93 fire risk actions are now overdue. Of these, 17 are high risk. Mitigating actions have been taken to reduce the risks and increased monitoring of outstanding actions is taking place to ensure these actions are completed.

Recommendation:

To note and understand the position regarding compliance with statutory and regulatory requirements

1 Background

1.1 The Council's top priority is to ensure the health and safety of its residents. This commitment is demonstrated through compliance with relevant legislation and the updated Consumer Standards established by the Social Housing (Regulation) Act 2023, which took effect on 1st April 2024.

2 Compliance Report

- Appendix 1 presents the KPIs relating to the individual areas of compliance as at 31 May 2025, as follows:
- **Gas safety** – Although Performance remains good, 1 boiler did not have an up to date gas safety certificate at 31 May. The gas supply is capped and an application for an injunction has been made

and is awaiting a court hearing date.

- **Fire safety** –The number of outstanding and overdue actions has reduced from 98 at end February to 93 at end of May and 17 of these are classed as high priority. Unfortunately, progress on completing the actions has not been satisfactory and increased active monitoring of each case has been instigated. Twice weekly meetings with the responsible officers are reviewing all outstanding actions. Additional surveyors have started and will focus on compliance issues.
- Measures to mitigate outstanding actions have been taken as appropriate. All locations with outstanding actions are being visited and checked in the next 21 days to ensure that the mitigation actions remain appropriate. A verbal update will be given at the meeting.

Electrical safety - Progress has been made in gaining access to undertake electrical safety inspections based on a 5-year cycle. All void properties that do not have a hard-wired smoke detector are now having battery detectors installed temporarily to ensure compliance.

- **Asbestos safety** – 33 properties are awaiting re-inspection. This number has increased during the period when a new contractor was mobilised. The outstanding re-inspections will be completed by mid-June.
- **Water safety** -There are no outstanding legionella risk assessments or actions.
- **Lift safety** – All lift safety inspections remain in date, with no outstanding remedial actions.
- **Damp mould and condensation (DMC)** – The number of cases has reduced as expected as the weather has become warmer and drier. There are no category 1 issues outstanding. The number of cases peaked at 352 during the first week of April and as of 31 May, it had reduced to 209. A more detailed breakdown of cases will be brought to a future meeting of the committee.

An update on the latest compliance position will be provided at the meeting.

3 Further Review of Compliance Policies and Information

3.1 A number of additional actions are in progress to provide additional assurance of the Council's compliance position.

3.2 Pennington Choices, a specialist consultancy, have been carrying out a review of all the Council's housing property compliance policies. A detailed workshop on current practice and future options has taken place and revised policies are presented to this committee as a later agenda item for consideration and recommendation to Cabinet. As part of this exercise, the compliance processes will also be reviewed and revised to improvement and ensure that they follow best practice.

3.3 Pennington Choices have also been commissioned to carry out a data validation exercise to:

- verify that the Council's compliance programmes align with asset and data reporting,
- ensure all required properties are included on relevant compliance programmes or have documented reasons for exclusion,
- confirm the accuracy of inspection dates and records, ensuring the dates of the last and next due inspections are accurate

- provide the leadership team and members with assurance on the robustness and accuracy of compliance data management.

3.4 Two external “critical friends” from Pennington Choices and Housing Quality Network are attending the regular compliance meetings to provide additional scrutiny of the compliance reporting.

3.5 Information for compliance reports is now being extracted directly from the QL Housing Management System for compliance reports to reduce manual intervention and to improve the turnaround of these reports. This is currently being implemented and will mean that the format of reports will change and improve over the next few months.

4 Key risks

4.1 Instances of non-compliance present an increased health and safety risk to residents, potential for Regulatory or legal action and as a result reputational risk. It is therefore essential that the extent and nature of any non-compliance is understood with supported robust plans in place to move to a position of compliance

Report author:

Paul Leo, Interim Director of Housing Transformation paul.leo@cheltenham.gov.uk

Appendices:

- i. Property Compliance KPI Report 31 May 2025
- ii. Risk Assessment

Appendix 2: Property Compliance KPI Report**Period of reporting: at 31st of May 2025**

Please find below the report from all areas and owners of data / commentary.

Workstream		Total No. properties in programme	No. compliant properties	No. non-compliant properties	Compliance %	Direction of travel
Gas safety	Domestic Boiler LGSR	4269	4268	1	99.97	Up
	Commercial schemes LGSR	6	6	0	100.00	Down
	TSM: Percentage of Gas Safety Checks Compliant (properties)	4426 Including CBC & CBH properties	4425 (with the non-compliant property being of CBC ownership)	1	99.97	Down
	Properties requiring gas safety check in next 3 months	475				
		No. tenanted homes capped	No. tenanted homes capped over 3 months			
	Properties with capped gas	65	34	All 34 over 3 months have actions raised to TMO's to manage		Up
		No. of overdue LGSR				
	Overdue LGSR <1 month	1	This 1nr that is non-compliant was previously capped off on 20.05.24. An application for an injunction for access is being processed by one legal, awaiting a court hearing date.			Up
	Overdue LGSR 1-3 months	0				Static
	Overdue LGSR >3 months	0				Static

Workstream		Total No. properties in programme	No. compliant properties	No. non-compliant properties	Compliance %	Direction of travel
Fire safety	FRAs - blocks	447	447	0	100.00	Static
	TSM: Percentage of homes covered by compliant fire risk assessments	Compliance scorecard is reporting 2511	Compliance scorecard is reporting 2511	Compliance scorecard is reporting 0	100.00	Static
		High risk actions	Med risk actions	Low/planned risk actions	Total	
	Overdue FRAs remedial actions < 3 months	1	2	0	3	Up
	Overdue FRAs remedial actions 3-6 months	0	0	0	0	Static
	Overdue FRAs remedial actions 6-12 months	0	0	0	0	Down
	Overdue FRAs remedial actions >12 months	16	53	21	90	Up
	Total	17	55	21	93	Up
Comments	<p>All required FRAs remain in date with none due for renewal until Oct 2025</p> <p>47 FRA actions with contractor consisting of 77 door replacements plus 2 compartmentation works</p> <ul style="list-style-type: none"> 43 Fire doors fitted (The certification is being reviewed by specialist contractor to ensure compliance). The fitted doors that have been inspected have been found to be satisfactory. The risk rating for these actions will be reviewed to ensure they are appropriate. 6 (1+5) Doors delivered and booked/being booked to fit 					

- 20 Doors on order for deliver by 02/07/25 (contractor informed of 1 month delay)
 - 3 To be ordered following further advice.
 - 1 Doors on order for deliver by 16/06/25
 - 3 Re-orders
 - 1 Nr No Access – CBC's RLO assisting
- Total 77

Compartmentation:

- 1 -Awaiting report from specialist contractor to confirm no work required
- 2 -Awaiting door replacement before work us undertaken (doors on order)

20 FRA actions relate to windows within escape routes. There are 76 windows needing replacing, one per flat. Architype surveys will identify where extract fans can be fitted to provide alternative means of ventilation. Electrical contractor will be instructed to install extract fans.

20 FRA's relate to fire stopping, compartmentation, misc. of which 9 to be delivered by specialist contractor to be procured via the framework. All other actions being reviewed at status meetings to ensure mitigation in place and required work is completed. An update will be available at the meeting.

Workstream		Total No. properties in programme	No. compliant properties	No. non-compliant properties	Compliance %	Direction of travel
Electrical checks	5-year EICR domestic testing cycle	4,630	4,612	18	99.61	Up
	10-year EICR domestic testing cycle	8	8	0	100.00	Static
	Communal EICRs	341	340	1	99.70	Up
	EICRs overdue against 5-year cycle	<2 years	2 -3years	3-4 years	4 -5 years	>5 years
		18	0	0	0	0
		Overdue high risk C1 (danger to life)	Overdue med risk actions C2 (potentially dangerous)	Overdue high risk C1 (danger to life)		
	Overdue electrical remedials <3 months	0	0	0		
	Overdue electrical remedials 3-6 months	0	0	0		
	Overdue electrical remedials 6-12 months	0	0	0		
	Overdue electrical remedials >12 months	0	0	0		
	Electrical safety inspections due in next 3 months	None are due within the next 3 months				

Comments	4638 properties currently qualifying for and EICR test (10 and 5 year) <ul style="list-style-type: none"> Of 18 properties outstanding: <ul style="list-style-type: none"> 12 are New Acquisition/Buybacks and the test will be completed as part of the void works 6 are Major Voids and the work is planned in 					
		Total No. properties in programme	No. compliant properties	No. non-compliant properties	Compliance %	
Smoke and CO alarms	Smoke detectors/alarms	4646	4643	3	99.91	Down
	CO detectors/alarms	4270	4260	10	99.76	Static
Comments	<p>Domestic Fire detection smoke detectors/alarms</p> <p>There are currently 3 properties that are showing as non-compliant.</p> <p>2nr – Properties are derelict, and confirmation is awaited so that these can be removed from this report 1nr – Property has a smoke alarm but there is a change of component. A request to add this component to the report has been sent to the relevant team</p> <p>Carbon monoxide CO detectors/alarms</p> <p>There are 10nr Properties without a CO Detector</p> <p>2nr - Gas meter has been capped off for 2yrs+ (gas appliances not in use) 7nr - Gas meter has been capped off for 2yrs+ (no gas appliances in property) 1nr - New Acquisition VOID gas meter capped (no risk) - unable to access cupboard where boiler is located at present time to check</p>					
PAT Testing	Temp furnished properties with up-to-date PAT tests	All x 21 up to date				Static

--	--	--	--

Workstream		Total No. properties in programme	No. compliant properties	No. non-compliant properties	Compliance %	Direction of travel
Asbestos safety	Asbestos re-inspections – non-domestic areas - blocks	359	329	33	90.8	UP
	Asbestos re-inspections – garage blocks	77	77	0	100.00	Static
	TSM: % asbestos safety checks compliant (no properties affected)	2410				
	Overdue asbestos re-inspections <3 months	33				Up
	Overdue asbestos re-inspections 3-6 months	0				Static
	Overdue asbestos re-inspections 6-12 months	0				Static
	Overdue asbestos re-inspections >12 months	0				Static
	Asbestos block re-inspections due in next 3 months	24				Up
	Asbestos garage re-inspection -due in next 3 months	68				Up

Comment	<p>329 surveys are in date with 33 overdue because of issues with the new surveying contractors facilitating the bulk of legacy orders raised with them. The number is reducing and will be completed by mid-June.</p> <p>We then expect the new contract arrangements will deliver all surveys within the target date going forward.</p>
----------------	---

Workstream		Total No. properties in programme	No. compliant properties	No. Non - compliant properties	Compliance %	Direction of travel
Water safety	Legionella risk assessments	24	24	0	100.00	Static
	Legionella risk assessments due in the next 3 months	0	Current LRA's will not be due until Nov/Dec 2025			Static
		No. high risk remedials	No. medium risk remedials	No. low risk remedials	Total	
	Overdue water safety remedial actions <3 months	0	0	0	100.00	Static
	Overdue water safety remedial actions 3-6 months	0	0	0	100.00	Static
	Overdue water safety remedial actions 6-12 months	0	0	0	100.00	Static
	Overdue water safety remedial actions >12 months	0	0	0	100.00	Static
	Total	0	0	0	100.00	Static
Comments						

Workstream		Total No. properties in programme	No. compliant properties	No. non-compliant properties	Compliance %	Direction of travel
Lift safety	Passenger lifts (LOLER) servicing	16	16	0	100.00	Static
	TSM: % lift safety checks compliant (no properties affected)	262	262	0	100.00	Static
	No. stair lifts/through floor lifts with current LOLER certificate	70	70	0	100.00	Static
	LOLER inspections due in the next 3 months	0	None due over the next 3 months			Static
		High Priority	Medium Priority	Low Priority	Total no. Overdue actions	
	Overdue remedial actions <3 months	0	0	0	0	Static
	Overdue remedial actions 3-6 months	0	0	0	0	Static
	Overdue remedial actions 6-12 months	0	0	0	0	Static
	Overdue remedial actions >12 months	0	0	0	0	Static
Comments						

Workstream		No. open cases	Open cases categorised as HHSRS Category 1	Direction of travel
Damp Mould & Condensation	Damp and mould cases	209	0	Down
Comments	There are currently no DMC HHSRS Cat 1 cases. Work is taking place to provide a more detailed breakdown of the numbers.			

Appendix 2: 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 statutory requirements in relation to property compliance are not met then in the event of an accident CBC could be held liable		3	3	9	Reduce	Improve performance monitoring	Paul Leo	September 2025
2	If fire safety actions are not completed then the risk of serious injury or death in the event of fire increases		4	3	12	Reduce	Complete outstanding actions and bring forward new FRAs to avoid actions going out of date	Alan Coates	July 2025
3	If overdue electrical checks are not undertaken there is a risk that there are electrical installations that are unsafe		4	2	8	Reduce	Progress with legal action to gain access	Paul Leo	July 2025
4	If gas safety checks are not undertaken, then there is a risk of unsafe		4	2	8	Reduce	Continue to take prompt action where safety checks are	Alan Coates	July 2025

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
	appliances						outstanding		
5	If the asbestos register is incomplete or not appropriately shared		4	2	8	Reduce	Improve systems and sharing data with new contractors	Alan Coates	July 2025