

Cheltenham Borough Council

Cabinet Housing Committee 21 January 2026

Compliance Performance Data to 31 December 2025

Accountable member:

Cllr Flo Clucas, Cabinet Member for Housing and Customer Services

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 December 2025.

Recommendations:

1. For committee to note the report
-

1. December 2025 Compliance Data

1.1 Compliance report exceptions

1.1.1 **Gas servicing** - Our current compliance position for gas stands at four properties without a valid landlord's gas safety certificate.

- The court have granted an eviction for one property for lack of access; this is due on the 7th January and the gas will be capped following this.
- One property has a court hearing set for 14th January for an injunction for access.
- We are working with the TMO for access to a property and an appointment has been set for the 9th January.
- One property has now had three no access appointments and a legal pack is being drafted to apply for an injunction for access.

1.1.2 5-year Electrical Inspection Condition Reports (EICR) - Our current position for EICR's (5-year programme) stands at 10 overdue inspections, this is an increase of two since the last report.

- 7 properties are awaiting void works to be completed before EICR's can be completed.
- 1 disrepair case which is currently going through legal proceedings.
- 1 hoarding case which has meant the EICR cannot be completed, assistance is being provided by the Housing Team and additional alarms have been provided as mitigation in the interim.
- 1 property is awaiting certification sign off.

1.1.3 Fire Risk Assessments - There are sixty-two FRA's out of target.

- Forty-six were completed in December but we are awaiting FRA reports to be sent by our contractor once received these can be marked as completed.
- Sixteen are scheduled for completion by the 12th January 2026.

1.1.4 Water Hygiene – One risk assessment is showing as overdue; however, this has been completed, and we are awaiting certification from our contractor.

1.2 Additional comments

1.2.1 We currently have a total of 75 capped gas supplies.

1.3 Current Fire risk actions

1.3.1 There are currently 30 fire actions showing past their due date. An increase in Fire Risk Assessments being conducted have influenced this figure.

- 9 High Risk
 - 7 actions relate to electrical installations which require fire resisting enclosures – currently in discussions with National Grid. In mitigation, escape routes will be kept clear and there will be an increase in communal area monitoring. The smoke detection system will also undergo increased checks to ensure that it is kept well maintained and in working order.
 - 2 actions relate to compartmentation within communal areas and are currently with our external contractor to rectify. To mitigate the risk the smoke detection system will be well maintained and tested on a regular basis. Communal areas will also be kept clear with extra visual checks.
- 17 Medium Risk
- 3 Low Risk

All outstanding actions have been passed to internal or external contractors to rectify and are being managed by the CBC team. A weekly meeting is held to ensure that progress is being made and that contractors are held accountable performance managed for any delays.

Appropriate mitigations are in place to ensure the safety of our tenants.

1.4 Legacy fire risk actions

1.4.1 Actions are now reviewed once a week.

1.4.2 **Fire Doors** – There are seven actions relating to fire doors all are with our contractor awaiting completion.

1.4.3 **Compartmentation** – Our current position is eleven actions outstanding

- **High Risk** - Works have commenced on all the high-risk compartmentation actions at Coopers Court however extra works have now been identified which has caused a delay in the completion of the project. – appropriate mitigations are in place.
- **Medium Risk** – Four sites have medium risk actions for compartmentation which will be planned in during the next year. Works have already commenced at Goldfoot House.
- **Low Risk** - There are three low risk actions, one at Coopers Court is nearing completion and works will commence on the other two later in the year.

1.4.4 **Windows**: We currently have four actions outstanding.

- All actions relate to housing blocks which have four flats per block.
- All these blocks have more 75% of their windows now installed, the remaining that are not complete are due to access issues. This amounts to four flats in total.

1.5 Damp, Mould and Condensation (DMC)

The ability for Damp Mould and Condensation to negatively impact a person's health and safety is widely known. As a registered social landlord, we have had responsibilities to identify and manage DMC. With the introduction of Awaab's Law, which came into force on 27 October 2025, landlords are now faced with strict timescales for rectification works to take place.

As part of the ongoing audit, we have identified some DMC data for our current DMC management however this is not yet in a format that allows for sound reporting. Work is currently being prioritised that will allow us to management DMC performance against the new regulatory framework and to report on DMC activity as part of the monthly compliance reporting. At present timeframes cannot be put on this work however assurance is given that DMC compliance and reporting is being treated as an utmost priority with the workplan for both the Head of Regulatory Compliance and the Interim Head of Governance, Risk and Assurance.

1.5.1 Our current position shows that we have sixty-one open cases of Damp and Mould.

- Eight cases are at inspection stage in line with Awaab's Law timeframes.
- Forty-Four cases are with our trades team to rectify. These works vary from an instant mould wash / treatment, followed by anti mould paint, cavity clearance or removal from walls.
- Nine cases have been passed to external contractors which comprise of larger scales works that are required or disrepair cases.
- Cases are evaluated on a risk basis in line with Awaab's law and this will determine what mitigations are put in place.

- If a property cannot be made safe within the specified timescales tenants must be decanted.
- We currently have no tenants decanted due to damp, mould and condensation.

1.6 Stock Condition and Decent Homes Update

The Regulator of Social Housing states: “Registered providers should ensure their approach to assessing and recording the conditions of their homes is robust and kept up to date by using information from a range of relevant sources such as repairs, complaints, health and safety assessments and energy performance certificate (EPC) data to maintain a rounded view of condition”.

Therefore, to assess each dwelling’s compliance with the standard, a large volume of information is required to be analysed and verified. Such a task is not feasible to be undertaken more frequently than annually.

To ensure that the Cabinet Housing Committee is kept fully informed on progress towards meeting the Decent Homes Standard for all its stock, it is proposed that two reports are presented each year. The first will be presented in July and this will provide the annual result for the Decent Homes calculation which must be submitted to the Regulator of Social Housing by 30th June.

A further report in December will provide committee members with an update on progress in tackling homes that have been identified as failing the standard. Both reports will also update on stock condition survey data and any emerging trends or issues identified from the surveys. Both reports will be detailed and provide committee members with the opportunity to influence the planned maintenance programme which seeks to maintain decency standards in all CBC Homes.

Appendix A

Compliance Scorecard - SNAPSHOT

Select the period that you would like to look at on the left-hand side filter panel.

Compliance Scorecard

| | Metadata | | | | | Properties | | | Compliance | | Non-Compliance | | Performance Indicator | Properties due within 30 days |
|---|---------------|----------------|--------|------------|-----------|------------|--------------|---------------|------------|-----------|----------------|-----------|-----------------------|-------------------------------|
| Compliance Area | Period (Year) | Period (Month) | KPI ID | Descriptor | Landlord | Total | On programme | Off Programme | In Date # | In Date % | Overdue # | Overdue % | PI | Next 30 days due total |
| Domestic | | | | | | | | | | | | | | |
| KPIs (Includes leaseholder properties) - CBC/CBH | | | | | | | | | | | | | | |
| BS01 - Proportion of Homes for which all required gas safety checks have been carried out. | 2025 | 12 | 12845 | KPI | CBC & CBH | 4722 | 4418 | 304 | 4414 | 99.91% | 4 | 0.09% | Non Compliant | 46 |
| BS02 - Proportion of Homes for which all required fire risk assessments have been carried out. | 2025 | 12 | 12846 | KPI | CBC & CBH | 4722 | 2767 | 1955 | 2515 | 90.89% | 252 | 9.11% | Non Compliant | 306 |
| BS03 - Proportion of Homes for which all required asbestos management surveys or reinspections have been carried out. | 2025 | 12 | 12847 | KPI | CBC & CBH | 4722 | 2236 | 2486 | 2236 | 100% | 0 | 0% | Compliant | 0 |
| Electric - EICR (5 year programme) | 2025 | 12 | 12789 | KPI | CBC & CBH | 4722 | 4632 | 90 | 4622 | 99.78% | 10 | 0.22% | Non Compliant | 2 |
| Electric - EICR (10 year programme) | 2025 | 12 | 12541 | KPI | CBC & CBH | 4722 | 3 | 4719 | 3 | 100% | 0 | 0% | Compliant | 0 |
| TSMs (Tenant Satisfaction Measures) - Excludes Leaseholders | | | | | | | | | | | | | | |
| BS01/CBC - Proportion of Homes for which all required gas safety checks have been carried out. | 2025 | 12 | 12834 | TSM (BS01) | CBC | 4606 | 4335 | 271 | 4331 | 99.91% | 4 | 0.09% | Non Compliant | 46 |
| BS01/CBH - Proportion of Homes for which all required gas safety checks have been carried out. | 2025 | 12 | 12837 | TSM (BS01) | CBH | 116 | 83 | 33 | 83 | 100% | 0 | 0% | Compliant | |
| BS02/CBC - Proportion of Homes for which all required fire risk assessments have been carried out. | 2025 | 12 | 12835 | TSM (BS02) | CBC | 4606 | 2738 | 1868 | 2486 | 90.8% | 252 | 9.2% | Non Compliant | 306 |
| BS02/CBH - Proportion of Homes for which all required fire risk assessments have been carried out. | 2025 | 12 | 12838 | TSM (BS02) | CBH | 116 | 29 | 87 | 29 | 100% | 0 | 0% | Compliant | 0 |
| BS03/CBC - Proportion of Homes for which all required asbestos management surveys or reinspections have been carried out. | 2025 | 12 | 12836 | TSM (BS03) | CBC | 4606 | 2236 | 2370 | 2236 | 100% | 0 | 0% | Compliant | |
| BS03/CBH - Proportion of Homes for which all required asbestos management surveys or reinspections have been carried out. | 2025 | 12 | 12839 | TSM (BS03) | CBH | 116 | 0 | 116 | 0 | | 0 | | Compliant | 1 |
| BS04/CBC : TSM Percentage of Water Safety Checks Compliant CBC | 2025 | 12 | 12840 | TSM (BS04) | CBC | 4606 | 406 | 4200 | 406 | 100% | 0 | 0% | Compliant | 0 |
| BS04/CBH : TSM Percentage of Water Safety Checks Compliant CBH | 2025 | 12 | 12841 | TSM (BS04) | CBH | 116 | 0 | 116 | 0 | | 0 | | Compliant | |

| Communal Blocks / Schemes | | | | | | | | | | | | | | |
|---|------|----|--------|-------|-----------|-----|-----|-----|-----|--------|----|--------|---------------|---|
| BS01 - Proportion of Blocks for which all required gas safety checks have been carried out. | 2025 | 12 | 0 | BLOCK | CBC & CBH | 546 | 13 | 533 | 13 | 100% | 0 | 0% | Compliant | |
| BS04 - Percentage of Water Safety Checks Compliant CBC and CBH | 2025 | 12 | 0 | KPI | CBC & CBH | 546 | 24 | 522 | 23 | 95.83% | 1 | 4.17% | Non Compliant | 0 |
| Fire - Higher Risk Blocks | 2025 | 12 | 102836 | KPI | CBC & CBH | 546 | 71 | 475 | 68 | 95.77% | 3 | 4.23% | Non Compliant | |
| Fire - Lower Risk Blocks | 2025 | 12 | 102834 | KPI | CBC & CBH | 546 | 378 | 168 | 319 | 84.39% | 59 | 15.61% | Non Compliant | |
| Electric - EICR (5 year programme for blocks) | 2025 | 12 | 0 | BLOCK | CBC & CBH | 546 | 341 | 205 | 341 | 100% | 0 | 0% | Compliant | |
| Asbestos Surveys Communal Required | 2025 | 12 | 102888 | KPI | CBC & CBH | 546 | 359 | 187 | 359 | 100% | 0 | 0% | Compliant | 0 |
| Lifts | 2025 | 12 | 0 | BLOCK | CBC & CBH | 546 | 313 | 233 | 313 | 100% | 0 | 0% | Compliant | |

Compliance Actions Scorecard SNAPSHOT

Numeric KPI Scorecard Snapshot



| <i>Actions</i> | Period (Year) | Period (Month) | Number | In Date # | Overdue # |
|--|------------------|-------------------|--------|-----------|--------------|
| | 2025 | 12 | 956 | 926 | 30 |
| Fire Risk Actions - Total | 2025 | 12 | 0 | 0 | 0 |
| Fire Risk Actions - Urgent | 2025 | 12 | 46 | 36 | 10 |
| Fire Risk Actions - High | 2025 | 12 | 532 | 515 | 17 |
| Fire Risk Actions - Medium | 2025 | 12 | 378 | 375 | 3 |
| Fire Risk Actions - Low | 2025 | 12 | 8 | 1 | 7 |
| Gas Actions - Category 2 (Landlord Responsibility) | 2025 | 12 | 0 | 0 | 0 |
| Gas Actions - Gas Actions - Category 2 (Tenant Responsibility) | 2025 | 12 | | | |

| <i>Compliance Area</i> | Period (Year) | Period (Month) | Number of Properties | Numeric Value | Percentage |
|---|------------------|-------------------|-------------------------|------------------|------------|
| | 2025 | 12 | 4722 | 75 | 1.59% |
| No. of properties with capped gas | 2025 | 12 | 4722 | 971 | 20.56% |
| No. properties requiring gas safety checks in next 3 months | 2025 | 12 | 5110 | 3865 | 75.64% |
| % up to date stock surveys | 2025 | 12 | 4259 | 4250 | 99.79% |
| Properties that are compliant with CO alarms (%) | 2025 | 12 | 4644 | 4629 | 99.68% |
| Properties that are compliant with smoke alarms (%) | 2025 | 12 | | | |