



Housing Compliance Recovery Programme

February update to RoSH

Agenda

- Actions from January Meeting
 - Home Review Update – Yvonne Steele
 - Breakdown of Complaints – Iain Wallace
 - 3rd Party Audit Specification – Iain Wallace
- Compliance Data
- Breakdown of Fire Actions
- Fire Door Replacement Programme
- No Access Data
- Maintenance Data

Home Review Update

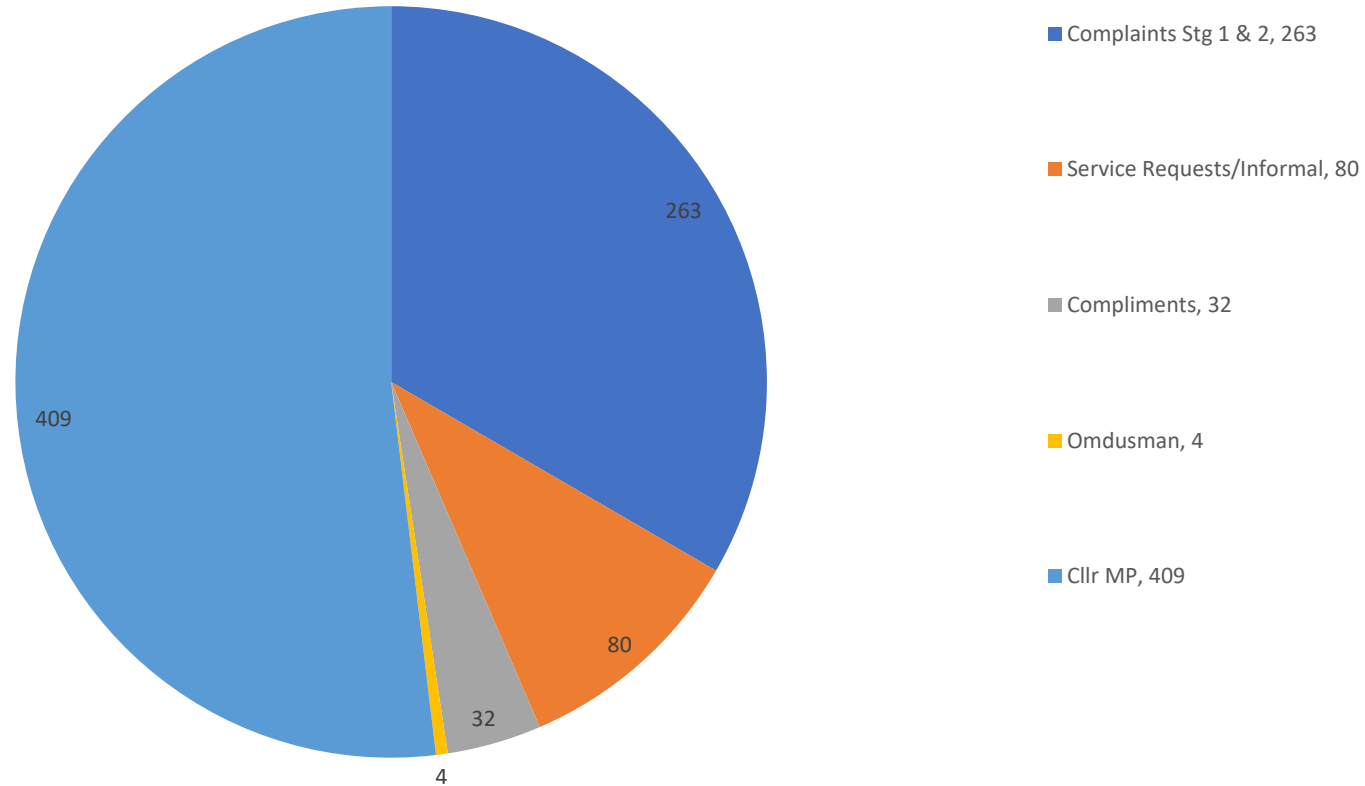
The total number of home reviews completed in the last 5 years is 11008, breakdown as follows:

Year	Number of Home Reviews Completed
2021	190 (Lockdown)
2022	377
2023	3708
2024	6619
2025	114
Total	11008

NB. Please note, this is calendar year data

Breakdown of Maintenance complaints April 2024 – January 2025

YTD, a total number of 756 requests were received, 17 complaints at Stage 1 and 6 complaints at Stage 2 are still currently being worked on and broken down below. There were no Ombudsman complaints received in January 2025



Housing Maintenance Complaints

During this year Housing Maintenance have received a total number of 263 complaints which include Stage 1, Stage 2 and Ombudsman Complaints.

They are broken down as follow :

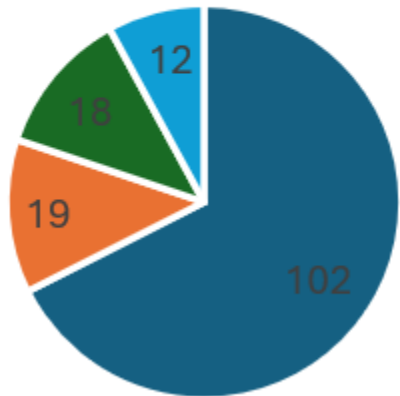
Stage 1	216
Stage 2	43
Ombudsman	4

Monthly Breakdown

24/25	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Stage 1	15	11	18	30	20	18	30	26	21	27
Stage 2	3	7	3	3	3	4	1	6	6	7

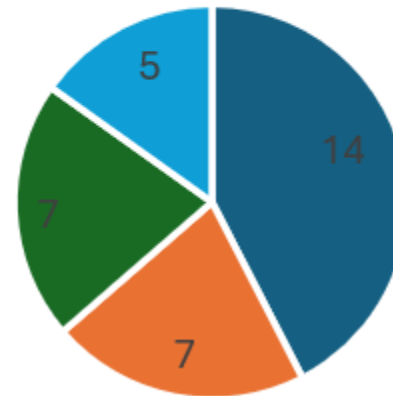
Stage 1 & 2 Complaints – Top 4 Root Causes

Stage 1



- Service Delivery 102
- Damp & Mould 19
- Workmanship 18
- Poor Communication 12

Stage 2



- Service Delivery - 14
- Handling of Stage 1 - 7
- Workmanship - 7
- Damp & Mould - 5

Proposed Scope for Building Safety and Decent Homes Audit

1. Validate current position of the big 8 Compliance Areas
 - Snap-shot of compliance performance
 - Desktop audit of 10% certs
 - Site inspection of randomly selected completed works.
 - Validation of No Access process being followed on expired certs
2. Validate current position of Decent Homes
 - Validate the current non decent rate
 - HHSRS – completion of works to rectify
 - 10% audit of stock condition surveys
 - Confirm the number of outstanding stock condition surveys – No Access
3. Validate 5-year plan to maintain Decent Homes
 - Validate the existence of plan
 - Assess and confirm the plan to maintain decency
4. Validate Solutions put in place to address failings identified in the Root Cause Analysis Report by Savills
 - Confirm that solutions are in place to for each identified area of failure
5. Provide an independent opinion on the measures now in place to maintain Compliance and Decency.

Compliance Recovery Management Information

	Compliance			
	Domestic %	Legacy	Live/ New	Communal
Fire	-	25	1710	100%
Gas	99.82%	0	43	100%
Electrical	99.09%	43	187	97.15%
Legionella	-	-	-	100%
Asbestos	39.85% (8042)	-	-	100%
Lifts	-	-	-	100%
Smokes	99.99%	-	3	-
CO	99.99%		1	-

	TOTAL	Age Breakdown		
		1 days – 30 days	30 days – 180 days	Over 180 days
Regulatory Actions Overdue timeline	25	0	4	21
Live Fire Actions Target delivery <u>timeline</u>	1710	167	689	854

Fire Risk Assessment Actions – Regulatory Actions

Breakdown of the FRA Actions:

Action Type	Number of actions	High	Medium	Low
Compartmentation	16	0	16	0
FDI – Communal Repair	1	0	1	0
FDI – Flat Internal Repair	1	0	1	0
Fire Exits	2	0	2	0
Fire Stopping	4	0	4	0
Records	1	0	1	0
Total	25	0	25	0

Fire Risk Assessment Actions – Live Actions

Label	Grand Total	High	Low	Medium
Access	1			1
Arson	1			1
Cable Management	19			19
Compartmentation	743	1	6	736
Egress	13		3	10
EICR	48		2	46
Emergency Lighting	97			97
Emergency Lighting, Records	1			1
Façade	15		2	13
Fire Alarm	27	3	1	23
Fire Alarm (Flats)	10			10
Fire Emergency Plan	3			3
Fire Exits	21		1	20
Fire Extinguishers	4			4
Fire Service Equipment	16			16
Fire Stopping	177			177
FRAEW - (With FRA ACTIONS)	1			1
GEEPS/PEEPS/PCFRA	29		2	27
Housekeeping	145		6	139
Non-Compliant	47	1	4	42
PAT	2			2
Records	45		1	44
Signage	130		19	111
Smoke Control	2			2
Surface Spread Of Flames	111		21	90
Training	2		1	1
Grand Total	1710	5	69	1636

Fire Door Replacement Programme

Total Number of Fire Doors	12529
Number of Flat Entrance Doors	8637
Number of Communal Fire Doors	3892
Number of Doors replaced in Previous Programme (FED)	3681
Number of Doors Pre 2018 Programme (FED)	4956
Number of Doors replaced in Previous Programme (COM)	636
Number of Doors Pre 2018 Programme (COM)	3256
Number of Doors to be Surveyed by FCMS (Survey Programme complete)	0
Number of Doors to be Surveyed by Contractor	12529
Number of New Doors Replaced	To date 500 Doors have been surveyed and are to be replaced.
Number of New Doors Required	8212 (4956 + 3256)

No Access Age Breakdown – Gas

No of days out of target	No of properties	With a service booked	With an abatement booked	Being dealt with by Legal proceedings	Other Issues
15 days – 21 days+	17	2	7	4	4
8 days – 14 days	9	3	4	0	2
1 day – 7 days	17	7	5	0	5
Total	43	12	16	4	11

Address	Due Date	Days with Legal
	25/10/2024	64
	02/11/2024	68
	28/11/2024	63
	16/12/2024	44

No Access Age Breakdown – Gas

Address	Due Date	Other Issue
	15/11/2024	
	08/01/2025	
	12/01/2025	
	12/01/2025	
	15/01/2025	
	17/01/2025	
	22/01/2025	
	23/01/2025	
	26/01/2025	
	29/01/2025	
	29/01/2025	

No Access Age Breakdown – Electric

Time Frame Due Dates	Total
HISTORIC - 1900 - 23.03.23	43
Current - 24.03.23 – 31.01.25	144
Total	187

Status	Historic Actions								Current Actions			Total
	Over 10 Years	2015	2017	2019	2020	2021	2022	2023	2023	2024	2025	
Abatement Booked	1					2	1			3		7
Booked in					4	1	9	1	2	51	15	83
Completed, Awaiting Cert							1	2	1	24	7	35
Issue	1		1		1	1	4	1	2	7	2	20
Legal	3	1		1	3		1	1	4	6	1	21
Works raised					1			1	3	9	7	21
Total	5	1	1	1	9	4	16	6	12	100	32	187

No Access Age Breakdown – Electric (Historic Actions)

Elec/Gas	Address	Next Due	Status	Information
ELEC ONLY		01/01/1900	Issue	
ELEC ONLY		01/01/1900	Legal	
		01/01/1900	Abatement Booked	
ELEC ONLY		01/01/1900	Legal	
		01/01/1900	Legal	
		04/07/2015	Legal	
		18/04/2017	Issue	
		28/09/2019	Legal	
ELEC ONLY		25/03/2020	Legal	
ELEC ONLY		07/05/2020	Booked in	
		29/05/2020	Issue	
		19/06/2020	Booked in	
		02/07/2020	Legal	
ELEC ONLY		07/07/2020	Booked in	
		04/10/2020	Booked in	
		08/11/2020	Works Raised	
		02/12/2020	Legal	
		07/01/2021	Abatement Booked	
		16/06/2021	Booked in	
		11/10/2021	Abatement Booked	
		12/11/2021	Issue	
		17/03/2022	Booked in	
ELEC ONLY		28/03/2022	Booked in	
ELEC ONLY		27/04/2022	Booked in	
		19/05/2022	Issue	

No Access Age Breakdown – Electric (Historic Actions)

Elec/Gas	Address	Next Due	Status	Information
		20/05/2022	Booked in	
ELEC ONLY		10/06/2022	Booked in	
ELEC ONLY		11/06/2022	Issue	
		21/06/2022	Legal	
		28/06/2022	Booked in	
		03/07/2022	Abatement Booked	
		21/07/2022	Booked in	
		17/08/2022	Completed Awaiting Cert	
		31/08/2022	Booked in	
		17/09/2022	Issue	
		01/10/2022	Issue	
ELEC ONLY		29/11/2022	Booked in	
		04/01/2023	Legal	
		17/01/2023	Booked in	
		24/01/2023	Issue	
		05/02/2023	Completed Awaiting Cert	
		11/02/2023	Completed Awaiting Cert	
		23/03/2023	Works Raised	

Maintenance

- Responsive Repairs Service – 1st April – 28th January 2025

Priority	No. Orders YTD	% Completed in Time	% Completed Out of Time
Emergency (24Hrs)	4518	4046 = 89.5% - reduction of 1.0% since December 2024	10.5%
Urgent (5 Days)	14518	14445 = 99.5% - No change since December 2024	0.5%
Routine (28 days)	36836	34974 = 94.9% - Increased of 0.6% since December 2024	5.1%

Number of Complaints YTD from April 2024 – January 2025	263 (includes Stage 1, 2 and Ombudsman)
Number of Live Complaints	23
Number of Complaints Passed to Ombudsman	4 including Prem Ombudsman – Nothing received from the Ombudsman in the last 3 months
Customer Satisfaction YTD – April and January 2025	89.5% - Increase of 0.1% from previous month- 830 tenants from 927 surveys received were satisfied with the service. No data showing for Jan 2025 until 10.02.25
Customer Satisfaction - Overall Baseline TSM Survey This is now reported Quarterly	87.7% - (Based on 2024/25 Q3 figures which include April – December. There is no change as TSM surveys done Qtrly and not due again until March 2025

Maintenance

- Damp and Mould

D&M Initial Identified	1440
D&M Live HHSRS Orders (from 1440)	3 HHSRS legacy orders – No Access
D&M Orders Outstanding (from 1440)	18 outstanding - including No Access/customer refusal
D&M Total Orders since 1st April 24	2802
D&M Live Orders since 1 st April 24	511
D&M Current WIP which includes new orders	529 (511+18)

- Void Service

Total Voids Received YTD	832	Work In Progress
With Asset Management	15	
Minor Voids (up to £2500)	281	9
Major Voids (between £2,500.01 - £4,999.99)	212	30
Strategic Voids (£5,000 and over)	339	25
Other – Awaiting inspection, clearance, strip	30	
Returned to Lettings	652	
Disposals	46	