

Report subject	Housing and Property Compliance Update (Housing Revenue Account)
Meeting date	14 January 2026
Status	Public Report
Executive summary	<p>This report provides performance information setting out how the council meets its responsibilities in ensuring that all council housing within the Housing Revenue Account is managed in a way that meets compliance with current health and safety legislation, best practice and regulatory standards to ensure the health and safety of residents. It also sets out issues concerning compliance and demonstrates how these are being managed.</p> <p>This report includes an update on Damp and Mould, Decent Homes, Housing Health and Safety Rating System (HHSRS), Stock Condition and an internal Compliance Audit as part of a commitment to keep Cabinet informed on a quarterly basis on BCP Homes matters.</p>
Recommendations	<p>It is RECOMMENDED that:</p> <p>(a). Cabinet notes the compliance information provided which details how the council is performing against statutory building compliance and property related matters on its council housing.</p>
Reason for recommendations	<p>The council, as a landlord, has many legal obligations it must satisfy to ensure the health, safety and welfare of its tenants and leaseholders. It must also adhere to the regulatory standards as set out by the Regulator of Social Housing, particularly the Safety and Quality Standard.</p> <p>Councillors should also have oversight and assurance of compliance against the legal and regulatory requirements that are placed upon it through this annual report to Cabinet.</p>

Portfolio Holder(s):	Councillor Kieron Wilson – Housing and Regulatory Services
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Wards	Council-wide
Classification	For Recommendation

Background

1. This report demonstrates how compliance within the Housing Revenue Account (HRA) housing stock across Bournemouth and Poole is managed. There is no HRA housing stock in the Christchurch neighbourhood of BCP Council because it was transferred to a housing association several years ago.
2. Responsibility for property compliance work rests with the Facilities Management team, part of the Customer and Property Directorate.
3. The total rented stock for BCP Homes as of 31 August 2025 was 9,546 for which the council is responsible for compliance work. There were also 1,163 leasehold homes as well as 39 shared ownership homes. The council is not responsible for gas safety or electrical checks to these homes, but we are responsible for compliance issues relating to communal areas and services that may impact on them.
4. The council, as a housing landlord, has many legal obligations it must satisfy to ensure the health, safety and welfare of its tenants. These obligations form part of an ongoing cyclical inspection and maintenance regime to ensure key elements in the home do not pose undue risk.
5. The minimum standards that must be met are set out in legislation, codes of guidance and good practice. There are also regulatory requirements as set out within the Regulator of Social Housing's (RSH) new regulatory consumer standard, the Safety and Quality Standard. As a registered provider of social housing the council is expected to adhere to the standard.
6. Paragraph 1.3.1 of the standard states:
"When acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas."
7. The RSH will use inspections of landlords to determine how well a landlord is delivering the outcomes of all the regulatory consumer standards and will provide a regulatory grading setting out the level of compliance against the standards.
8. The RSH also expects landlords to refer to it where there is a potential issue which may be material to the landlord's delivery of the outcomes of the standards. This is an important part of the co-regulatory approach. If there is a failure to meet the standards, the RSH will expect to be provided with evidence that a landlord is making sufficient progress and improvements to address the failures.
9. Where a landlord is failing to deliver against the outcomes of the consumer standards then the RSH may revisit any published regularity judgement and grading.

10. There are other enforcement powers available to the RSH, but they are unlikely to use these where both:
- the landlord is prepared to fix the problems and their underlying causes
 - it concludes that the landlord has the capacity, capability and resources it needs to do so.
11. BCP Homes were informed by the Regulator of Social Housing on 5 August 25 that it would be subject to an inspection. Evidence was submitted and a site inspection carried out on 20/21 October. There have been further requests for evidence to the regulator which have been provided. The Regulators final judgement is provided in January 2026.

Regulatory and legal changes

Damp and Mould - Awaab's Law

12. Significant work has been undertaken in the approach to Damp and Mould via a dedicated Project Group which has been in place since January 2025, the aim of which was to ensure readiness for the introduction of Awaab's Law by drawing on the best practise guidance available mainly at the time from the Ombudsman's Office and then subsequent guidance from the government with regards the new legislation. Below are the actions that have been put in place to provide assurance across this area:
- A triage process is undertaken by our trained customer service team to prioritise referrals, raise orders and check progress
 - Mould inspectors are teamed up with specialist damp and mould operatives to ensure rapid elimination of risk on first visit wherever possible.
 - Trained Rapid Response In-House delivery team to investigate and treat mould.
 - Electronic collection and consolidation of investigation data.
 - All operatives and visiting officers trained to identify and report damp and mould. There is also an automated referral process through annual smoke alarm checks and gas service programmes where damp and mould issues are identified. (Approximately 30% of Q2 2025 damp and mould inspections referred by operatives and staff). Our communal areas are also cleaned by an internal team who also report issues with the communal areas including repairs and damp and mould.
 - All damp and mould inspections where loft or cavity insulation is required to be improved creates an automated referral for cavity and/or loft insulation to our specialist contractor.
 - Complex case process created to ensure cross team working on difficult cases with weekly meetings – repairs team, surveying team, resident sustainment and housing management. The complex case process links with permanent rehousing, temporary decanting, housing officer resident support and referrals to adult and children's social care as necessary.
 - Defined no access and escalation process, including out of hours. No access events are managed not aborted.

- Power BI dashboards for damp and mould to assist operations manage and monitor work.
 - Remote sensors are installed where beneficial to residents and monitored using an easy-to-follow resident control and remotely by the surveying team. These devices measure whether temperature and humidity levels within the home stay within safe parameters.
 - All surveyors and rapid response trades have undertaken and passed the Ofqual regulated Government approved level 3 Damp Mould and Condensation in buildings qualification certified by ABBE (Awarding Body of the Built Environment)
13. The Government has confirmed that Awaab's Law Phase 1 will commence on 27 October 2025. The 'Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025', known as Awaab's Law.
 14. The requirements of Phase 1 relate to damp and mould hazards and emergencies and set out a timescale of 15 working days, unless there is an emergency, for social landlords to investigate, make a property safe and commence works.
 15. What the regulations cover; from 27 October 2025, social landlords will be required to:
 - Investigate any potential emergency hazards and, if the investigation confirms emergency hazards, undertake relevant safety work as soon as reasonably practicable, both **within 24 hours** of becoming aware of them.
 - Investigate any potential significant hazards within **10 working days** of becoming aware of them.
 - Produce a written summary of investigation findings and provide this to the named tenant within **3 working days** of the conclusion of the investigation.
 - Undertake relevant safety work within **5 working days** of the investigation concluding, if the investigation identifies a significant hazard.
 - Begin, or take steps to begin, any further required works within **5 working days** of the investigation concluding, if the investigation identifies a significant or emergency hazard. If steps cannot be taken to begin work in **5 working days** this must be done as soon as possible, and work must be physically started **within 12 weeks**.
 - Satisfactorily complete works within a reasonable time period.
 - Secure the provision of suitable alternative accommodation for the household, at the social landlord's expense, if relevant safety work cannot be completed within specified timeframes.
 - Keep the named tenant updated throughout the process and provide information on how to keep safe.
 16. The Damp and Mould Project Group will continue its work beyond the implementation of the new legislation. Its primary role is to ensure that all updated processes and procedures are fully embedded across housing services. The group will monitor compliance, review performance data, and provide guidance to operational teams to maintain high standards in managing damp and mould issues.

Regular meetings will support continuous improvement and ensure alignment with statutory requirements and best practice.

Electrical Safety Regulations

17. The new electrical safety regulations, were also laid to Parliament on the 25 June 2025, will require social landlords to:
 - Carry out electrical installation checks at least every five years including supplying a copy of the report to the resident and completing any works identified within 28 days.
 - Undertake regular in-service inspection and testing (ISIT) — commonly known as 'PAT testing' — for any electrical appliances provided under the tenancy.
18. Following the alignment work of last year 2024 BCP Homes is working to a 5-year programme for all of its properties

Summary of performance

19. BCP Homes is now positioned to ensure that every property receives at least one compliance-related visit annually following the alignment work of last year. The nature of the visit will be determined by the property's heating system and will be undertaken through either the annual gas servicing programme or the smoke detection programme. These visits also provide a valuable opportunity to identify and address additional concerns, including damp and mould, safeguarding issues, welfare challenges such as hoarding, and any other evident health and safety risks within the home.
20. The BCP Homes compliance scorecard for end of October 2025 is provided in **Appendix 1**.
21. This reflects consistently high performance across all areas of compliance, demonstrating BCP Homes commitment to meeting statutory obligations and maintaining best practice standards.
22. Regular monitoring and robust governance processes have ensured that compliance targets are achieved and sustained, providing assurance to all stakeholders and supporting the delivery of safe, high-quality housing services.
23. The following 6 areas of compliance are of the highest risk and therefore the ones that are high priority and are measured and monitored on a regular basis. Fire, Gas, Lifts, Water, Electrical Safety and Asbestos are covered below:

Fire safety

24. Three pieces of legislation govern the actions of landlords in relation to fire safety; the Housing Act 2004, the Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022 and the Regulatory Reform (Fire Safety) Act 2005 (RRO). While legislation specifies the frequency for carrying out fire risk assessments' (FRA's) as 'regularly'.
25. A Fire Safety Policy has been developed which ensures a consistent approach to this matter ensuring compliance with safety regulations through a programme of Fire Risk Assessments, annual risk assessment reviews and equipment inspections / servicing. This will help to promote a culture of safety within BCP Homes.
26. Delays on project Admiral have led delays in submitting Building Safety Case reports (BSCR`s) for the remaining 5 high rise blocks as completion information has been held up. Draft BSCR`s have been written and the intention is to submit to the Building Safety Regulator by the end of 2025 if not sooner
27. In October 24 the Building Safety Regulator (BSR) asked the council to submit its application to apply for a building assessment certificate for Rodney Court, Poole

within 28 days. This building is one of six high rise blocks that was being refurbished at the time.

28. The information required was collated and shared with the BSR by the 15 November 24.
29. BCP Homes were contacted by the BSR on 22 July 25 for further information relating to Rodney Court, this was provided on 29 July 25.
30. BCP Homes were contacted on the 18 September 25 by the BSR requesting further information relating Rodney Court to be provided by 25 September 25, which was provided.
31. BCP Homes continue to provide quarterly updates with regards Fire Safety Remediation Survey to the Housing Regulator via National Register of Social Housing (NROSH) portal
32. BCP Homes manages 6 high rise blocks (over 18metres). The existing High- rise Resident Engagement Strategy has been refreshed and residents are aware of the structural and fire protections where they live. Communication with residents is being further developed through the installation of digital information screens within communal areas. Asset, Housing and Fire Safety teams have attended Personal Emergency Evacuation Plans (PEEP`s) training.
33. Annual smoke detector checks are carried out across all residential properties to ensure tenant safety and compliance with fire regulations. Legacy Bournemouth properties currently meet the LD2 standard. Legacy Poole properties are scheduled to achieve this same standard by April 2026, ensuring consistency and alignment with best practice across the housing portfolio.
34. There were no Fire Risk Assessments or fire safety actions outstanding at the end of October 2025.

Gas safety

35. Regulation 36 of The Gas Safety (Installation and Use) Regulations 1998 deals with landlords' duties to make sure gas appliances, fittings and flues provided for residents are safe. It details the duties of landlords to 'ensure that each appliance and flue to which the duty extends; has been checked within a 12-month period, that proof of this is kept for two years and is available for the tenant(s) of the premises.
36. All gas related compliance and installation work is all carried out the Councils In-House Team. When the annual Landlord Gas Safety Record is completed a full service of the system is undertaken at the same time. All properties with gas have carbon monoxide alarms and are tested as part of the Gas service
37. Corgi Technical Services undertake a monthly audit of the work undertaken by the In-House gas engineers to provide third party assurance on the quality of works undertaken to ensure it meets the required standards.
38. BCP Homes have recently engaged with a company to undertake a Supply Meter Points (SMP) data point checks for all BCP Homes properties. This check identifies if a gas meter point is live or disconnected within the gas network. This validation is to give BCP Homes added assurance that a resident has not had gas supply installed without permission being sought and/or granted by us first. If installations are found, we will then add these properties to our annual gas safety inspection programme.
39. There were no outstanding gas safety tests at the end of October 2025.

Lift safety

40. The Council's duties for managing lifts are contained within the LOLER (Lifting Operations Lifting Equipment Regulations 1998 and PUWER (Provision and Use of Work Equipment Regulations 1998).
41. Non-domestic (communal) lifts are subject to two thorough inspections each year alongside monthly servicing schedules. This work is carried out by contractors. Lifts are also subject to one annual inspection from our insurer. Domestic stairlifts are subject to monthly inspections and one annual inspection by our insurer. Any unsatisfactory or worn items are reported alongside a quote for repair and undertaken.
42. Performance reporting is against the percentage of lifts that have had their annual LOLER test in line with the requirements of the Tenant Satisfaction Measures.
43. There were no tests outstanding at the end of October 2025.

Water safety

44. This applies to stored water in the communal parts of buildings, for example where there are cold water storage tanks, and communal water supplies. While there is a legal duty under the Control of Substances Hazardous to Health Regulations 2002 (COSHH), for landlords to assess and control the risk of exposure to legionella bacteria, the law does not prescribe specific review periods. Health and safety law does not require landlords to produce or obtain, nor does the HSE recognise, a 'Legionnaires Testing Certificate'. The Approved Code of Practice: Legionnaires' disease: The control of Legionella bacteria in water systems (L8) outlines best practice guidance and this is followed by both neighbourhoods.
45. Risk assessments should be reviewed frequently as determined by the assessment to ensure that they are up to date. They should also be reviewed any time there is a significant change such as additions or modifications to water systems, changes to the use of the water system, where key personnel have changed, or legionella control measures are no longer working. Remedial actions are identified from risk assessments and testing, and the necessary work orders raised to rectify these.
46. In addition, regular safety inspections measure temperature and ensure tanks are clean or covered. In some circumstances water samples may be taken. The frequency and type of testing undertaken varies according to the nature of the water system. Tests are carried out monthly or annually.
47. At the end of October 2025 all risk assessments had been completed and there were no remedial actions outstanding.

Electrical safety

48. The new Electrical Safety Regulation 2025 require landlords to carry out electrical installation safety checks every five years.
49. Previously there has been no regulation, standard or act that defines a frequency for electrical installation inspection and testing in homes managed by social landlords. The Landlord and Tenant Act 1985 requires landlords to ensure that electrical installations are in working and safe condition both at the start of any tenancy and throughout that tenancy.
50. Over the last 12 months the Council has aligned its electrical safety programme so that testing is carried out every five years. Tests are carried out to both communal and domestic supplies. There are procedures in place to ensure access to homes to complete the tests. Because these tests require access to all parts of a property issues such as hoarding can make it impossible to complete the test. The council will work with residents to resolve any issues

51. The number of tests outstanding at the end of October were 8, none were over 10 years.
52. A breakdown of overdue electrical safety tests is shown below, (figures from the Cabinet report of December 24 are included within the brackets)

Expiry of last Electrical Safety Inspection	Number of properties
Over 10 years old	0 (7)
Over 9 years old	1 (14)
Over 8 years old	0 (7)
Over 7 years old	0 (5)
Over 6 years old	1 (7)
Over 5 years old	6 (38)
Total	8 (78)

53. All the above outstanding tests are because of residents refusing access and now sit within the no access procedure which ranges from actively seeking another appointment to housing officer to taking legal action to gain possession.
54. The Council has powers under the tenancy agreement to gain access to tenants' homes where this has not been provided

Asbestos

55. All communal areas within flat blocks have been surveyed to identify the presence of asbestos and these areas are inspected on a regular basis. There is no directive within the regulations as to how frequently communal areas should be re-inspected, but they should be assessed periodically. Asbestos can be present as asbestos insulation board (AIB) or as asbestos containing material (ACM), e.g., floor tiles and aertex ceilings.
56. The condition of any asbestos in communal areas is managed through regular annual visual inspections.
57. At the end of October 2025 there were no asbestos inspections overdue.

Tenant Satisfaction Measures

Since 2023/24 social housing landlords have been required by the RSH to report against the national Tenant Satisfaction Measures. Some of these measures are based on perception surveys that must be completed by landlords as well as other measures based on management information.

58. A summary BCP Homes performance against the relevant measures is set out below. (BCP Homes 2024 reported figures are in brackets)

Proportion of respondents who report that they are satisfied that their home is safe.	80% (82%)
Proportion of homes for which all required gas safety tests have been carried out.	100% (100%)
Proportion of homes for which all required fire risk assessments have been carried out.	100% (69.6%)
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100% (99.5%)
Proportion of homes for which all required legionella risk assessments have been carried out.	100% (87.8%)
Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100% (100%)

59. Feedback about tenants' perception on the safety of their home showed that many of the comments relating to dissatisfaction with the safety of the home highlighted that this is related to anti-social behaviour and security and not property condition.
60. Work has started on the new Housing Management System (HMS), the compliance module within the system will present a single view of performance across the 7 key areas of compliance which is integrated with the other modules within the system to that one view of the issues.

Decent Homes

61. At the end of October there were 3 properties that our data is identifying as non-decent. We are currently in the process of validating the status of the components within these homes that are leading to non-decency and establishing the reason that the properties have been potentially omitted from our programmes (ie tenant refusal, programme manager oversight etc). Once this is established then we will either carry out the necessary works or update our data as appropriate
62. Our data is showing that we have 221 properties at risk of becoming non decent by 2026 All of these homes are currently included within planned works programmes and scheduled for completion by the end of 25/26 to ensure compliance in this area.

Housing Health and Safety Rating System (HHSRS)

63. Housing Health and Safety Rating System HHSRS Cat I and II hazards are identified as part of the Stock Condition survey programme.
64. As of 31 August 25, a total of 120 properties were identified as containing Category 1 hazards as a direct result of the stock condition programme. These now have all been actioned, examples of Category 1 hazards identified include mould growth and exposed electrics due to damage.

Stock Condition Survey Programme

65. During 2025, a substantial number of stock condition surveys were completed to provide accurate and comprehensive data on the current state of BCP Homes' housing assets. This information is critical for shaping the 30-year business plan, ensuring that investment decisions are evidence-based and aligned with long-term sustainability goals. The surveys help identify areas requiring immediate attention, forecast future maintenance needs, and support compliance with regulatory standards, ultimately safeguarding the quality and safety of homes for residents.
66. At the end of October 2025, 71% of the stock has had a stock condition survey undertaken within the last 5 years, access has been challenging however rates have recently increased due to a more assertive initial letter being sent out to residents and the intention is to support access in the coming weeks through a text message reminder system
67. Surveys are being undertaken across all asset types including individual homes, communal blocks and shared areas. For homes each survey includes a Housing health and Safety Rating System (HHSRS) assessment and completion of an Energy Performance Certificate (EPC). Survey delivery is being resourced via a combination of qualified external providers and redeployment of internal staff.
68. The intention is that all the stock will be on a 5-year cycle by the end of March 2026.

Internal Compliance Audit

69. To provide assurance on regulatory compliance there are periodical internal audits. The audit schedule is agreed according to risk, legislative change and performance. The last audit relating to compliance took place 2023-2025, during the period when BCP Homes was bringing compliancy together from both legacy organisations. This audit was conducted by BCP's internal audit department
70. The audit covered the following areas: roles and responsibilities, policies and procedures, systems and record keeping, oversight, reporting and scrutiny. The initial audit opinion was 'partial assurance' with areas highlighted that required improvement. Internal audit confirmed in September 2025 that 13 of the 14 recommendations from the Housing Assets FM audit have been fully implemented and they are satisfied that the plans we have in place will ensure that the remaining will be implemented by 30 September 2025 in collaboration with the procurement team
71. A key area of the audit was the development of Management Plans to cover the 6 main areas of compliance. These plans have been completed and externally validated by Corgi Technical Services to provide further assurance across these areas.

Emerging issues

72. Although the focus for compliance has been on the areas set out above there is an increasing awareness of other aspects of property maintenance that have an impact on the health and safety of residents. This includes window safety and pest control.
73. Recognising the above and the increasing focus on compliance approval has been given to recruit a compliance manager, two compliance specialists and two compliance officers to provide a wider oversight of the key and emerging areas.
74. As set above in this report there are now greater expectations in how landlords respond to damp and mould with the introduction of new legislation in October 2025

Summary of financial implications

75. There is a cost associated with the delivery of inspections, remedial works and improvement programmes associated with these policies, however the duties are

mandatory, and the cyclical programmes associated with such have been factored into the annual HRA budget setting.

76. The 2025/26 maintenance budget is currently showing a mid-year overspend compared to the previous year's allocation. Analysis indicates that this variance is primarily driven by increased demand for damp and mould remediation, as well as the need to address Category I and II hazards which have been identified through the accelerated stock condition survey programme. Despite these pressures, average job costs have remained consistent with prior years and continue to sit slightly below the national average.
77. This report does not contain a recommendation for additional budget requirements. The budget for 26/27 is reported to Cabinet in February 2026 in the annual HRA budget report. This will set out any financial implications of ensuring that compliance for council homes is managed effectively and in line with the increased expectations for landlords to keep homes safe.

Summary of legal implications

78. Policies and procedures assist the Council in discharging its statutory duties associated with landlord compliance. It is important that there is full compliance with good practice standards, regulatory standards and the relevant legislation.
79. Failure to comply with these duties could result in formal prosecution being brought against the council as a landlord e.g., potential of a corporate manslaughter case for the most serious of breaches.
80. Failure can also result in a breach of the Regulator's Safety and Quality Standard and regulatory action for failure to meet the standard.

Summary of human resources implications

81. The council will require additional staff resources to effectively manage and provide assurance on all aspects of compliance. Whilst the focus for compliance has been on the six traditional areas, this is now shifting to include other areas as well particularly damp and mould. There are also other areas of compliance work that require management including for example emergency lighting tests and building safety.

Summary of sustainability impact

82. Adherence to appropriate and consistent standards for compliance protects both the interest of our residents and the council as a landlord. The correct functioning of gas and electrical systems reduce the impact of the systems on the environment through efficient operation. Having good knowledge of the condition of our systems allows planning for their replacement when appropriate times with more efficient upgrades that benefit the environment and our tenants.

Summary of public health implications

83. Complying with policies, procedures and statutory duties ensures the wellbeing of our tenants and provides safe and well-maintained homes. Our compliance work protects tenants from hazards that might otherwise exist.
84. There has been an increased awareness over recent years regarding the impact of the safety of homes has on residents physical and mental wellbeing. Keeping homes safe, warm and comfortable is a requirement for all social landlords and in meeting this there are positive impacts on public health.

Summary of equality implications

85. None. There are no changes proposed to the way in which services are provided because of this report. However, there are policies and procedures linked to the compliance areas referred to and these will be consulted on, equality impact assessments completed and considered by the EIA panel.

Summary of risk assessment

86. There are no risks specifically associated with this update on compliance. However, there are significant risks associated with all areas of compliance. These include:

- Lack of understanding of the housing stock and the compliance checks that are required.
- Inadequate processes to monitor the completion of compliance checks and any remedial works effectively to ensure that all legal and regulatory requirements are met.
- Failure to act where compliance checks or remedial actions have not been completed.
- Inaccurate performance information.
- Compliance checks not of the required standard to meet legal and regulatory requirements.

87. These risks can be addressed through improved and more accessible performance monitoring, internal and external auditing and accreditation.

Background papers

Published works:

[Safety and Quality Standard - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Appendices

Appendix 1 - BCP Homes Compliance Scorecard – October 2025.