



Leicester
City Council

MEETING OF THE HOUSING SCRUTINY COMMISSION

DATE: TUESDAY, 26 AUGUST 2025

TIME: 5:30 pm

PLACE: Meeting Room G.01, Ground Floor, City Hall, 115 Charles Street, Leicester, LE1 1FZ

Members of the Committee

Councillor O'Neill (Chair)

Councillor Bajaj (Vice-Chair)

Councillors Aqbany, Gopal, Gregg, Mahesh, Singh Sangha and Zaman

Members of the Committee are invited to attend the above meeting to consider the items of business listed overleaf.

For Monitoring Officer

Officer contacts:

Lucia Audu (Governance Services), Katie Jordan (Governance Services)

Tel: 01164546361 , e-mail: governance@leicester.gov.uk

Leicester City Council, 3rd Floor, City Hall, 115 Charles Street, Leicester, LE1 1FZ

Information for members of the public

Attending meetings and access to information

You have the right to attend formal meetings such as full Council, committee meetings, City Mayor & Executive Public Briefing and Scrutiny Commissions and see copies of agendas and minutes. On occasion however, meetings may, for reasons set out in law, need to consider some items in private.

Dates of meetings and copies of public agendas and minutes are available on the Council's website at www.cabinet.leicester.gov.uk, from the Council's Customer Service Centre or by contacting us using the details below.

Making meetings accessible to all

Wheelchair access – Public meeting rooms at the City Hall are accessible to wheelchair users. Wheelchair access to City Hall is from the middle entrance door on Charles Street - press the plate on the right hand side of the door to open the door automatically.

Braille/audio tape/translation - If you require this please contact the Democratic Support Officer (production times will depend upon equipment/facility availability).

Induction loops - There are induction loop facilities in City Hall meeting rooms. Please speak to the Democratic Support Officer using the details below.

Filming and Recording the Meeting - The Council is committed to transparency and supports efforts to record and share reports of proceedings of public meetings through a variety of means, including social media. In accordance with government regulations and the Council's policy, persons and press attending any meeting of the Council open to the public (except Licensing Sub Committees and where the public have been formally excluded) are allowed to record and/or report all or part of that meeting. Details of the Council's policy are available at www.leicester.gov.uk or from Democratic Support.

If you intend to film or make an audio recording of a meeting you are asked to notify the relevant Democratic Support Officer in advance of the meeting to ensure that participants can be notified in advance and consideration given to practicalities such as allocating appropriate space in the public gallery etc..

The aim of the Regulations and of the Council's policy is to encourage public interest and engagement so in recording or reporting on proceedings members of the public are asked:

- ✓ to respect the right of others to view and hear debates without interruption;
- ✓ to ensure that the sound on any device is fully muted and intrusive lighting avoided;
- ✓ where filming, to only focus on those people actively participating in the meeting;
- ✓ where filming, to (via the Chair of the meeting) ensure that those present are aware that they may be filmed and respect any requests to not be filmed.

Further information

If you have any queries about any of the above or the business to be discussed, please contact: **Lucia Audu on 01164546361**. Alternatively, email committees@leicester.gov.uk, or call in at City Hall.

For Press Enquiries - please phone the **Communications Unit on 0116 454 4151**.

PUBLIC SESSION

AGENDA

NOTE:

This meeting will be webcast live at the following link:-

<http://www.leicester.public-i.tv>

An archive copy of the webcast will normally be available on the Council's website within 48 hours of the meeting taking place at the following link:-

<http://www.leicester.public-i.tv/core/portal/webcasts>

FIRE / EMERGENCY EVACUATION

If the emergency alarm sounds, you must evacuate the building immediately by the nearest available fire exit and proceed to the area outside the Ramada Encore Hotel on Charles Street as directed by Democratic Services staff. Further instructions will then be given.

1. WELCOME AND APOLOGIES FOR ABSENCE

To issue a welcome to those present, and to confirm if there are any apologies for absence.

2. DECLARATIONS OF INTERESTS

Members will be asked to declare any interests they may have in the business to be discussed.

3. MINUTES OF PREVIOUS MEETINGS

APPENDIX A

The minutes of the special meeting held on 12 June 2025 and the meeting of the Housing Scrutiny Commission held on 10 July 2025 have been circulated, and Members will be asked to confirm them as a correct record.

4. CHAIRS ANNOUNCEMENTS

The Chair is invited to make any announcements as they see fit.

5. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

Any questions, representations and statements of case submitted in accordance with the Council's procedures will be reported.

6. PETITIONS

Any petitions received in accordance with Council procedures will be reported.

7. HOUSING REGULATORY INSPECTION UPDATE **APPENDIX B**

The Director of Housing submits a report on the outcome of the Regulator of Social Housing's (RSH) initial inspection of the Council's Landlord function, along with the action plan to address identified assurance gaps.

8. WHO GETS SOCIAL HOUSING **APPENDIX C**

The Director of Housing submits a report that provides an update on the 'headline' Housing Register and Lettings data, relating to Leicester City Council's Housing Register, for the 2024/2025 financial year.

9. REPAIRS & MAINTENANCE UPDATE **APPENDIX D**

The Director of Housing submits a report that provides an update on the current position of the Repairs and Maintenance Team, its performance throughout 2024-25 and projections for 2025-26, highlighting challenges and improvement actions.

10. MAINTENANCE CHARGES **APPENDIX E**

The Director of Housing submits a report outlining the findings of a review of cleaning and associated charges for communal areas in council-owned sheltered housing and flatted accommodation.

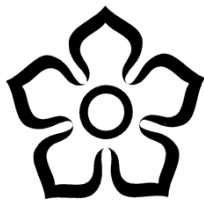
11. WATER HYGIENE REPORT **APPENDIX F**

The Director of Housing submits a report to provide an update on how the Housing Division manages water hygiene safety in its communal areas and tenants' homes. The report is for information.

12. WORK PROGRAMME **APPENDIX G**

Members of the Commission will be asked to consider the work programme and make suggestions for additional items as it considers necessary.

13. ANY OTHER URGENT BUSINESS



Leicester
City Council

Appendix A

Minutes of the Meeting of the HOUSING SCRUTINY COMMISSION

Held: THURSDAY, 12 JUNE 2025 at 5:30 pm

P R E S E N T:

Councillor O'Neill – Chair
Councillor Deepak Bajaj (Vice Chair)

Councillor Cutkelvin
Councillor Kitterick
Councillor Singh Sangha

Councillor Gopal
Councillor Pickering
Councillor Zaman

* * * * *

12. WELCOME AND APOLOGIES FOR ABSENCE

It was noted that apologies for absence were received from Councillor Mahesh and Councillor Gregg. Councillor Kitterick substituted for Councillor Gregg.

13. DECLARATIONS OF INTERESTS

The Chair asked members to declare any interests in proceedings. It was noted that Councillor Kitterick originally called in the decision but was now taking place of a member of the commission.

14. CALL-IN OF EXECUTIVE DECISION LGSCO REPORT OF MALADMINISTRATION CAUSING INJUSTICE (HOUSING) - MS X

The Monitoring Offer submitted a report informing the Commission that the Executive decision, taken by the Assistant City Mayor for Housing on 22 May 2025 relating to responses to two of the seven recommendations in the LGSCO Maladministration Report. This had been the subject of a 6-member call-in under the procedures at Rule 12 of Part 4D, City Mayor and Executive Procedure Rules, of the Council's Constitution.

The Chair invited the proposer of the call-in, Councillor Kitterick, to present the reasons for the call in. This was deferred to the seconder of the call-in, Councillor Porter and the following points were raised:

- Where the Council had been found at fault in cases of maladministration, it should be reported to Full Council and this was recommended in the LGSCO report.
- Under law, when a household was made homeless, they should only be in Bed and Breakfast accommodation for 6 weeks which was exceeded.
- When temporary accommodation was provided, the tenant should be advised of their right to appeal and the Council failed to do this.
- The complainant identified a property in the private sector that was suitable and would remove them from temporary accommodation. The Council failed to respond initially and then responded stating it would be too expensive.
- The cost of keeping a family in Bed and Breakfast accommodation compared to the cost of using Private Rented Accommodation was questioned.
- It was acknowledged that there had been a housing crisis, however it was not acceptable for individuals and households to be in the situation of Ms X.
- It was queried whether every option had been explored by the Council to avoid injustice.
- It was noted that it's rare for a case to be taken to this level and be considered by the Ombudsmen.
-

The Chair invited the Deputy City Mayor for Housing, Economy and Neighbourhoods and Director of Housing to respond. As part of this, the Housing Head of Service and Head of Law provided a presentation, and the following points were noted:

- There was unprecedented demand for housing and the numbers who presented as homeless.
- The national picture of housing and homelessness needed to be considered as context for the consideration of the complaint.
- The report dated back to January 2023- May 2024.
- Compliance with all the recommendations was considered, but respectfully declined to comply with the two noted.
- The key findings from the report which were acknowledged, included
 - Failure to send appropriate communications delays in accepting main housing duty when relief duty expired.
 - Failure to notify the customer of their statutory right to request a review of the accommodation provided.
 - Delays in responding to the customers concern around suitability of accommodation and offering alternative accommodation.
 - Failure to move customer to self-contained accommodation after six weeks in B&B accommodation.
- The Council was found not to be at fault in relation to its initial decision to place Ms x in a refuge and the help to secure Private Rented Accommodation.
- Recommendations that have been actioned from the report include:
 - Written apology to the customer for the distress caused by the faults identified.

- Symbolic payment of £500 to acknowledge the distress caused by the failure.
 - Training for Officers.
 - Review template letters.
 - Action plan to reduce families in B&B over 6 weeks.
 - The reasons for the non-payment included:
 - Acknowledged the Regulations around length of stay in temporary accommodation dated back to 2003, meaning it is out touch with the current context.
 - This was a national crisis including the impact of international forces beyond Local Authority control. The penalty was deemed unfair to the Local Authority and the taxpayers of Leicester.
 - Other complainants could look for compensation which may lead to unbalanced budgets. Over the last 12 months, the estimated cost to the Council was in the region of £500k.
 - Nationally, the estimated cost could equate to £6 million.
 - Payments could risk the serving of S114 causing detrimental impact and loss of services for the local people of Leicester
 - There had been unprecedented overdemand for housing and systemic shortage of housing which was a national crisis.
 - The Council had invested tens of millions to fix the problem, exposing Local Authorities to pay such large figures in compensation would likely hinder attempts to address the problem.
 - The Council publicised the findings from the LGSCO via various media outlets and a public interest report in November 2024.
 - Other Local Authorities made contact to discuss and consider the Councils position it has taken.
 - The Council acknowledged the recommendations and accepted the determinations detailed in the report. It led to further training and learning being implemented at strategic and operational levels.
- As part of the response, it was highlighted that:
- There had been a concerted effort to increase temporary accommodation with an increased investment of £45 million including the sourcing of over 225 units, plus 125 new leases and recruitment of staff to strengthen the divisions response.
 - More affordable housing was being delivered currently than in previous 17 years and the Council on track with partners to deliver over 1,500 units of new Affordable housing.
 - All the levers were being pulled to assist those requiring help, including utilisation of additional Government funding for Private Rental Accommodation for those in the homelessness process.
 - This challenge was being met head on, but it continued to be a challenge in the context of the local and national picture.
 -

The Deputy City Mayor for Housing, Economy and Neighbourhoods stated that she was proud of what had been achieved but acknowledged that no division is not perfect, and they were not burying their heads in the sand around the challenges faced. Lessons were learnt from this report and the division reflected on what could be improved and many of these issues came to

Housing Scrutiny.

As part of discussion by members, it was noted that:

- The LGSCO recommendations were welcomed by members of the commission.
- Monthly meetings were in place to review the Action Plan.
- Investment continued into self-contained temporary accommodation.
- Numbers residing in B&B had reduced from 188 to 17 households.
- A professional consultant with experience in Homelessness Training had been engaged. Training was ongoing with a full day of learning being delivered to officers. A refresher module should become available and criteria guidance sheets were being created.
- Key deliverables had been outlined in line with best practice and team leaders were meeting on a quarterly bases to review.
- Previous issues with staffing levels were referenced, with significant work currently going into staff retention.
- Failed historical deals, such as the Jamie Lewis purchase, were mentioned by members, regarding lack of housing supply and the need for more scrutiny.
- Disappointment was expressed by members in relation to vacant properties at the Hospital Close site, particularly in light of the housing emergency of 2022.
- Other members were satisfied that LGO recommendations had been implemented successfully. It was noted that Bed and Breakfast accommodation did not meet the needs of families and individuals, but this was intended to be a temporary measure. It was felt that it would be best to reinvest finances into protecting the long-term plans, rather than offering compensation.
- There was some discussion surrounding statutory instruments and whether corresponding Ombudsman regulations, being over 20 years old, were no longer considered suitable. It was clarified that this reference (relating to time periods spent in temporary accommodation) was intended to provide context, not to 'add less weight' or disregard any recommendations.
- It was recognised that housing issues were likely to remain a problem in the long-term, and there was a need to recognise the changing landscape.
- The scrutiny commission would have continued opportunities throughout the municipal year to monitor and discuss matters concerning temporary accommodation and homelessness.

The Chair asked who was in support of the call-in going to Full Council of which 2 members were. The Chair asked for those in favour of the call-in being withdrawn and 5 of 7 attending members voted in favour of it being withdrawn.

RESOLVED:

- 1) That the call-in be withdrawn.

ACTIONS:

- For the LGSO findings on homelessness presentation to be circulated to members.

15. ANY OTHER URGENT BUSINESS

There being no further business, the meeting closed at 18.35.



Leicester
City Council

Minutes of the Meeting of the
HOUSING SCRUTINY COMMISSION

Held: THURSDAY, 10 JULY 2025 at 5:30 pm

P R E S E N T :

Councillor O'Neill (Chair)
Councillor Bajaj (Vice Chair)

Councillor Gregg
Councillor Mahesh

Councillor Singh Sangha
Councillor Zaman

* * * * *

16. WELCOME AND APOLOGIES FOR ABSENCE

No apologies were received.

17. DECLARATIONS OF INTERESTS

The Chair asked members to declare any interests in the proceedings, for which there were none.

18. MINUTES OF PREVIOUS MEETING

The Chair highlighted that the minutes from the meeting held on 22 April 2025 were included in the agenda pack and asked Members to confirm whether they were an accurate record.

AGREED:

- It was agreed that the minutes for the meeting on 22 April 2025 were a correct record.

19. MEMBERSHIP OF THE COMMISSION 2025-26

The Membership of the Commission was confirmed as follows:

Councillor Molly O'Neill
Councillor Deepak Bajaj

Councillor Hanif Aqbany
Councillor Mohinder Singh Sangha
Councillor Syed Zaman
Councillor Jaientilal Gopal
Councillor Ravi Mahesh
Councillor Mick Gregg

20. DATES OF THE COMMISSION 2025-26

The dates of the meetings for the Commission were confirmed as follows:

10 July 2025
26 August 2025
11 November 2025
13 January 2026
17 March 2026
21 April 2026

21. SCRUTINY TERMS OF REFERENCE

The Commission noted the Scrutiny Terms of Reference.

22. CHAIRS ANNOUNCEMENTS

The Chair reminded members of the role of scrutiny as a critical friend and a place of challenge, emphasising the need to do so respectfully. She further noted that in the future, certain reports for information would be considered as read, excluding the need for officers to present them, thereby allowing discussions to proceed based on the documents.

23. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

It was noted that none had been received.

24. PETITIONS

It was noted that none had been received.

25. HOUSING SCRUTINY OVERVIEW

The Chair noted that the presentation had been sent out previously and invited members to ask questions or seek clarification on any aspect of the presentation.

There were no comments.

26. INCOME COLLECTION ANNUAL UPDATE

The Housing Head of Service provided an annual overview on rent collection within the Council's general housing stock covering the financial year (FY) April 2024 to March 2025.

It was noted that:

- The FY was marked by outstanding performance, with almost 99% of rent collected. When benchmarking with other urban authorities, Leicester had amongst the highest collection rates and lowest eviction levels.
- By the end of the FY, £1.7m arrears were outstanding, which was 15% lower than the previous FY. Despite increasing pressures, rent rates remained lower than the previous years, and the housing team had managed to keep them steady.
- Like most social landlords nationally, the Council faced significant challenges with the collection of rents and service charges because of the widespread deprivation and cost-of-living crisis, conditions which significantly affect Council tenants.
- Notwithstanding the challenges, performance remained strong as only four (4) households were evicted in the past year, none of which were families. The Council continued to support people in sustaining their tenancies, with most evictions related to property abandonment, e.g. the tenant had already left
- Since April 2024, 59 rental possession claims were instituted in court, which equated to an average of 5 cases per month, compared to pre-COVID averages of 80 cases per month. This reflected a 90% annual reduction, which was a significant accomplishment.
- The Discretionary Housing Payments (DHP) and Household Support Fund (HSF) played a vital role in achieving the foregoing successes. In the past year, nearly £1m was allocated to support approximately 1400 vulnerable tenants. An additional £800k had been allocated this year, and the Housing Division would continue to focus on targeting those who were most in need.
- A key consideration for providing support was for the tenancies to be sustainable and for tenants to have the mechanism for managing future rent payments - there were payment plans in place to support this. Additionally, over 5,000 tenants had received support with utilities and food.
- A key challenge was the roll-out of Universal Credit (UC). Currently, around 9300 tenants (constituting about 50% of Council tenants) were claiming UC, 52% of whom were in rent arrears. To manage this, a specialist team of Rent Management Advisors worked closely with the most vulnerable and complex cases. The team's work was critical to tenancy sustainment, as in the past year, 1,111 referrals were handled (9% higher than last year's), 77% of which were identified as having vulnerabilities.
- Pressures from the rise in inflation and the ongoing changes to benefits were likely to intensify in the coming year. However, the Housing team

remained confident in its position to navigate these challenges.

The Deputy City Mayor, Housing, Economy and Neighbourhoods commended the performance for the FY, noting that it demonstrated the Council's commitment to supporting its residents to remain secure in their tenancies and making effective use of processes and available discretionary funds.

In response to questions and comments, the following points were made:

- The effect of added pressures, like reduction in housing support and migration of 50% tenants to Universal Credit, would be mitigated against in some of the following ways:
- By constantly evaluating the availability of the right resource within the team e.g. the establishment of the Rent Management Advisory team to fill service gaps.
- The caseload of income officers would be constantly reviewed to allow for fresh perspectives on issues. Pop-up sessions had also been established.
- Staff had also recently received training on Council Tax Support to better assist struggling tenants.
- The HSF had a robust process for ensuring it was correctly allocated. The Housing team was working with the Revenue and Customer support teams to identify the most vulnerable, and there was data sharing with DWP, ensuring early intervention and supporting with UC claims, so that tenants do not miss their transitional period.

It was further noted that:

- The £1m HSF referenced in the report was primarily used for rent arrears support, and in some exceptional cases, district heating arrears. There had been an additional amount allocated for food utility and heating. Historically, tenants were able to benefit from HSF once, but the current process allowed for discretionary allocation, depending on the circumstances of the beneficiary. This process was subject rigorous scrutiny.

AGREED:

The Commission noted the report.

27. STOCK CONDITION - PROPERTY MOT

The Head of Service presented a report on the condition and management of the Council's housing stock. It was noted that:

- All homes were visited on a regular basis and the stock was currently 99.5% compliant with the Decent Homes Standard.
- A rolling 5-year Home Health Safety Rating System (HHSRS) inspection plan had commenced and all homes had been visited in the previous 5 years by an officer who was able to identify any risks and arrange for them to be remedied.

- 2 separate IT systems had been simultaneously managed to keep track of the stock condition.
- The new Assets module was key to demonstrating strong compliance, along with the resources required by technical services that managed this.
- The report highlighted the key spending areas that were over £40 million, all of which were agreed as part of the HRA budget. There were other smaller-scale items at a property level, and information was held on elements such as expected replacement timeframes.
- When elements were due for replacement, an inspection took place to ensure work was prioritised appropriately. The largest area for refurbishments was the kitchen and bathrooms. The intention had been to replace all kitchen and bathrooms but due to increasing costs and budget pressures, this was reconsidered to ensure that all kitchens and bathrooms met the decent homes criteria and were replaced as soon as possible.
- The elements that were changed on a periodic basis were listed in the report.
- Stock condition was assessed in many ways, including:
 - When properties were void, their condition was assessed to ensure they met the decent homes standard and disruptive works were checked and carried out.
 - Safety inspections such as gas safety inspections were carried out annually. The gas engineer also reported any other areas of concern after visiting the property.
 - Tenants were able to contact the service if they wished to make alterations or improvements in a property and as part of this, an inspection occurred
 - Inspections occurred during mutual exchanges. The exchange could not occur unless both properties met the decent homes standard.
 - An established process was in place for damp and mould complaints which allowed a 4-week turnaround period for inspections. Priority repairs were required to be inspected and completed within 4 weeks.
 - Responsive repairs were ongoing with around 80,000 occurring annually.
 - There were 30 Neighbourhood Housing Officers who responded to tenancy management enquiries and were also able to refer any repairs through to Technical Services.
 - The team worked closely with other services such as occupational health, environmental health and social workers so any concerns could be investigated.
 - Referrals were received through customer service.
 - Regular risk assessments were carried out of communal spaces containing asbestos.
 - Periodic Fire Risk Assessments (FRA) were carried out.
- The Compliance Team was now in place, and it was intended that low-risk blocks could now be checked as well as high-risk ones.
- IT systems confirmed that all houses had been visited at least once in the last 5 years.

- A new NEC module was being implemented, which would allow the council to interrogate the information on the housing stock better. This system would allow asset management and Health and Safety surveys to be conducted in real time using handheld devices, with data automatically updated in the IT system. The module was expected to be operational by September 2025, with some recruitment needed to support the new model.

In response to comments from Members, it was noted that:

- Gas safety checks were carried out by staff while EICR was carried out by contractors and in-house staff.
- Fire Risk Assessments (FRA) but they were completed in line with the identified risk frequency for that block, every 12 months in high-risk blocks and sheltered accommodation. In purpose-built accommodation, they were carried out every 5 years. A Fire Risk Assessor was directly employed in the division, but the vast majority of FRA were completed by contractors.
- Many priority works were completed within the 10-day target. However, work occurred outside of this timescale if it was inconvenient or disruptive for the tenant. The difficulty of access to the property was an issue in causing backlogs.
- A report was scheduled on Repairs and Maintenance for the next Housing scrutiny meeting. This was intended to include damp and mould updates, which were on a significant downward trajectory.
- Concerns were raised that the capital work programme was based on a 16-year-old survey. Members were reassured that before any capital work to properties is implemented, the Housing team would re-inspect and update the available information. £170 million had been spent on housing improvements in the last 10 years.
- While the Health and Safety regulations required more frequent inspections moving forward, so far, no category 1 hazards had been identified as part of the initial HHSRS inspection completed. The ongoing stock check had ensured that the stock was in a good, compliant standard in line with officers understanding. However, the process adopted was being moved to a more regulated method.
- The division was confident that the capital programme would be effectively delivered, particularly given the introduction of the new IT system. A 5-year investment strategy would also be developed using the intelligence from the HHSRS inspection to focus where investment capital was spent.
- Members commented that increasing the number of property MOT's was an investment that could save money in the long term. However, concerns were raised around the resources required to ensure that the inspections were carried out. In response, it was noted there was to be a new team manager, with 6 surveyors directly employed, this would be reviewed on an ongoing basis. Colleagues in the private sector were going to support them with their training. Opportunities were intended to be offered for technical staff to develop, and the apprenticeship offer was still very strong across the trades and craft staff. This was to support the existing apprentice programme.

- EPC's lasted for 10 years, but there was no current requirement for them to be provided if it had lapsed. They were only provided in the event of a new letting / tenant.
- The Local Authority had been fortunate in its stock; there were lots of traditional builds, and there were no remediation works because of building safety. Robust decisions had been made in terms of sustainable investments, and the division had been invested in the people and the stock. The management of the stock had put the team in a position to proactively identify potential issues that could be revealed by the surveys.
- Communications were issued prior to an appointment, as well as there being an Access Policy so that tenants understood the purpose of the visit.
- New recruits were to be resourced from the Revenue Budget.
- Where there was similar house types with the same issues identified, it was logged on the dashboard so that trends were identified, and remedial works could be carried out.
- A key cause of damp had been identified as ventilation, so this required communication with tenants.

AGREED:

The commission noted the report.

28. FIRE SAFETY

The Housing Head of Service presented a report on the fire safety conditions within the Council's residential buildings. Members were invited to provide comments and ask questions, and the following were noted:

The outstanding risks in the 12-month category were low-level / priority repairs, and do not have an impact on the fire safety. These issues were usually identified by Building Responsible Officers during routine inspections. More urgent repairs fell under the 10-day category. Importantly, no jobs were cancelled following a fire safety inspection; all repairs had to be completed.

The Housing Team maintained a robust plan for dealing with management actions (e.g. rubbish in communal spaces). Safety remained a priority, and combustibles were not permitted in communal spaces.

Fire inspections were carried out daily based on risks. The high-risk buildings were managed in accordance with the Building Safety Act. Due to ongoing inspections, there were currently no outstanding fire safety inspections.

AGREED:

The Commission noted the report

Information on the average wait time for the 452 low-level fire risk repairs to be shared with the commission

29. PRS STRATEGY/RENTERS REFORM BILL

The Director of Housing and the Head of Regulatory Service presented a report on outlining recent and upcoming developments aimed at the improvement of private rented sector stock within the city. The presentation covered:

- The Renters' Rights Bill (RRB)
- The Supported Housing Act 2023 (regulations) (SHA) and;
- The introduction of a refreshed Private Rented Sector (PRS) strategy.

The Renters' Rights Bill

The RRB was currently at the report stage in the House of Lords and was anticipated to come into force by summer 2025. There were several facets to this bill which would be introduced in phases, though no definitive timescales had been set for this. Key changes introduced included:

- Abolition of Fixed Assured Shorthold Tenancies, which would be replaced by periodic tenancies, giving flexibility to tenants by allowing them to remain in a property until they decide to end the tenancy by giving two months' notice.
- Restriction to a limit of one rent increase per year by landlords.
- Abolition of s.21 (no-fault) eviction. The change in law came with the requirement for landlords to go to court with a justified reason for eviction
- Ban on rental bidding war, preventing landlords from encouraging tenants to outbid one another for properties.
- The introduction of a new PRS ombudsman to oversee complaints from individuals and hold landlords accountable.
- The introduction of a PRS national database, where landlords would be required to register, enabling Local Authorities to identify and track problems in the area, especially in relation to landlords that own multiple properties.
- The Decent Homes Standards would be extended to PRS properties.
- Introduction of Awwab's law in relation to damp and mould, new service standards and timescales for response would apply to social landlords and PRS alike.
- Prohibition of discrimination against people who were on benefits from renting properties.
- These changes had wide-reaching implications across the service areas (detailed in the report) - existing powers would be extended, and additional responsibilities placed on the Council. To manage this, a Project Board had been established to coordinate the Council's response to these changes.
- New funding was expected to assist the Council in meeting these new obligations, but details of this were not yet available.

Supported Housing Act (SHA)

- The Act was already in force and its objective was to address issues around quality of accommodation, care and support not matching the rent levels paid in Supported Exempt Accommodations (SEAs) (i.e. accommodation linked to care leavers, domestic violence survivors, refugees, prison leavers).
- There was previously no regulation that empowered local authorities to deal with such issues, but the SHA gave new powers to:
- Set a local strategy for supported housing
- Have a licensing regime that would enable the Council to influence the quality of stock and investigate the quality of care and support provisions that individuals were entitled to.
- The Council was proactively mapping all existing SEAs within the city and had established a partnership board that includes Housing, Neighbourhoods and Social Care to ensure collaboration in delivering on the different elements of the Act.
- Council was also considering what this would mean from an inspection regime standpoint, for both the accommodation and social care inspection.
- The department was still awaiting clarity on what government funding would be made available to implement these changes effectively.

The PRS Strategy

The Council was developing a revised PRS strategy aimed at delivering a holistic and coordinated approach to supporting both tenants and landlords. The new strategy would incorporate the Council's responses to the RRB and SHA, given their direct relevance to it. Some key points noted were:

- The strategy had key strategic priorities (set out in paragraph 3.22 of the report) covering improving standards, improving support, improving enforcement and protection, strengthening intelligence and promoting a joined-up approach.
- The Council was at the stage of developing a formal revised strategy

The Deputy City Mayor for Housing, Economy and Neighbourhoods acknowledged the potential tension between the priorities of the Council and those of landlords. She emphasised that the updated strategy aimed to take on board the challenges and needs from both sides while responding fairly to them, as well as maintaining positive landlord relationships.

In response to questions, it was noted that:

- There had been a recent uplift in section 21 cases because PRS landlords were concerned about the new RRB changes. The Council had a close relationship with the courts and had information regarding the uplift e.g. where historically there were 16 cases requiring temporary accommodation weekly, the past week had seen a spike to 23 cases. The Council had increased Homelessness Prevention officers from 14 to over 30, to have sufficient resources to deal with this.

- Another way for managing this ongoing pressure was the delivery of 250 temporary accommodations, and a record number of permanent accommodations was underway
- The abolition of no-fault evictions had positively impacted landlords' response to the Council's incentive scheme. This was mutually beneficial because it provided security for the landlord, as well as increasing the Council's access to PRS stock.
- In response to the question about how the discrimination against individuals on benefits would be regulated, it was noted that unless there was explicit evidence against the landlord, enforcement would be difficult. However, registration of a landlord on the National database would make it easier to identify trends and build an evidence base that would allow for formal action.
- Regarding the monitoring of estate agents, it was stated that educating them on their legal obligations would potentially lead to a culture shift and relationship. However, where concrete evidence of discrimination was available, formal action could be taken. Additionally, civil penalties for selective licensing breaches were being issued to not only landlords but also to letting and managing agents when appropriate.
- To balance engagement with landlords and regulatory enforcement, the Council aimed to support compliant landlords while taking action against those who failed to meet their obligations. In support of this, there was ongoing proactive engagement with landlord forums and representative groups. This relationship building had increased the confidence and trust of landlords in the Council to utilise their stock, and had resulted in 240 PRS properties secured last year, with a target of around 500 this year. Beyond this, there was the "call before you serve" initiative, which encouraged early dialogue between landlords and the Council to resolve issues before a formal notice was served.
- Work was ongoing to establish the necessary regulatory structures to deliver the requirements of the RRB, SHA, and the PRS strategy.

AGREED:

That the report be noted.

30. WORK PROGRAMME

The Chair invited members to make suggestions on items that they wished to be included in the work programme. There were none.

31. ANY OTHER URGENT BUSINESS

The Chair informed members of the possibility of conducting some informal scrutiny on Housing Allocation. She noted that the meetings would be held online and welcomed ideas and suggestions from members.

There being no further business, the meeting closed at 19:28.

Briefing on Regulator of Social Housing Inspection of Leicester City Council

Housing Scrutiny Commission: 26 August 2025

Decision to be taken by:

Lead director: Chris Burgin

Lead Member : Cllr Elly Cutkelvin

Useful information

- Ward(s) affected: All
- Report author: Nick Griffiths
- Author contact details: Ext 6258
- Report version number: Ver 1.3

1. Summary and overview

- 1.1. This briefing paper updates the City Mayor, Lead member, Executive and Housing Scrutiny members following the first inspection of the Landlord function of the Housing Division by the Regulator of Social Housing (RSH).
- 1.2. The briefing provides an updated position and follows on from the papers presented in February, March and April 2025.
- 1.3. The RSH, following an inspection, issues gradings against the consumer standards. The ratings are
 - 1.3.1. C1 – fully compliant
 - 1.3.2. C2 – broadly compliant but with some areas of improvement identified
 - 1.3.3. C3 – not complaint with weaknesses / serious failings in one or more areas
 - 1.3.4. C4 – not compliant with very serious failings in one or more areas and/or RSH has no assurance the landlord can put things right.
- 1.4. As set out in the previous reports, it is important to consider the context (both national and local) which surrounds the provision of social housing in Leicester. In common with many other large urban Local Authorities, Leicester faces a situation where demand for housing far outstrips supply. There are continued financial pressures on the Housing Revenue Account (HRA) in the form of rent increases lower than inflation rates and Right to Buy (RTB) sales continuing to reduce forecast income year on year. An ageing housing stock profile means that more and more investment is needed to keep homes to a level of expected (and regulatory) decency and there are new regulatory requirements to ensure that the level of detail on assets, both domestic and communal is updated on a cyclical basis, which requires additional resource. Regulation also places additional financial pressure on HRA to complete electrical inspections on domestic properties every five years.
- 1.5. While the consumer standards are welcomed across the housing sector, it is clear that to achieve full compliance (a C1 grading) will require considerable investment in both stock and resource. The aim of the RSH is for all landlords to achieve a C1 grading in the future, however, under the current financial arrangements, C1 ratings may not be realistically achievable by any large Local Authority without considerable external investment. Comparably, those Local Authorities that have chosen to ALMO their housing stock got access to a fund of £2.5bn in order to improve their Housing stock which has enabled them to invest significantly higher levels in their stock.

- 1.6. The Regulator of Social Housing was introduced from April 2024 for Local Authorities alongside new Consumer standards.
- 1.7. Since April 2024, the RSH has published results of 44 inspections on Local Authorities. Of these, 11 are comparable large Cities to Leicester All have been rated as C3. In addition all unitary authorities that manage their own stock have received a C3. The main reasons for non-compliance for those Local Authorities can be summarised as:
 - 1.7.1. Lack of up-to-date stock condition data *
 - 1.7.2. Lack of engagement opportunities
 - 1.7.3. Not providing information to tenants allowing full scrutiny of services *
 - 1.7.4. Poor day to day repairs services, often with high numbers of outstanding and/or overdue orders *
 - 1.7.5. Some examples where landlords did not have clear information on the “big six”¹ compliance areas
 - 1.7.6. Examples where landlords had a number of outstanding urgent fire remedial actions

Of these common areas the ones that have an * are areas identified for Leicester.
- 1.8. In early 2024, the division carried out a self-assessment against the new consumer standards and identified areas for improvement which fed into an overarching action plan. Immediately we started work after identifying these areas
- 1.9. The resulting action plan was a useful tool in preparing the division for the regulatory inspection submission, as it allowed an honest and open appraisal of services provided, both good and where improvement was identified. The division recognised that there were gaps in some areas, and that in some cases, providing assurance of compliance was hampered by reporting difficulties or where data was held outside the main ICT system, NEC. It must be stressed that work was underway to improve these matters, not because of the RSH’s decision to carry out an inspection in 2025, but to ensure that the division was working towards full compliance with the revised consumer standards regardless of the inspection date.
- 1.10. The on-site inspection was an opportunity for the division to highlight the areas of work which the RSH were not inspected. These include the excellent tenancy sustainment rate of 95.29%, the rent collection rates of 98.8% the support offered by the internal STAR and tenancy management services, the transitional satisfaction of the repairs service of 92.91% and our commitment to improve the lives of all the residents who live on our estates through corporate initiatives such as “Let’s Get Together” and Leading Better Lives alongside the annual programme of environmental improvements and public realm.
- 1.10 The outcome of the Regulatory inspection for Leicester was a C3.

2. Recommended actions/decision

- 2.1. To note the Regulatory outcome
- 2.2. To note the position and actions taken by the division to address gaps and/or weaknesses in delivering the consumer standards.

¹ Fire, water, gas, lifts, electrical, asbestos.

3. Scrutiny / stakeholder engagement

- 3.1. Following the adoption of the revised Engagement and Communication strategy and appointment of the new engagement team, consultation with residents will be placed at the heart of service delivery.
- 3.2. The division has already formed a Tenant Scrutiny Panel (TSP), which comprises some 12 – 18 members from a variety of backgrounds and estates. The division will build on this to create a structure where the tenant voice is integral to the governance structure. This will include scrutiny of performance and meaningful consultation on proposal to amend policies and processes.
- 3.3. This report will be presented for comment to the Housing Scrutiny Commission on 26th August 2025.
- 3.4. The report will also be presented to the Tenant Scrutiny Panel in September and be reported to all tenants in the Annual report to tenants also in September.

4. Background

- 4.1. We previously reported that the RSH would look at all four consumer standards during the inspection, these being Safety and Quality Standard, Transparency, Influence and Accountability Standard, Neighbourhood and Community Standard and the Tenancy Standard.
- 4.2. The RSH were on site on 7 and 8 May 2025 where a number of face-to-face sessions took place (timetable enclosed as Appendix 1). During the inspection phase, further documents and evidence were provided
- 4.3. Following the on-site stage, the RSH requested further evidence to provide clarity on assurance in other areas.
- 4.4. The inspection outcome was issued on the 30 July 2025 when the RSH published their C3 judgment of Leicester City Council. A C3 grading means the division is not compliant with all of the consumer standards. The judgment is in line with our own assessment of compliance against these new standards at this stage and is comparable to similar Local Authorities (as set out in section 1, above.)
- 4.5. It is worth noting that the Regulator recognised the significant work that was underway in working towards compliance and praised the Council for its open and transparent approach. In addition the Regulator was complimentary about the Council's work in meeting the standards around delivery of services (details included in Section 5.)
- 4.6. The RSH were assured that the consumer standards were being met in the following areas;
 - 4.6.1. Safety and Quality
Assurance that the division is meeting legal requirements in terms of gas safety, smoke and carbon monoxide safety, fire safety, water safety and lift safety.
 - 4.6.2. Transparency, influence and accountability

The division understand the diverse needs to the tenants, and uses this information when designing services

The division takes tenants' views into account when making decisions and communicates this.

4.6.3. Neighbourhood and Community

Assurance that the council deals effectively with Anti-social Behaviour and works in partnership with relevant organisations.

4.6.4. Tenancy

The Regulator saw evidence that Leicester CC is offering tenancies or terms of occupation that were compatible with the purpose of its accommodation, the needs of individual households, the sustainability of the community, and the efficient use of its housing stock.

Leicester's mutual exchanges processes also meet the required outcomes of the Tenancy Standard

5. Areas identified

5.1. The RSH judgment found weaknesses and/or gaps in assurance the following consumer standards:

5.1.1. Safety and Quality

- Need to better evidence stock condition using the HHSRS (Housing Health & Safety Rating) inspection regime
- As a result of this we will be able to better evidence homes are free from category 1 hazards at an individual level.
- In additions these inspections will give full assurance in the level of decent homes
- Newly introduced Electrical inspection certification regime (EICR) to domestic homes must be undertaken on a five-year programme
- Additional oversight of health and safety performance (although assurance was provided that the division is meeting its legal requirements)
- Strengthening the repairs and maintenance service

5.1.2. Transparency, influence and accountability

- Additional performance information to tenants or information so tenants know what to expect from the division
- Increased opportunities for tenants to scrutinise and influence services is
- Enhanced complaint handling on reporting and oversight, the accessibility of processes and formalising the reporting on learning from complaints.

5.1.3. Neighbourhood and Community

- Fully Compliant with this standard.

5.1.4. Tenancy

- Fully Compliant with this standard.

6. Next Steps and action planning

6.1. An action plan has been developed to address the assurance gaps

6.1.1. Safety and Quality standard

The division recognised that this was an area for strengthening prior to the inspection because of the new requirements in the Consumer Standards however to give reassurance that the matter has previously been prioritised, monitored and overseen effectively, the Council holds the position that we do have strong stock knowledge because of the high level of investment in Leicester's Housing stock standing at over £169m in the last 10 years and the fact that we have detailed information about all property elements (such as roof, windows, boilers, electrics etc) and their life cycle, when they have been replaced and when they are required to be replaced which we have supplied detailed evidence that sets out all the elements on the properties to the Regulator,

To add to that reassurance, the report sets out more detail in this area:

- **External doors and windows:** A total of 18,897 (98.2%) properties have had their doors and windows replaced in the DHS life cycle.
- **Central Heating:** A total of 15,598(92%) central heating have been replaced or refused by tenants in the DHS life cycle
- **Electrical:** A total of 17,538 electrical systems (91.2%) have been replaced in the DHS life cycle. 3,688 attempted to but refused by tenants which now remain active for replacement subject to tenant agreement or void
- **Kitchens and Bathrooms:** A total of 17,231(88%) kitchens and 14,922 (77%) bathrooms have been replaced in the DHS life cycle
- **Roofs:** A total of 14,354 roofs (74%) do not exceed the DHS life cycle of 50 years. The DHS life cycles do not take account of the different roof covering types available and our assessment is that a blanket target of 50 years is too rigid. We have an ongoing roofing programme that is based on remaining life, localised condition surveys and repairs. We are confident that we know the condition of our roofs because we inspect them when they reach the end of their DHS life cycle and that the HRA capital programme is used to target the roofs that require replacement, in the correct order.
- **EPC Certification:** We have valid EPC's for 13,831 of our properties and that we download data from the .gov website and cross reference with this our stock, this together with the information we hold on NEC for elements such as boilers, insulation and windows etc. reassures us that our stock meets the requirements for thermal comfort as per the decency standard. We have provided the number of properties that are currently showing as having an EPC rating of F and G, 114 and 31 respectively, 145 in total, this is a very small percentage of our stock. (0.74%). we expect to have completed all visits by the **end of July 2025**. In terms of thermal comfort, our data demonstrates that all of properties have a minimum of 50mm of insulation and gas central heating or electrical efficiency, alongside double glazing, cavity wall insulation etc.
- **Condition Surveys:** The council carries out 1060 surveys a year alongside 20,000 visits which review condition and has allowed 6000 repairs to be pro-actively reported, and therefore, we can be confident that over the last 5 years, 5,300

properties, which is approximately 27% of our stock, has been through the process of a physical inspection.

- **Asset Management:** As part of our asset management plan, as an element comes up for replacement on a forward capital plan, this is surveyed prior to work commencing, which allows us to carry out a condition-based asset of the property. This approach determines if the life cycle replacement takes place as part of the capital replacement programme or life cycle should be extended. This means, every home has been visited by a council staff member in the last 5 years who is able to identify any risks and condition arrange for them to be remedied.

In response to the mandatory requirement to complete HHSRS surveys which came into force in April 2024, the council has recognised this change and as at the end May 2025 we have completed over 1,000 surveys, and we are very confident our survey teams are able to exceed our target of 500 surveys a month going forward. Of the surveys carried out to date and those analysed we have identified that 3 Cat 1 hazards, all of which were caused by the removal of smoke detection by the tenants, and all have been rectified. Properties have been chosen based on their size, construction type and locations. While the HHSRS was introduced as an available tool in the 2004 Housing Act a 5 year inspection cycle did not become a legal requirement until this new inspection programme and Consumer standards got introduced in April 2024. Prior to this the authority was required to keep housing conditions under review and to take action when category 1 hazards were identified. Something that we have evidenced to the Regulator & Scrutiny commission and in this report.

It would have been physically impossible to complete the EICRs and HHSRS on Leicester's 19,000 Council homes during the 13 month period since the introduction of the new standards. Because of this it would have therefore been impossible for the Authority to achieve anything better than a C3.

An organisation review has taken place in the Technical Services Team which has realign resources to carry out individual property inspections on a cyclical basis. The surveys will satisfy the requirements of HHSRS and provide detailed information about stock condition and Category 1 hazards

In relation to repairs and maintenance, the HRA repairs project board overseen by Richard Sword, Strategic Director, is tasked with reducing the overdue and out of category repairs. As set out in the RSH's judgment, the division has provided evidence that improvement is ongoing. These improvements are subject to separate oversight.

With reference to Damp and Mould significant additional resource has already been added to this area of work, a task and finish group is also in the process of redesigning the end-to-end process and the group will be looking at the resource needed to keep up with demand. From October 2025, all social landlords will have to comply with the requirements of Awaab's Law in terms of emergency hazards and category 1 hazards relating to damp and mould and work is ongoing to ensure we change service to ensure we meet this new law.

In relation to general repairs and maintenance the Division has a clear pathway to addressing out of category repairs, through procuring additional contractor

resources something which has been difficult to successfully achieve over recent years. Craft staffing has equally been a challenge for the Division, however streamlined processes have led to a position where we have fewer vacancies.

Prior to the inspection, the division had recognised that it needed to carry out cyclical electrical checks to domestic properties, and a programme of EICR checks has commenced, to date we have undertaken 27% of all housing stock. This work will be speeded up with the procurement exercise to identify suitable contractors to assist in meeting the requirements. It should be noted that EICRs are even now not a legal requirement to be undertaken on a 5 year cyclical basis, legislation is moving forward to implement this. The Local Authority was only required to commence this formal 5 year cycle in 2024 and this is why we are not yet fully compliant. Prior to this the Local Authority has used other ways in which to check electrical safety, by taking a risk-based approach and been satisfied that its stock is safe based on the following actions:

- A full rewire and electrical upgrade programme which means no property has electrical wiring that is older than 30 years old. We have completed 2,905 over the last 5 years.
- An EICR is carried out when a property is let or there is a mutual exchange. On average we carry out 950 per year this way.
- Minor works certificates are issued when work is carried out on an electrical circuit and a visual inspection is carried out on the consumer unit. This equates to around 4,000 minor works certificates per year.
- Electrical installation certificates are issued when installing any new circuit, which entails a full test of the circuit, as well as a full inspection of supply equipment and the consumer unit.
- Tenants can report electrical faults, and these are responded to primarily as a CAT 1 or CAT 2 repair with a physical response in 24 hours or 14 calendar days respectively

The Regulator confirmed they are fully assured that Leicester was meeting legal requirements in areas of health and safety in respect of gas safety, smoke and carbon monoxide safety, fire safety, water safety and lift safety. There is assurance people are safe in their homes.

In relation to Asbestos in communal areas, the Council already had full data set and evidence and the Council took the decision to reinspect all of its blocks to keep this up to date and was in the middle of this process during the inspection, something that the Regulator picked up as a concern. We can report here that all inspections have now been completed and no issues have been identified from the re-inspections. The Regulator was confident that the council has very strong management arrangements and oversight involving asbestos in residential properties.

Oversight and more regular reporting to tenants and Councillors was identified by the Regulator as needing enhancing in this area. To meet this requirement additional reports have already been presented to both the Housing Scrutiny

Commission and Tenant Scrutiny Panel (Gas, Fire, Stock Condition) and other reports to give full visibility have been added to this years HSC programme.

The division is in the process of implementing two new modules to the NEC system, a risk module and an asset module. Once these are in place, it is anticipated that more detailed reports will be devised so that further assurance can be gained and provided.

6.1.2. Transparency, influence and accountability

The Regulator stated that Leicester provided evidence that it understands the diverse needs of tenants and uses this information to determine the accessibility of its services. It stated that the Regulator gained assurance that Leicester takes tenants' views into account in its decision making and communicates how tenants' views have been considered.

The Engagement and Communication strategy and action plan which was brought to the Housing Scrutiny Commission in March 2025 sets out the steps that the division wants to undertake in the short, medium and longer term to achieve full compliance with all this standard. The Regulator would like to see effective outcomes from this work. The division is confident that the results of a new dedicated engagement team of three officers and a manager will deliver further positive outcomes for residents. This team will focus upon reaching under represented groups, an area the Regulator identified as an area to improve.

In addition, the division is in the process of recruiting to a new position of Communication Co-ordinator who will be tasked with reviewing, refreshing and revising all communication with and information sent to residents. This will also include a full overhaul of the division's section of the external website, alongside a review of the methods used to provide proactive updates to customers including the use of semi-automated SMS and emails. Work is already underway in this area and the Council are working with Big Blue Door to review and update the content of its web pages starting with Housing.

6.1.3. Complaints

In March 2025 the complaints function transferred to the Housing Division after an internal review recognised that the processes did not meet the requirements of the consumer standards. There was a need identified for better trends and themes reporting and whilst we take learning from complaint process evidence of this needs to be formalised.

Following the transfer of the function a full in-depth service review is underway. Several improvement actions have been identified which include resourcing, process amendments, training and reporting. Work is underway to scope a bespoke complaint handling ICT system which will allow the division to more accurately record and evaluate data around complaints enabling more effective complaint handling and service improvements to be made. In addition, work is underway to review how we publicise how to make a complaint.

- 6.2. The division will be subject to on-going engagement from the RSH. This should be seen as a positive step and the intentions is to work closely with the RSH to achieve compliance with all the consumer standards (C2) in a reasonable period of time.
- 6.3. The indications from other landlords who have been through a similar process is that the initial engagement from the RSH will be intensive, with regular (monthly or

more frequent) meetings to check in on progress with the action plan, and as the RSH gains more confidence in the ability of the landlord to deliver, the engagement becomes less frequent. It is proposed to update the Housing Scrutiny commission on a regular basis with a further update on progress planning in to the Commissions timetable later this year. KPIs are regularly reported and will continue to be to Housing Scrutiny as part of more detailed reports on Housing service areas such as Repairs, Voids and H&S. This will include detailed reporting against compliance and delivery for EICRs and HHSRS inspections.

- 6.4. Key to meeting the standards is the ability of the division to provide evidence on progress, back up the position on service delivery, and provide assurance that services are delivered in a fair and equitable manner. Work is underway to enhance and improve the reporting mechanisms used. Part of this will be to review the Key Performance Indicators (KPI) and Management information (MI) data which is provided to both SMT, Service Managers & Scrutiny on a regular basis.
- 6.5. Of equal importance is the provision of performance information to tenants and residents. The division will be working with the Tenant Scrutiny Panel (TSP) to design and agree division wide service standards and a suite of reports which will allow the TSP (and the wider resident base) to scrutinise performance.
- 6.6. To note at present there are four Consumer Standards (as set out above). There is a fifth standard on Professionalism and Conduct which is likely to be in place from April 2026 onwards. Moving forwards, this standard will also form part of the RSH's inspection processes, so the division will be taking appropriate steps to work towards full compliance as soon as the final standard is released.
- 6.7. Whilst noting this is a journey of improvement to meet the recently established standards the division is confident that it has established improvement plans in place to enable future compliance. These improvement plans, delivery and performance will be monitored by the Regulator of Social Housing Board which is Chaired by Richard Sword.

7. Financial, legal, equalities, climate emergency and other implications

7.1 Financial implications

This report highlights areas requiring improvement identified by the Regulator of Social Housing. Whilst some of these had already been recognised and built into the 2025/26 HRA budget (approved by Council in February 2025), clearly further work is required. Whilst some actions can be absorbed within current roles, the Action Plan will need to be costed and budgets identified to support the immediate work being undertaken in 2025/26; the 2026/27 HRA budget will need to recognise the on-going costs of this work.

Signed: Stuart McAvoy – Head of Finance

Dated: 17 July 2025

7.2 Legal implications

The Housing Act 2004 (Part 1), introduced the health and safety rating system and came into force in April 2006, following enactment of the Housing Health and Safety Rating System (England) Regulations 2005. Part I of the Act sets out how Local Authorities are to assess different categories of hazard within any property; the regulation gives details about the different categories and how to assess the same.

Prior to the Regulations coming into effect, the test for the standards of properties was whether they were fit enough to be habitable (the fitness test), this was replaced by the Decent Homes Standard in 2006.

S.193 of the Social Housing Regulation Act 2023 (SHRA) introduced the inspection programme which states that the *'regulator may set Standards for registered providers as to the nature, extent, safety, energy efficiency and quality of accommodation, facilities or services provided by them in connection with social housing'*.

S.195(1) of this Act states that *'the regulator may issue a code of practice which (a) relates to a matter addressed by a standard and (b) amplifies the standard.'*

(2) In considering whether standards have been met the regulator may have regard to a code of practice'.

The Standards are amplified by the Consumer Standards Code of Practice 2024 and are designed to help social housing providers understand the requirements under the standards.

The Regulator has applied the standards to LCC's stock and found that there are failings in the safety and quality standard and in the transparency, influence and accountability standard. These failings should be addressed with the Regulator to ensure compliance moving forward.

As the report mentions, there will be further regulation of social housing over the coming months with the implementation of the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (Awaab's Law) in October 2025 and due to implementation of mandatory checks on electrical installation in social housing in November 2025 (for new tenancies) and May 2026 (for existing tenancies).

Failure to adhere to the recommendations of the Regulator and continued failings in the decent home standard will have consequences. It is imperative that the Regulators recommendations are considered and implemented as practicably as possible.

Signed: Shazmina Ghumra

Dated: 17 July 2025

7.3 Equalities implications

This paper provides an update following the recent inspection of the Landlord function of the Housing Division by the Regulator of Social Housing. Under the Equality Act 2010, public authorities have a Public Sector Equality Duty (PSED) which means that, in carrying out their functions, they have a statutory duty to pay due regard to the need to eliminate unlawful discrimination, harassment and victimisation, to advance equality of opportunity

between people who share a protected characteristic and those who don't and to foster good relations between people who share a protected characteristic and those who don't.

Protected Characteristics under the Equality Act 2010 are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation. The division is aware of the need to address equality, particularly through enhanced tenant engagement, improved complaints handling, and addressing housing quality and safety issues that can disproportionately impact vulnerable groups. The identification of weaknesses by the RSH highlights areas where the local authority may have historically fallen short and the proposed actions indicate a commitment to rectifying these. This aligns with the PSED's aim to "advance equality of opportunity" by recognising and responding to the varied needs of tenants, including those with protected characteristics. The commitment to consultation which must be accessible, is a positive step for all residents, but particularly relevant for the PSED in ensuring the voices of diverse groups are heard. The division will be working with the Tenant Scrutiny Panel to design and agree division wide service standards, this is a proactive approach to enabling tenant scrutiny, which can help identify and address any discriminatory practices or unequal outcomes, thereby supporting the elimination of discrimination and advancement of equality.

Signed: Equalities Officer, Surinder Singh, Ext 37 4148

Dated: 16th July 2025

7.4 Climate Emergency implications

Housing remains the biggest source of Leicester's direct carbon emissions, with the use of gas boilers for heating and hot water being the biggest contributor to those emissions. To reach net zero emissions, work will need to continue to make housing more energy efficient and, over time, to replace gas boilers with electric forms of heating.

As a major landlord in the city, the council has an opportunity to support the decarbonisation of housing by ensuring that the investment it makes in the council housing stock aligns with net zero. For the existing stock, in the immediate future, this means continuing to improve thermal performance, using knowledge of the stock to focus on homes performing less well – as identified in the report. In recent years this has included programmes to top up loft insulation and to install external wall insulation to solid wall homes. This all contributes to meeting required standards for quality, while helping keep tenants' energy bills down. It also helps prepare the housing for the future introduction of electric heating, which for most houses is likely to be heat pumps. The council is already future-proofing new council housing currently being built, by building to high standards of energy efficiency and fitting air source heat pumps and solar panels.

Signed: Duncan Bell, Change Manager (Climate Emergency)

Dated: 17 July 2025

7.5 Other implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

8. Background information and other papers:

9. Summary of appendices:

10. Is this a private report (If so, please indicate the reasons and state why it is not in the public interest to be dealt with publicly)?

11. Is this a “key decision”? If so, why?

Housing Scrutiny Commission

Who Gets Social Housing April 1st 24 – March 31st 2025

Date: 26th August 2025

Assistant Mayor for Housing: Cllr Elly Cutkelvin
Lead Director: Chris Burgin

Useful information

- Ward(s) affected: All
- Report authors: Sarah Statham, Service Manager, Homelessness Prevention & Support, Joanne Russell, Head of Service (Housing)
- Author contact details: 0116 454 5191 / 0116 454 0245
- Report version number: v0.1

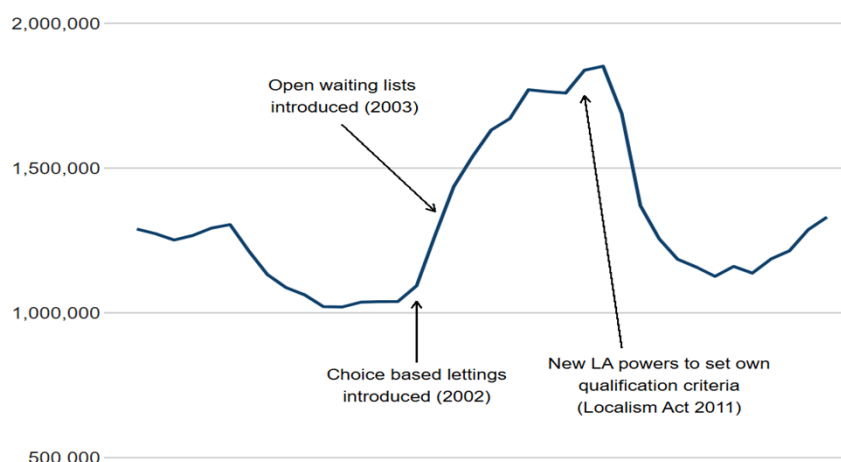
1. Purpose

- 1.1. This report provides an update to Members of the 'headline' Housing Register and Lettings data, relating to Leicester City Council's Housing Register.
- 1.2. The report deals with the financial year 2024/2025.
- 1.3. To consider the provision of a slide deck to scrutiny to support this report or as an alternative to convey the information more succinctly to the Executive.

2. Summary

2.1 National picture: Using published data from the Ministry of Housing, Communities and Local Government (MHCLG) we know that there were 1.33 million households on local authority housing registers at 31 March 2024. This represents an increase of 43,000 households (3%) compared to 31 March 2023. This is the highest number of households on housing registers since 2014. We also know that demand has continued to increase across the UK since these figures were published with factors contributing to this including the increase of Section 21 Evictions from the Private Rented Sector, the lack of affordable accommodation and the increase in net migration to the UK.

2.2 The number of households on housing registers nationally has been steadily increasing since 2017 after falling from a peak of 1.9 million in 2012. The following table demonstrates the number of people on Local Authority Housing Registers from 1987/87 to 2023/24 and notes the introduction of key legislation and policy that has impacted on numbers:



[Social housing lettings in England, tenants: April 2023 to March 2024 - GOV.UK](https://www.gov.uk/social-housing-lettings-in-england-tenants)

- 2.3** It is important to note that average waiting times are impacted by a variety of factors including availability of property (demand), property type, priority and bidding activity and

so this information should be used as a guide as each locality has a unique set of circumstances.

2.4 National data shows that 59% of households who were new to the social housing sector in 2023/24 were on the housing register for less than a year in their local authority area before they got their letting. 8% of households were on the housing register for 5 years or more before getting a social letting in their area.

2.5 It is reported that the average wait time to be allocated a social housing property is 2.9 years rising to over 6 years in London, with much higher average waiting times in areas such as Barking and Dagenham where it is even higher.

2.6 In Leicester the average waiting time for a household in Band 1 priority who need general needs accommodation for a 2 bed property is around 18 months and for a 3 bed property 22 months and for a 4 bed property is 25 months which have all increased since last year. There has been a decrease of 2 months in the average wait times for 1 bed roomed accommodation, but this can be linked to the acquisition programme undertaken to meet the demand in the City as we have only seen this marginal increase despite significant increased demand, particularly in our homelessness service.

2.7 At a glance summary for Leicester of changes on Leicester's Housing Register between April 24 and April 25 (please ensure this is read with the context provided in the detailed report to gain a full picture)

Headline	Change 24-25	Detailed paragraph
Total number of households on the Housing Register	Decrease	3.1.1
Number of homeless families on the housing register	Increase	3.1.2
Number of households in most housing need (proportion of people in Band 1)	Increase	3.2.1
Number of households on the register with overcrowding as the primary factor	Decrease	3.3.1
1 & 2 bed wheelchair adapted accommodation waiting time	Decrease	3.4.9
3 bed wheelchair adapted accommodation waiting time	Increase	3.4.9
Total number of lettings	Increased	4.1.1
Number of lets to homeless households	Increase	4.2.2

2.8 At a glance headline summary of key information about Leicester's Housing Register (please ensure this is read with the context provided in the detailed report to gain a full picture)

Key Information	Detailed paragraph
Property size most in demand is 2 bed	3.4.14
Wards with most Housing Need (households in Band 1) are Castle, North Evington and Abbey Wards	3.4.16 / Appendix 3
Wards with least Housing Need (lowest proportion of households in Band 1) Knighton and Thurncourt	3.4.16 / Appendix 3
New Parks had the most lettings (185) in the last 12 months followed by Belgrave & Rushey Mead (126).	4.2.3 / Appendix 2
Demand for Council tenancies is higher than Housing Association tenancies	3.4.19
Social Housing tenants (Leicester) account for 23% of all households on the Housing Register	3.5.1

Band 1 accounted for 87% of all lets in 2024/25	4.2.1 (a)
Band 2 accounted for 10%	4.2.1 (b)
Band 3 accounted for 3%	4.2.1 (c)
Those requiring partially adapted accommodation are being rehoused at a higher rate than their representation on the housing register	3.4.11
Applicants who want to move to Troon and Rushey Mead Wards are likely to wait longer to achieve a let. *please read in conjunction with full report	3.4.17
Applicants who want to move to Spinney Hills are likely to achieve lets more quickly please read in conjunction with full report	3.4.17

2.9 At a glance summary of key workstreams being undertaken to manage demand on the Housing Register and homeless services (this is not an exhaustive list):

No	Workstream
1	EasyMove Scheme (mutual exchange)
2	45M investment in the acquisition of 248 units of temporary accommodation and 125 leased properties
3	1M investment to grow the PRS Team and deliver an additional 240 housing solutions in the private rented sector
4	Review of the allocations policy
5	Private Rented Sector Strategy in development
6	Amending nomination agreements with Social Landlord's to allow more flexibility to house homeless households
7	Working with Children's Social Care to improve the housing pathway for care leavers
8	Renters Rights Bill preparation board including communication plans with existing Landlords to offer reassurance
9	A number of grant funding work streams to address pressures on homelessness and the housing register from particular groups such as Duty to Refer (DTR) and migration into the City

3. Headline data from the Housing Register

3.1. Overall number of households on the Housing Register

3.1.1. The number of households on the Housing Register is 6368 on 01/4/2025. This is a reduction of 5% compared to 6682 on 01/4/2024. This can be attributed in part to the increase in lets over the 12-month period which is explained further at 4.1.

3.1.2. Whilst the total number of households on the housing register has fallen, the number of homelessness families has risen by 122 (7%).

3.2. Banding proportions

3.2.1. Band 1 applicants account for 28% (1796) of those on the Housing register. At this time last year Band 1 applicants accounted for 23% of the Housing register. This is therefore an increase of 5% of those in Band 1 and means in real terms there are 226 more people in Band1 now than at this time last year.

3.2.2. Band 2 applicants account for 31% (2000) of all households on the Housing Register. At this time last year Band 2 applicants accounted for 32% of the Housing register. This is

therefore a decrease of 1% of those in Band 2 and means in real terms there are 126 fewer people in Band 2 now than at this time last year.

3.2.3. Band 3 applicants account for 40% (2572) of all households on the Housing Register. This remains unchanged from this time last year.

3.3. Primary reasons for joining the Register

3.3.1. Overcrowding remains the biggest reason for joining the Housing Register and currently accounts for 54% (3451) of the register. This is an overall reduction of 4% (425) compared to 01/4/2024. We have seen consistent reductions in the numbers on the register with an overcrowded priority in the last 18 months. This can be attributed in part to the EasyMove Scheme. Further details of this are detailed below at 3.3.4.

3.3.2. There are three levels of banding priorities for overcrowding. This allows for overcrowding needs on the Housing Register to be better separated dependent on level of need, which in turn allows for those in the most critical housing need to be elevated and prioritised appropriately.

3.3.3. The following information summarises the differences between priorities:

- Band 1 Overcrowding priority is awarded to those whose overcrowding meets the most critical need – either meeting the statutory overcrowding definition within the Housing Act 1988, or otherwise exceeding the property's maximum occupancy levels. The number of statutory overcrowded/critically overcrowded households has reduced by 6% since 1/4/2024 from 245 to 231.
- Band 2 Overcrowding priority is awarded to those whose overcrowding falls short of Band 1 criteria but is acknowledged within LCC's Allocations Policy as severe – those lacking 2 bedrooms or more, or families living in 1-bed flats. The number of households with this priority has reduced by 5% in the last 12 months from 809 to 771.
- Band 3 Overcrowding priority is awarded to those whose overcrowding is not severe but is acknowledged within LCC's Allocations Policy as causing potential households' difficulties – those lacking just one bedroom. The number of households with this priority has reduced by 13% in the last 12 months from 2822 to 2449.

3.3.4. The EasyMove scheme was introduced May 2023 as a pilot to ease overcrowding for social housing tenants. The aim of the scheme is to find housing solutions for social tenants by facilitating a mutual exchange between an overcrowded and an under occupying household. This creates an alternative route to suitable accommodation for tenants whilst reducing the cost of void properties and making best use of our stock.

3.3.5. In its first year, the project successfully managed 9 mutual exchanges, moving 18 Social Housing tenants into housing more suitable for their needs. This means that solutions were found for 9 overcrowded households outside of the Housing Register with a saving of over £63,000 in avoided costs associated with LCC void properties.

- 3.3.6. The scheme target of 10 mutual exchanges for 2024/25 has been exceeded with 18 successful exchanges ensuring 36 households are now living in more suitably sized accommodation and overcrowding was resolved for 18 households whilst a further 18 were able to downsize ensuring more affordable accommodation and best use of housing stock. This has resulted in an estimated overall saving of £166,000 in avoided costs associated with LCC void properties for 2024/25.
- 3.3.7. In addition to the support provided for tenants in overcrowded conditions to exchange their tenancy with those who are under-occupying their home, support and advice is given to assist them to find suitable accommodation via alternative routes such as through the Housing Register or in the Private Rented Sector.
- 3.3.8. In most circumstances people who are supported into the Private Rented Sector under Silver, Gold or Platinum schemes, retain their banding on the Housing Register to enable move on into a long term affordable and suitable housing solution.
- 3.3.9. People who are homeless or threatened with homelessness accounts for 28% (1808) of all households on the Housing Register. This is an increase of 3% (122) compared to 01/4/2024. It should be noted that not all homeless households are awarded Band 1 priority and the banding award is determined by the stage of their homeless application (Prevention, Relief, Main Duty).
- 3.3.10. More detailed information on reasons for joining the housing register can be found at **APPENDIX 1**.

3.4. Housing demand vs. Housing Need

- 3.4.1. Housing demand and housing need are different.
- 3.4.2. Housing need is driven by population growth and various socioeconomic factors and is measured by the Local Authority in terms of circumstances. These circumstances are then assessed, and priority is awarded on the housing register depending on the level of housing need.
- 3.4.3. Housing demand includes housing need as a driver, but other drivers exist. Housing demand is also driven by preference, for example households wanting to live in a certain area of the city. This can subsequently drive-up waiting times in that particular area. Preference is a key element of Leicester City Council's Housing Register, as we operate a choice-based lettings scheme, allowing applicants to bid on properties as they wish (except for those priorities that require auto-bidding due to urgency).
- 3.4.4. **In Leicester, information indicates the following:**
- 3.4.5 Type of accommodation (i.e., house, bungalow, flat, maisonette)
- 3.4.6 Need for all types of accommodation is high and significantly outstrips supply.
- 3.4.7 When looking at family-sized housing, houses have higher demand than maisonettes and flats, leading to lower average waiting times for the latter.
- 3.4.8 Adapted accommodation.

- 3.4.9 Need for fully wheelchair adapted accommodation outstrips supply. Waiting times for this type of accommodation have reduced for 1 and 2 bedroom accommodation and increased for 3 bedroom accommodation in the last 12 months (see 3.5). There is still a slight disparity between the number of Fully Wheelchair Accessible need applicants on the register achieving lets compared to their representation on the register.
- 3.4.10 Work being undertaken to source more fully wheelchair accessible accommodation has resulted in a further increase in lets in these over the last 12 months.
- 3.4.11 Applicants who require partially adapted accommodation are still achieving lets at a higher rate than their representation on the register.
- 3.4.12 Work is ongoing to analyse this and determine how we can continue to increase supply and we are:
- a. Aiming to secure suitable adapted or adaptable accommodation through the acquisitions process.
 - b. Seeking to adapt suitable void properties for Fully Wheelchair Accessible households if viable.
 - c. Working closely with Housing Occupational Therapist's to ensure a person-centred approach to all adapted needs applicants; considering the best way to resolve their housing need in the short term whilst planning for future needs. This may mean lowering the level of adaptations needed for some without reducing their priority on the register in recognition of a higher adapted requirement in the long term.
 - d. The disparity will be reviewed twice a year and inform the adapted strategy in relation to ongoing work to ensure adapted accommodation is available at, at least a proportionate rate to General Needs Accommodation and waiting times are comparable for all category needs.
- 3.4.13 Size of accommodation
- 3.4.14 The highest size-need is for 2-bedroom accommodation which accounts for 33% of total need.
- 3.4.15 Area of accommodation
- 3.4.16 Housing need in all areas of the city is high, but needs are highest Castle and North Evington and Abbey Wards where the highest proportion of people on the housing register are awarded the highest Band 1 priority. Lowest need is in Knighton and Thurncourt, with the lowest proportion of people on the housing register awarded Band 1. Generally, housing need is highest in the Centre and West of the City and lowest in the East and South of the City. A detailed breakdown is in **APPENDIX 3**.
- 3.4.17 Supply is somewhat disparate in relation to Lets, with high demand Wards Castle and North Evington, where more Band 1 applicants live seeing fewer Lets. However, Abbey Ward has seen higher Lets this year due to New Build schemes in the area.

Additionally, Western, Braunstone Park & Rowley Fields and Saffron Wards have seen higher lets and are moderately high demand areas. With the exception of Evington and Thurncourt, lets in the east of the city are much lower, with the lowest being seen in Knighton. Supply in various areas can be affected by a number of factors but is primarily driven by the level of Council stock in the area, and the frequency with which tenants leave accommodation. A detailed breakdown is in **APPENDIX 4**.

3.4.18 Landlord preference

3.4.19 Demand for Council tenancies is higher than Housing Association tenancies, which are also available through the Housing Register. This leads to marginally lower average waiting times for the latter.

3.5. Other observations

3.5.1. Social Housing tenants (Leicester) account for 23% of all households on the Housing Register.

4. Lettings Headline data

4.1. Overall number of lettings

4.1.1. The number of lettings in the last 12 months has increased by 13% from 1092 for the corresponding period last year to 1237. This can be attributed in part to the continued New Build schemes undertaken by our Housing Association partners and an increase in HomeCome Lease homes being brought online with an increased rental income offer to private landlords. However, the majority of additional housing solutions are within Leicester City Council's own stock secured through the Acquisition programme which has resulted in a total of 97 lets in the 12 month period.

4.1.2. To combat the rise in demand;

- a) Leicester City Council has an ambitious acquisitions programme and continues to work towards securing funding to purchase and let more Social Housing across the City. An investment of 45 Million has already been made and is delivering 248 units of temporary accommodation and 125 leased properties.
- b) Leicester City Council also has a strong private rented sector access scheme. There were 287 lettings to private landlords via the Private Rented Sector Team. Whilst market rents continue to rise in the private rent sector and the sourcing of new private rented accommodation continues to be challenging in the current market, the additional resources made available to the Private Rented Sector Team enabled a 24% increase in lettings from the corresponding period last year. With additional investment for the Team in 2025/26 to increase the establishment of staff and improve the offer to Landlords by offering more competitive rent payments, the Team is set to improve performance further in the coming year. Performance will be monitored and reported throughout the year.

- c) The EasyMove project officer works with overcrowded and under occupying social housing tenants to achieve moves into suitable accommodation outside of the Housing Register.

4.2. Which applicants are achieving the lettings?

4.2.1. Of all lettings between 1/4/24 and 31/3/25;

- a) Band 1 accounted for 87% of all lets in 2024/25.
- b) Band 2 accounted for 10% of all lets, although there were only 6 family-sized lets to Band 2 families seeking general needs accommodation in the period.
- c) Band 3 accounted for 3% of all lets but it should be noted that these were mainly allocations of Sheltered Housing, adapted housing or age designated accommodation, which is under less demand or priority is given to older applicants. Band 3 applicants have the lowest assessed housing need and will generally not have success on the Housing Register for general needs housing. They are advised to seek other housing options.

4.2.2. 801 (65%) of all lettings were for households who became homeless or were at threat of homelessness. This has increased from 576 (53%) of lettings for the previous year and reflects the support given to homeless households to secure settled accommodation through the housing register and reduce stays temporary accommodation.

4.2.3. New Parks had the most lettings (185) in the last 12 months followed by Belgrave & Rushey Mead (126). This is largely driven by the locations in which Leicester City Council is actively acquiring accommodation and New Build programmes.

4.2.4. More detailed information on lettings can be found at **APPENDIX 2.**

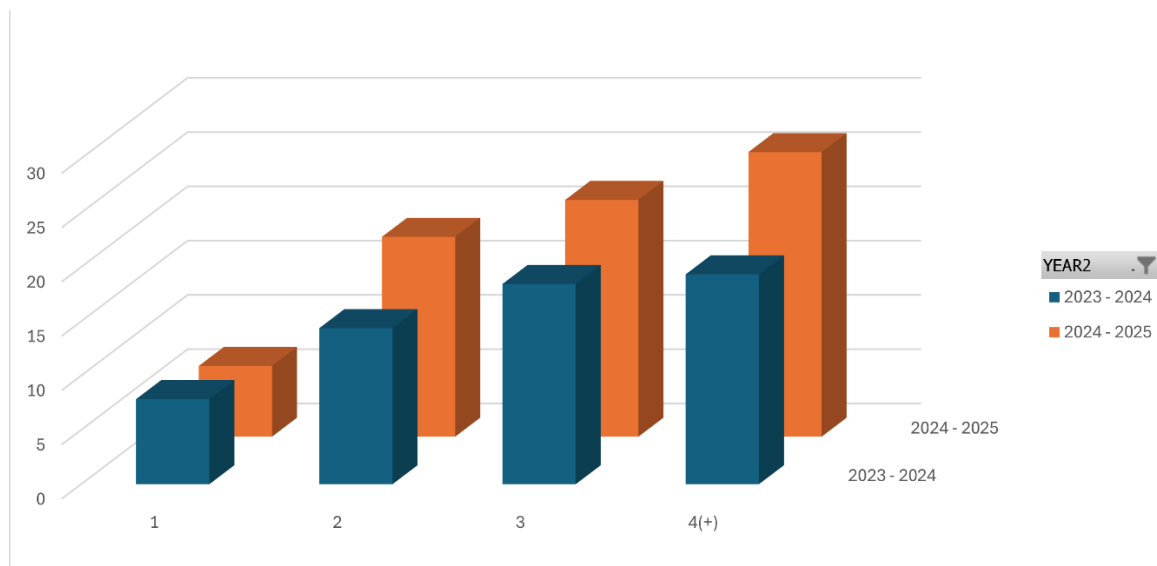
4.3. Time taken to achieve an offer of accommodation

4.4. Please note the charts below indicate the average time, in months, to achieve an offer during the period. The amount of time spent on the register, and waiting times, is highly dependent on the applicant's level of bidding activity and choices. As such, waiting times could be significantly above average if an applicant is demonstrating lower bidding activity and/or activity that is focused on particular areas of the city, or particular property types.

4.5. Waiting times for 'General Needs' properties

4.5.1. Band 1 applicants: For properties that were not directly allocated, the current average waiting times for Band 1 applicants seeking general needs accommodation between 1/4/24 and 31/3/25 compared to 1/4/23 and 31/3/24 are shown in Fig1, below (shown in months):

Fig1 average. waiting times for B1 applicants seeking general needs accommodation 23/24 compared to 24/25:

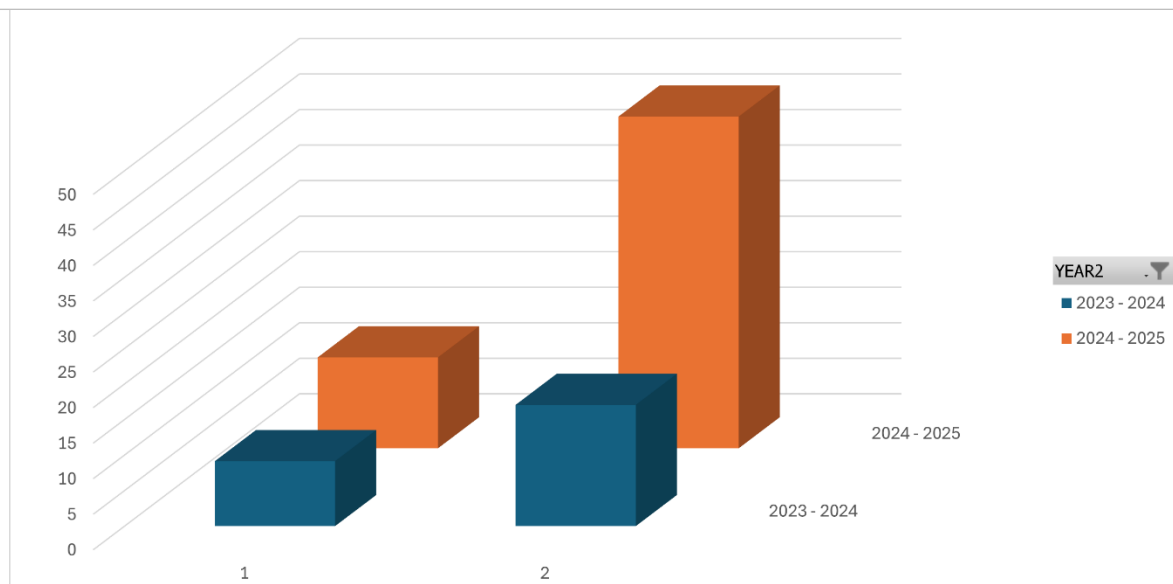


4.5.2. Average waiting times for 2 and 3 bedroom accommodation has increased by 4 months meaning that families needing this type of accommodation are waiting for approximately 18 months for 2 bedroom accommodation and 22 months for 3 bedroom whilst the average waiting time for 4 or more bedrooms has increased from 19 to 25 months.

4.5.3. There has been a decrease of around 2 months for 1 bedroom accommodation. It is likely that the decrease in waiting times is due in part to the acquisition of 1 bedroom accommodation which was let to Homeless households leaving temporary accommodation and allowed more 1 bedroom accommodation to be advertised and let through Leicester HomeChoice.

4.5.4. Band 2 applicants: For general needs properties that were not directly allocated, the current average waiting times for Band 2 applicants between 1/4/24 and 31/3/25 compared to 1/4/23 and 31/3/24 are shown in Fig2:

Fig2 average waiting times for B2 applicants seeking general needs accommodation 23/24 compared to 24/25:

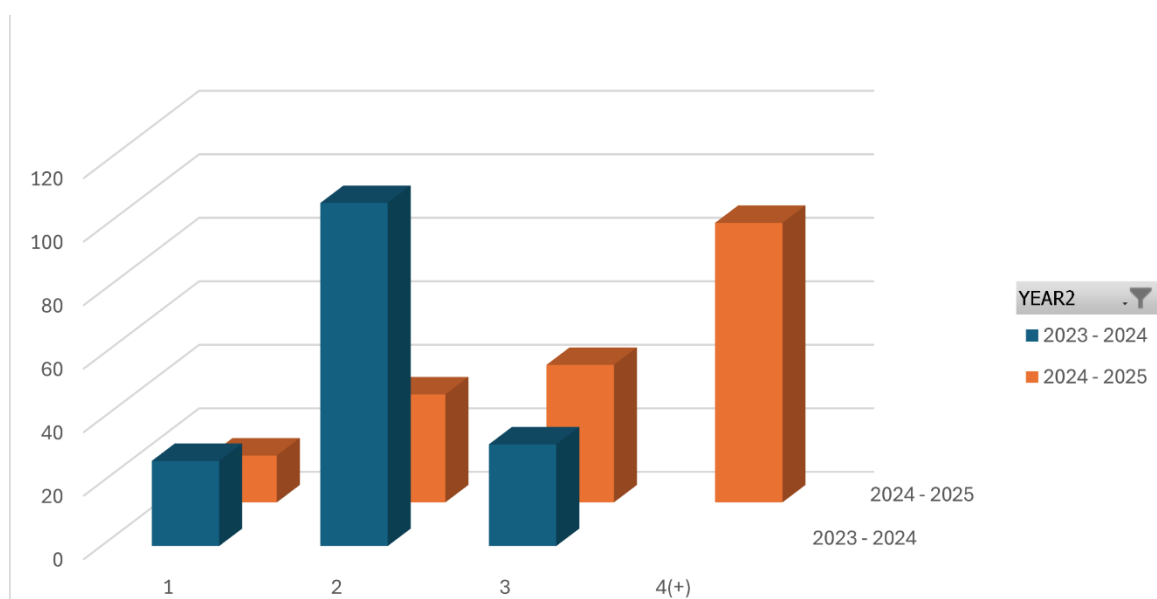


4.5.5. Average waiting times have increased by 4 months for all 1-bedroom accommodation and there have been 5 lets of family sized accommodation to a Band 2 household where the property was not directly allocated resulting in waiting times more than doubling. This is because applicants have been waiting in Band 2 for a long time due to the lack of lets of family accommodation in this Band and can be attributed to the increased demand within homelessness.

4.6. Waiting times for Wheelchair Accessible Accommodation¹

4.6.1. For wheelchair accessible properties that were not directly allocated, the current average waiting times for households between 1/4/24 and 31/3/25 compared to 1/4/23 and 31/3/24 are shown in Fig3:

Fig 3 average waiting times for wheelchair accessible accommodation 23/24 compared to 24/25:

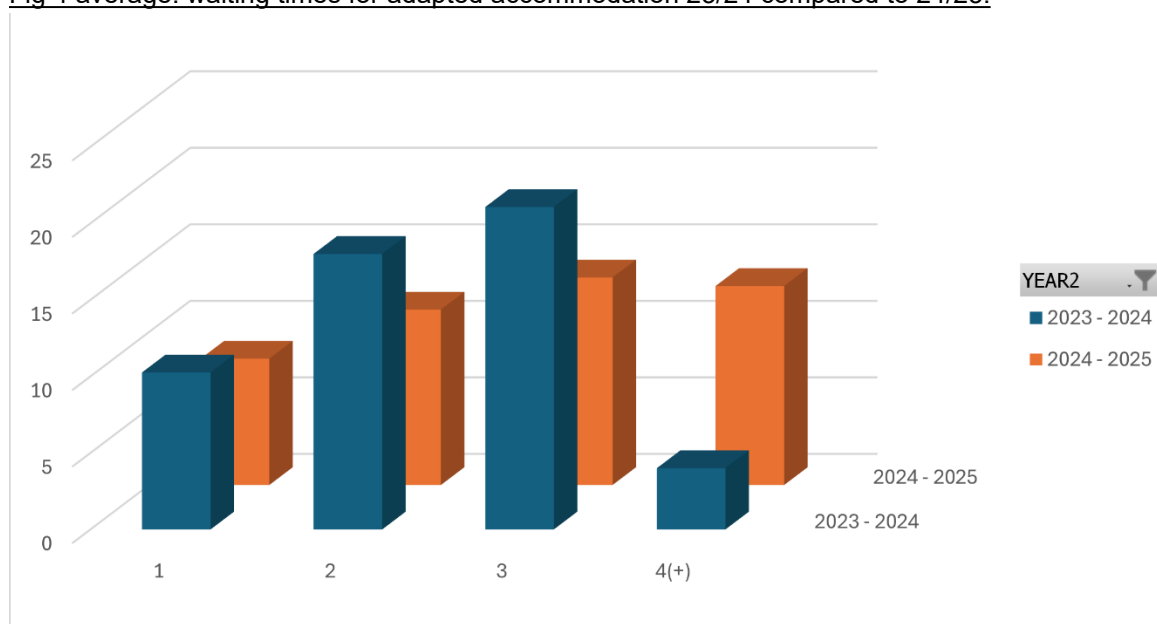


- 4.6.2. Average waiting times have decreased slightly for households waiting for 1 bedroom, fully wheelchair accessible accommodation and increased for 3-bedroom accommodation.
- 4.6.3. There has been a significant reduction in waiting times for 2-bedroom accommodation and this is because a let was made to a household in 2023/24 who had been waiting for several years for their offer of accommodation. This inflated the waiting time for last year.
- 4.6.4. You can also see there has been a let of a 4-bedroom, fully wheelchair accessible accommodation made through the register this year when there were none made last year. There have been an additional 7 lettings to households in this category compared to 2023/24.

4.7. Other Adapted Accommodation²

- 4.7.1. For other forms of adapted accommodation, the current average waiting times for households between 1/4/24 and 31/3/25 compared to 1/4/23 and 31/3/24 are shown in Fig4:

Fig 4 average. waiting times for adapted accommodation 23/24 compared to 24/25:

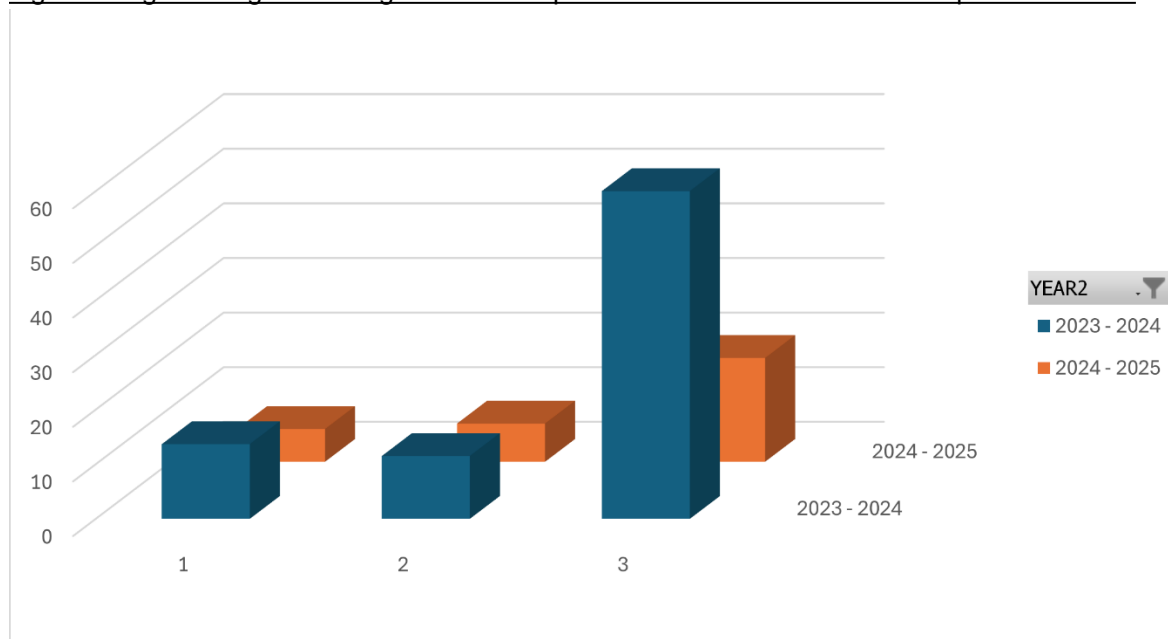


- 4.7.2. Average waiting times have reduced for households requiring 1, 2 and 3 bedroom partially adapted accommodation, and increased for those requiring 4 bedroom+. The latter includes a let to a 7 bedroom, partially adapted home which accounts for the increase in waiting times here as this size of accommodation is exceptionally rare so households wait significantly longer to be rehoused.

4.8. Ground Floor Accommodation³

- 4.8.1. For ground-floor-specific accommodation, the average waiting times for households between 1/4/24 and 31/3/25 compared to 1/4/23 and 31/3/24 are shown in Fig5:

Fig 5 average waiting times for ground-floor- specific accommodation 23/24 compared to 24/25:



- 4.8.2. Compared to the same period for 2023/24 we can see that waiting times have decreased slightly for those in Band 1 requiring 1 and 2 bedroom ground floor accommodation and significantly for those requiring 3 bedroom accommodation. There are only 29 households registered who require ground floor accommodation so lets can significantly impact on waiting times, particularly for larger family homes.
- 4.8.3. If we look at the rate households in Bands 1 & 2 were rehoused in between 1/4/24 and 31/3/25 compared to their representation on the register as at 1/4/2025, General Needs households are being rehoused at a slightly lower rate than their representation on the register although the disparity has reduced since 2023/24 by 1%.
- 4.8.4. Those requiring partially adapted accommodation are being rehoused at a higher rate than their representation although, the disparity has reduced by 1% since 2023/24. Whilst the negative disparity between representation on the register and lets to those requiring fully wheelchair accessible remains at 1%, the number of lets have continued to increase and the waiting times for this cohort have reduced overall.
- 4.8.5. The disparity in lets for Fully Wheelchair Accessible accommodation is reducing slowly but is not obvious since it is only 1%. This shows the positive impact of the work being undertaken to increase our adapted stock and improve equality of access to accommodation.

Adapted Category	Number on register	% of total register 2024/25	% of total register 2023/24
------------------	--------------------	--------------------------------	--------------------------------

¹ Known as Cat A accommodation, and defined as being fully adapted for wheelchair users, which would include widened doorways.

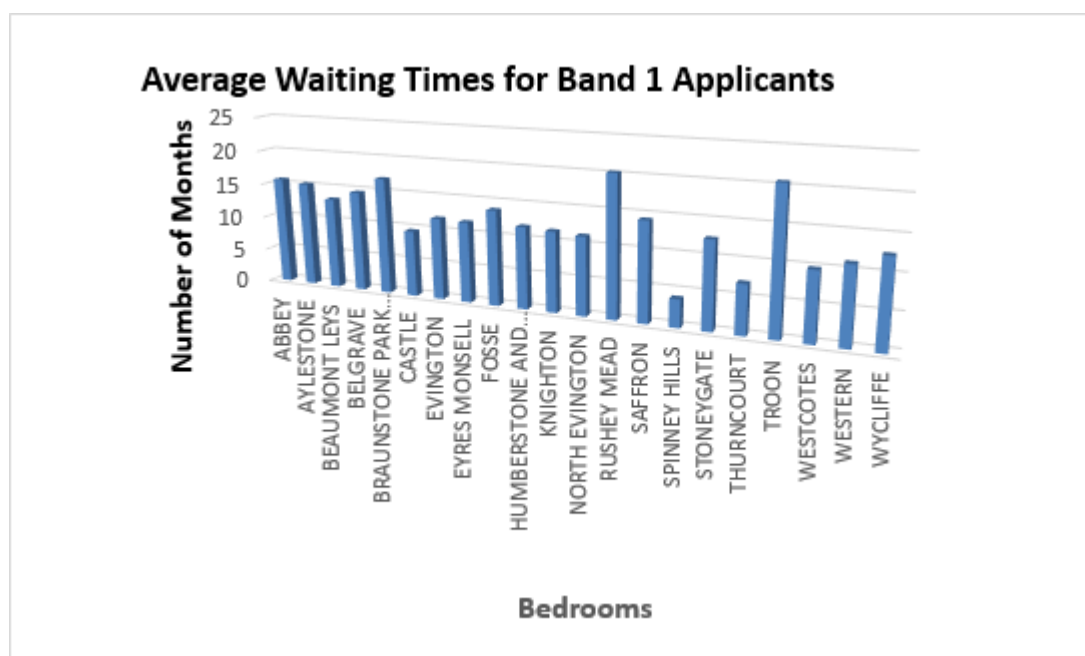
² Known as Cat B accommodation, and defined as being significantly adapted, for example the need for a through-floor lift and level-access shower in situ.

³ Known as Cat G accommodation and defined as being a property all on the ground floor or having facilities that would make it suitable for someone unable to use stairs.

General Needs	3315	87%	89%
Ground Floor	28	1%	1%
Partially Adapted	334	9%	7%
Fully Wheelchair	119	3%	3%
Adapted Category	Number of lets	% of total lets 2024/25	% of total lets 2023/24
General Needs	1036	84%	83%
Ground Floor	13	1%	1%
Partially Adapted	158	13%	14%
Fully Wheelchair	30	2%	2%

4.9. Waiting Times by Ward

4.9.1. The chart below shows the average waiting times for applicants with the highest priority Band 1 need on the register. This indicates the length of time applicants were on the housing register waiting for accommodation in the ward they moved into.



4.9.2. This shows that applicants who want to move to Troon and Rushey Mead Wards are likely to wait longer to achieve a let with average waiting times across all property types being around 20 months. Average waiting times are lowest in Spinney Hills at 4 months and Thurncourt at 7 months.

4.9.3. This might be explained in part by the demand and availability of properties in the Wards. For Troon and Rushey Mead, whilst demand is relatively low, so too is the availability of accommodation. This means that applicants will have to wait longer for a property to become available if they want to move to or remain in those Wards. In contrast, Thurncourt has a lower demand for housing for current residents but there are more lets in the area which means waiting times are lower. Spinney Hills does not follow this pattern as it is a low demand Ward and had the fewest properties available for let. The lower waiting times for this Ward are due to most of the properties that were let being age restricted. This means that priority is given to older applicants on the register who may not have been waiting as long as other, younger applicants.

4.10. Housing Associations

- 4.10.1. Lettings to Housing Associations and HomeCome accounts for 269 (23%) of all lettings in the last 12 months. This is an increase of 1% and equates to 17 additional lets compared to the corresponding period last year.
- 4.10.2. Midland Heart was the largest provider with 92 (34%) of the lets with PA Housing the next highest provider with 53 lettings (20%).
- 4.10.3. Leicester Home Choice (our choice-based lettings scheme) are provided with 50% of all available Housing Association properties for letting through the scheme and this is proactively monitored by the Housing Solutions Team.

4.11. Direct Allocations

- 4.11.1. Leicester City Council's Housing Allocations Policy allows for direct allocations of housing to be made to applicants whose circumstances merit priority rehousing on the basis of managing risk, emergencies, and best use of stock.
- 4.11.2. The number of direct lettings accounts for 40% (499) of all lettings for the 12-month period. This has increased from 32% and equates to 151 additional direct lettings compared to the corresponding period last year. This is mainly attributed to the ongoing work to the increase acquisitions and the purchase of the Zip and Citygate buildings which have all been directly allocated to homeless approved households in temporary accommodation.
- 4.11.3. Direct lets to homeless households account for 84% of the total number of direct lets. This has increased from 76% compared to the corresponding period last year.

5. Financial, legal, equalities, climate emergency and other implications

5.1. Financial implications

This is an update report with no direct financial implications. However, the report outlines that are no major new financial commitments, but the EasyMove scheme has helped avoid an estimated £166,000 in costs by reducing voids and making better use of existing homes. The Council continues to invest in acquiring new properties and improving access to the private rented sector, with some extra funding in 2025/26 to boost landlord incentives and team capacity.

Signed: Jade Draper, Principal Accountant

Dated: 13/06/2025

5.2. Legal implications

The Council has a statutory duty to allocate housing accommodation in accordance with a scheme that ensures certain categories of applicants are given reasonable preference. This duty, outlined in the Housing Act 1996, also includes providing advice, information, and assistance to those applying for housing. The scheme must specify procedures for allocation, must be made public and it must have an allocation scheme that determines priorities and procedures for allocating housing.

The scheme must ensure that certain categories of applicants are given reasonable preference, such as those needing to move to avoid hardship or due to urgent housing needs like life-threatening illness or severe overcrowding.

Local authorities must provide free advice and information about the right to apply for housing and assistance to those who may need help with the application process. They must publish a summary of their allocation scheme and provide copies to anyone who requests it.

The scheme must include a right to review decisions on qualification and be informed of the review decision and grounds.

Signed: Zoe Iliffe, Principal Lawyer (Property Highways & Planning)

Dated: 12/6/25

5.3. Equalities implications

Our Public Sector Equality Duty (PSED), requires us to eliminate unlawful discrimination, victimisation, harassment and any other conduct prohibited by the Equality Act 2010, advance equality of opportunity between those who share a protected characteristic and those who do not and foster good relations between those who share a protected characteristic and those who do not.

Protected characteristics under the Equality Act 2010 are sex, sexual orientation, gender reassignment, disability, race, religion and belief, marriage and civil partnership, pregnancy and maternity, age.

The report provides an update to Members on data relating to the council's Housing Register and Lettings. The council's housing register must operate within the framework of the Equality Act 2010 and the Public Sector Equality Duty (PSED). This means ensuring fairness, transparency, and non-discrimination for all applicants, particularly those with protected characteristics. It is important to ensure that the service is delivered in a fair and transparent way to applicants who are eligible and who qualify to join the housing register. The collection of data of applicants on the housing register helps to identify potential issues

Signed: Equalities Officer, Surinder Singh, Ext 37 4148

Dated: 12 June 2025

1.1. Climate Emergency implications

Whilst there are no direct implications from this report, housing is one of the largest sources of carbon emissions in Leicester, responsible for 33% of emissions. Following the city council's declaration of a Climate Emergency and its aim to achieve net zero carbon emissions, addressing the emissions from housing is vital to the council's efforts to reduce carbon emissions. This is particularly important within the council's own housing stock, including new purchases, where it has a greater level of control.

Carbon emission control measures relating to acquisitions and increased housing stock are covered separately in reports on these areas as and when they come forward.

Signed: Phil Ball, Sustainability Officer, Ext: 372246

Dated: 12 June 2025

6. Summary of appendices:

- 6.1. Appendix 1 - Households on the Register by Band & Priority and as at 01/4/2025
- 6.2. Appendix 2 - Lettings by Priority for the 12-month period 01/4/2024 – 31/03/2025
- 6.3. Appendix 3 – Households on the Housing Register by Ward (as at 01/4/2025)
- 6.4. Appendix 4 – Housing register lets by Ward (01/4/2024 – 31/03/2025)
- 6.5. Appendix 5 – Management Dashboard
- 6.6. Appendix 6 - Customer Information Dashboard

7. Is this a private report? No

8. Is this a “key decision”? If so, why? No – update only.

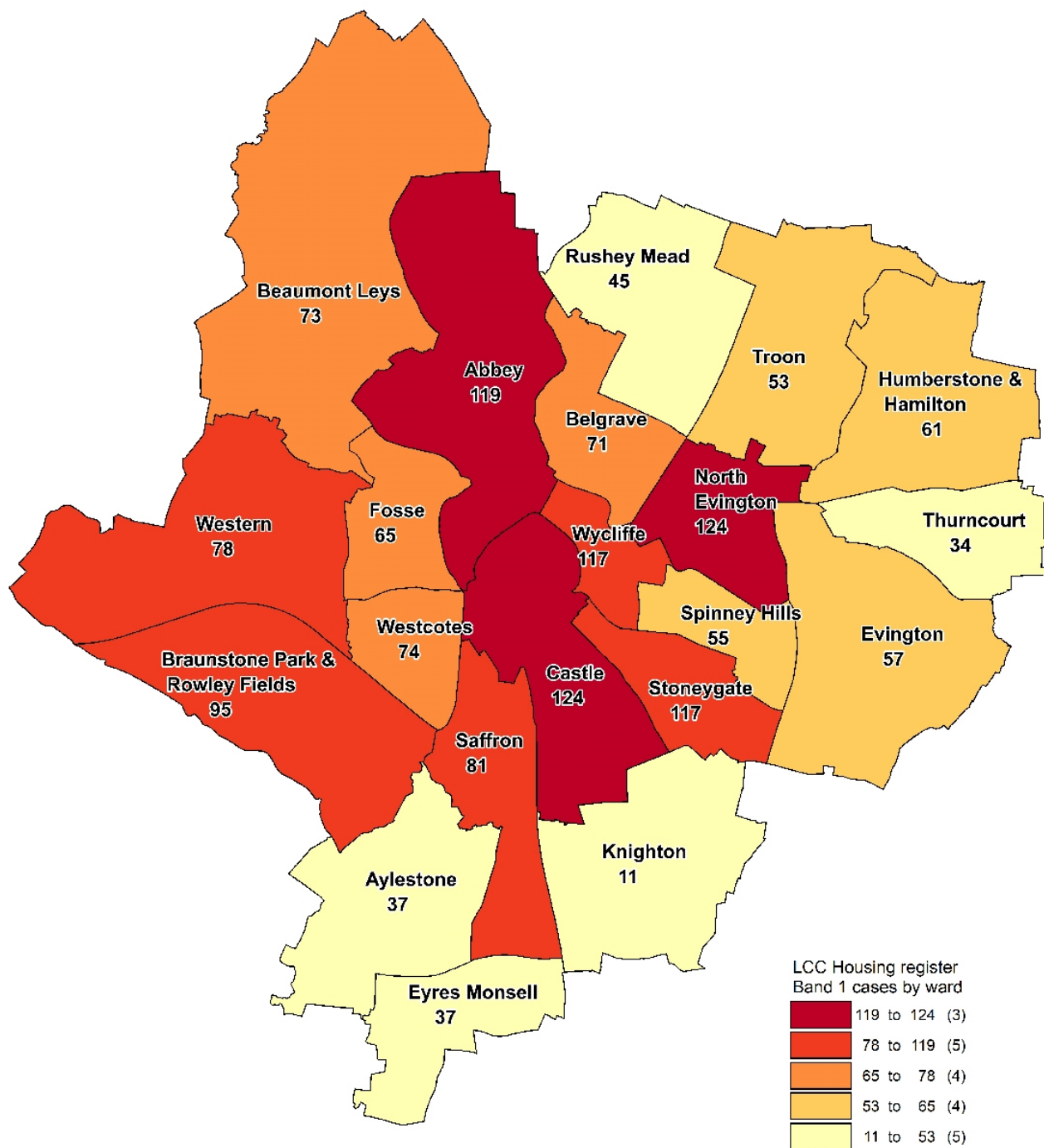
Households on the Register by Band & Priority and as at 01/4/2025

	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	6 Bed	Total
BAND 1	360	701	483	191	51	10	1796
Harassment	14	13	11	2	1	-	41
Management Case	22	29	10	3	1	-	65
Medical	64	70	51	37	8	-	230
Priority Under-occupation	42	5	1	-	-	-	48
Referred Case	-	8	7	5	2	-	22
Statutory Overcrowding	-	65	90	48	20	8	231
Statutory Homeless	162	505	312	96	19	2	1096
Young Person Leaving Care	56	6	1	-	-	-	63
BAND 2	718	678	310	215	66	13	2000
Care package ASC	24	-	-	-	-	-	24
Leaving Armed Forces	-	1	-	-	-	-	1
Leaving Residential Care	9	-	-	-	-	-	9
Medical	95	111	173	76	12	1	468
Overcrowded Families in 1 Bed	-	458	88	4	-	-	550
Severe Overcrowding	-	9	21	126	53	12	221
Statutory Homeless	152	34	6	4	-	-	196
Temporary Accommodation	438	55	17	5	1	-	516
Under-occupation	-	10	5	-	-	-	15
BAND 3	921	714	772	160	5	-	2572
Sheltered Housing Only	72	-	-	-	-	-	72
Adult Leaving Care	1	-	-	-	-	-	1
Medical Care + Support	22	14	5	1	2	-	44
Overcrowding - Non tenant	806	522	106	16	2	-	1452
Overcrowding - Tenants	16	177	661	142	1	-	997
Workplace Move	4	1	-	1	-	-	6
Grand Total	1999	2093	1565	566	122	23	6368

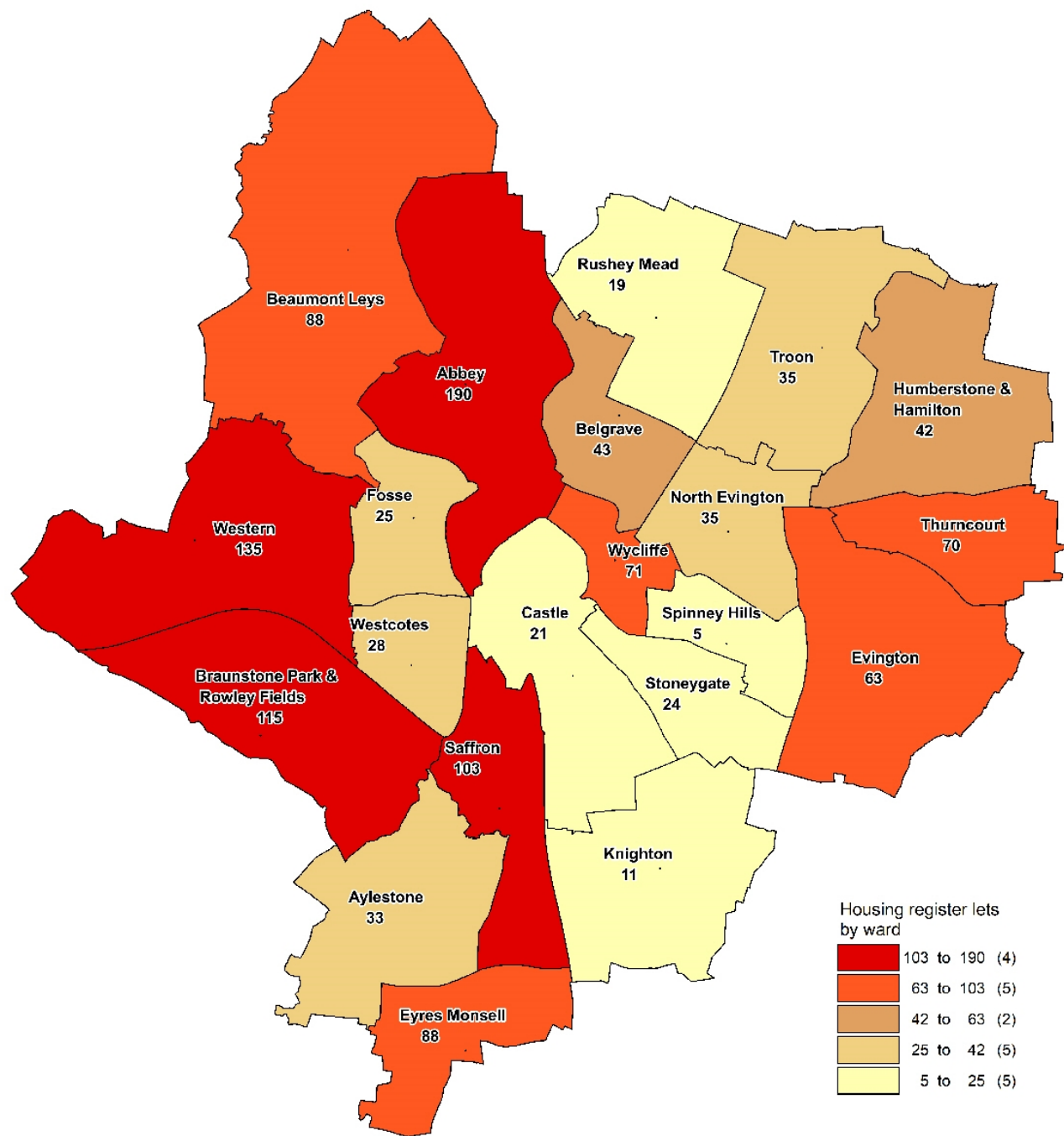
Lettings by Priority for the 12-month period 01/04/2024 – 31/03/2025

	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	6 Bed	7 Bed	Total
BAND 1	483	308	251	30	-	1	1	1074
Compulsory Homeloss	-	1	1	-	-	-	-	2
Harassment	18	17	8	1	-	-	-	44
Management Case	37	9	13	2	-	-	-	61
Medical	37	27	18	2	-	-	1	85
Priority Under-occupation	25	-	-	-	-	-	-	25
Referred Case	3	3	5	1	-	-	-	12
Statutory Overcrowding	4	42	33	4	-	-	-	83
Statutory Homeless	322	209	173	20	-	1	-	725
Young Person Leaving Care	37	-	-	-	-	-	-	37
BAND 2	110	9	1	1	-	-	1	121
Care package ASC	5	-	-	-	-	-	-	5
Leaving Residential Care	3	-	-	-	-	-	-	3
Medical	30	4	1	-	-	-	-	35
Overcrowded Families in 1 Bed	-	1	-	-	-	-	-	1
Severe Overcrowding	-	1	-	-	-	-	1	1
Statutory Homeless	17	1	-	-	-	-	-	18
Temporary Accommodation	55	2	-	1	-	-	-	58
BAND 3	33	3	4	2	-	-	-	42
Sheltered Housing Only	13	-	-	-	-	-	-	13
Medical Care + Support	1	-	-	-	-	-	-	1
Overcrowding - Non tenants	18	2	4	2	-	-	-	26
Overcrowding - Tenants	1	1	-	-	-	-	-	2
Grand Total	626	320	256	33	-	1	1	1237
	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	6 Bed	7 Bed	Total

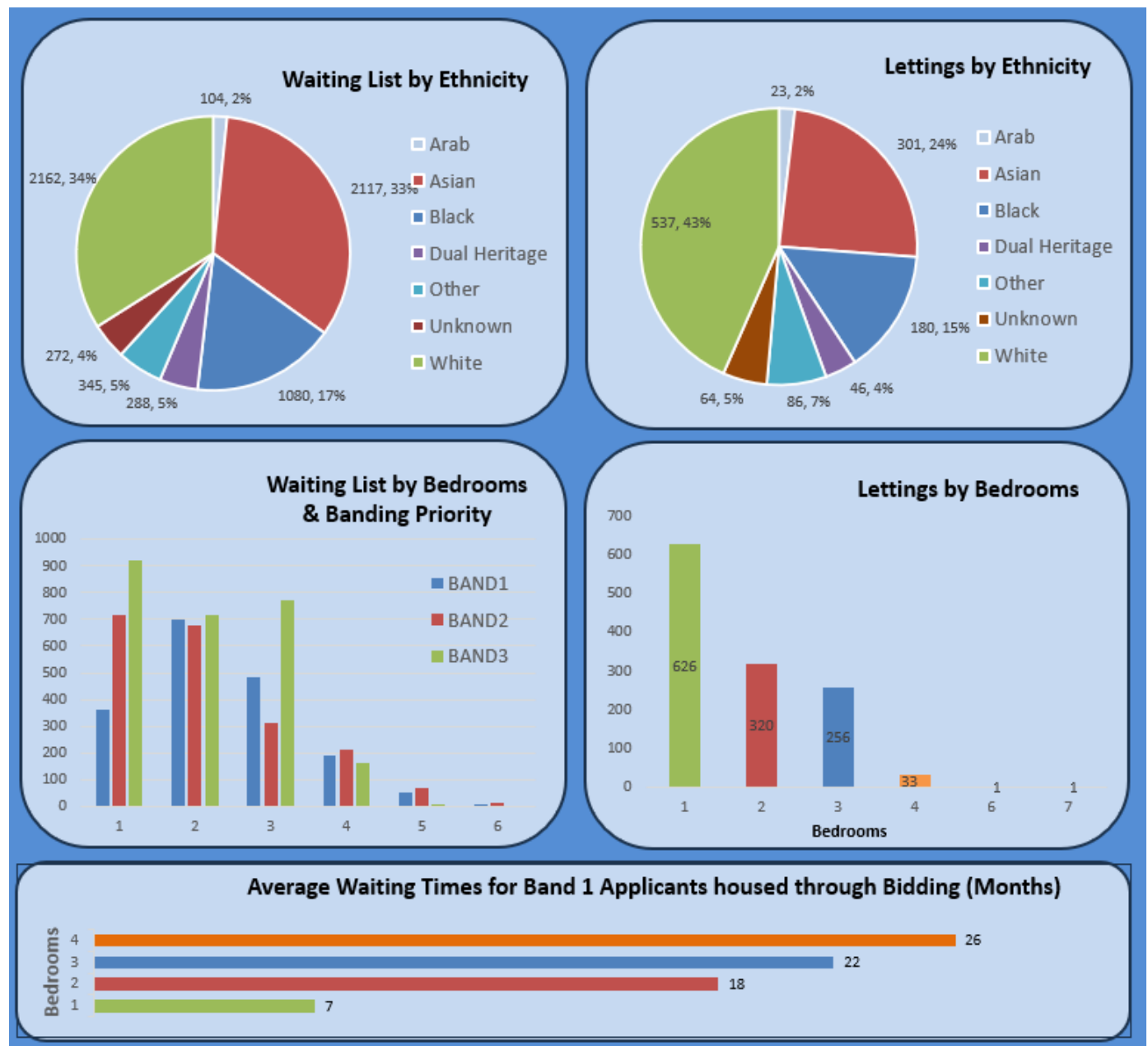
Households on the Housing Register by Ward (As at 01/4/2025)



Housing Register Lets by Ward 01/4/2024 – 31/3/2025



Management Dashboard



Who Gets Social Housing? (Council and Housing Association Homes)

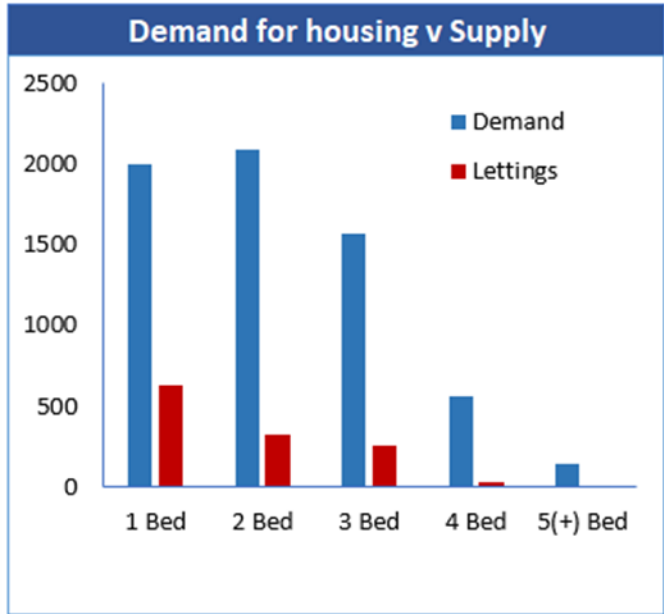
Updated every 6 months
Last update: April 2025

Total Applicants on
1st April 2025

6,368

Total Lettings April
2024 to March 2025

1,237



Average waiting times (months) for different property types					
Figures quoted are average waiting times for individuals housed through the bidding process in the past 12 months					
General Needs Homes			Wheelchair Accessible Homes		
	1 BED	2 BED	3 BED	4 BED	5 BED
BAND 1	7	18	22	26	*
BAND 2	13	*	*	*	*
BAND 3	*	*	*	*	*

Accessible Homes with Level Access Shower					
	1 BED	2 BED	3 BED	4 BED	5 BED
BAND 1	8	11	14	*	*
BAND 2	11	30	*	*	*
BAND 3	93	*	*	*	*

Ground Floor Homes					
	1 BED	2 BED	3 BED	4 BED	5 BED
BAND 1	6	7	19	*	*
BAND 2	*	*	*	*	*
BAND 3	*	*	*	*	*

*No actual data available during this period. General Needs Homes excludes age designated 1 bedroom properties
For further information visit our website at www.leicester.gov.uk/housingapplications

Report to Housing Lead Member Briefing

Repairs and Maintenance Service Performance Update Report 2025

Housing LMB: 11/08/2025

Housing Scrutiny Commission: 26/08/2025

HEN Board: 02/09/2025

Lead Member: Councillor Cutkelvin

Lead director: Chris Burgin

Useful information

- Ward(s) affected: All
- Report author: Samuel Taylor and Nilkesh Patel, Head of Service
- Author contact details: 0116 4540674
- Report version number: - V1

1. Summary

This report is intended to provide an update on the current position of the Repairs and Maintenance Team and its performance throughout 2024-25, with projections for 2025-26. The report will detail the challenges faced, such as, changes in legislation, recruitment and increased demand. It will also outline improvement actions and projected timelines for reducing outstanding repairs.

This report does not detail health and safety compliance; this has been separated out and will be presented later in the year to cover all aspects: Asbestos, Electrical Safety, Fire Safety, Gas Safety, Lift Safety and Water Hygiene.

All data within this report, where not specified, is accurate as of 14/07/2025.

2. Recommended actions/decision

It is recommended that the report is noted.

3. Scrutiny / stakeholder engagement

The report has been sent to the Heads of Service for Technical Services and Tenancy Management for comment.

The repairs performance is formally evaluated at the following forums:

Social Housing Regulator Board – Bi-monthly
Housing Senior Management Team Meetings – Quarterly
Housing Lead Member Briefing – Bi-annually
Housing, Economy and Neighbourhoods Board – Bi-annually

4. Background and options with supporting evidence

General

The Council has around 19,500 properties and 1,700 leaseholders across the city, the services provided are below (Leasehold properties may differ):

- Responsive repairs
- Emergency out of hours repairs
- Compliance works for Gas, Fire and Electrical
- Pre-planned maintenance
- Renovation of Void properties to prepare them for re-letting

The way in which repairs are reported can vary, but will generally be one of the following:

- Compliance works – driven by the Council as we have an obligation to complete.
- Responsive repairs – generally driven by the tenant due to something going wrong, usually reported via Housing Online, or Customer Services.
- Complaints/Enquiries – tenant driven by escalating through different routes, for example, complaints or via Councillors.
- Internally reported – where officers encounter repairs and pro-actively report them on behalf of the tenant.

Repairs will generally sit in three main categories:

- Priority 1 – these are emergency repairs, the Service Level Agreement (SLA) to respond is 24 hours.
- Priority 2 – these are routine repairs, the SLA to respond is 10 working days.
- Priority 3 – these are programmed repairs, the SLA to respond is between 8 to 52 weeks.

We also use additional categories, these are dictated by legislation or policies, for example, response times for damp and mould works are dictated by the damp and mould policy.

Challenges

Challenges facing the Repairs & Maintenance (R&M) service remain relatively consistent and difficult to overcome, the national skills shortage seen across all construction areas continues to inhibit businesses from employing competent and skilled operatives, something which also continues to impact our contractors.

The R&M service currently has 32 vacancies, despite recruiting 24 operatives in the last 12 months. The team continue to pursue all avenues to attract new staff and has recently completed a comprehensive workforce plan to help identify business critical posts and staff to enable early succession planning through our apprenticeship programme.

New legislation has increased workloads and broadened responsibilities of the R&M service, most prevalently these relate to the Regulator of Social Housing and the requirement to undertake Electrical Installation Condition Report (EICRs) and Housing Health and Safety Rating System (HHSRS) surveys on a 5-yearly cyclical programme. Additionally, the introduction of Awaab's Law will further impact the R&M service over the coming years through the incremental introduction.

We continue to see challenges around jobs being cancelled and are working on a new dashboard to help better understand the exact reasons for this so we can look at options to reduce the impacts.

Repairs

Key Performance Indicators

Key Performance Indicator	Actual (29/07/2025)	Previous Report
---------------------------	------------------------	-----------------

Repairs Outstanding*	9,240 ↓	12,204
Repairs Out of Category*	4,206 ↓	5,431
Percentage of all repairs completed within category	80% ↑	75%
Percentage of emergency repairs completed within category	92% ↑	86%

*Excluding damp and mould

As can be seen from the data above, there has been significant improvements with reducing the backlog of repairs and performance related data. This is projected to continue and will help contribute towards achieving the projections.

The most notable decreases correlate to external works which since January 2025 has seen a decrease of 2,761 outstanding repairs and 1,111 outstanding repairs which are out of category. This represents a decrease of 40% and 42% respectively. We now continue to maintain this progress as well as focusing on other areas which are not progressing as positively.

Repairs Trends

Repairs Trends	2022-23	2023-24	2024-25	2025-26*
Repairs Raised	123,672	122,111	126,406	126,786 —
Repairs Complete	102,704	101,604	103,647	113,232 ↑
Repairs Cancelled	18,253	20,090	20,819	19,050 ↓
Repairs cancelled as a %	15%	16%	16%	15% ↓

The table above shows good progress with the projections for repairs completed and a slight reduction in repairs cancelled, which will contribute towards reducing the overall repairs outstanding.

Repairs Profile for Priority 1,2 and 3 repairs

Repair Category	Number of jobs out of category	Average days job is out of category	Number of jobs over 12 months out of category	Number of jobs over 24 months out of category	% of repairs that have been visited
R1	0	0	0	0	100%
R2	2,453	82	0	0	73%
R3	1,753	215	331	0	58%

The table above shows work is still required to improve the overall position of the Repairs team; improvement actions are listed below in the report. However, positively, as the overall repairs position continues to improve, so will the other metrics, such as wait times and satisfaction with the service. This can already be seen when comparing the Tenant Satisfaction Measures from 2023-24 and 2024-25:

Measure	2023/24	2024/25	2025/26 Target	What good looks like*
Repairs Service	61%	74% ↑	76%	78%
Time taken to complete repairs	61%	66% ↑	70%	74%
Homes are well maintained	52%	69% ↑	72%	75%
Homes are safe	57%	78% ↑	80%	80%

*Top quartile results from all local authorities in 2023-24

Despite the challenges, the feedback is showing that we are generally providing a good and improving service to our residents.

Repairs Improvements

Following on from our last report in April 2025, the Repairs team have continued to work through the improvements listed, as well as identifying further improvement opportunities. We are now working with a new selection of contractors to offset the vacancies being carried, this has proved to be one of the main catalysts for the improvements, however, their capacity is also stretched so we are looking to procure a specific repairs and maintenance contractor as part of a longer-term solution.

We have made a lot of minor changes within the team structures to better align resources and skills to meet the specific demands and to also better accommodate multi-discipline repairs at properties to provide a better customer experience.

There has been a strong focus on our works planning team to ensure maximum capacity and better communication when appointing repairs and improved customer service when updating residents on progress.

A new suite of dashboards is currently being created with a focus on ensuring the data provided allows us to make accurate and informed decisions on workforce planning, resource distribution, repairs trends, and any anticipated demand fluctuations.

The Housing apprenticeship programme has been increased from 30 to 60 over the last few years to bolster our workforce planning strategy. This year, we have 11 qualified tradespeople joining the service and have recruited a further 16 apprentices who are due to start imminently.

Repairs Projections

Contained within the last report was a table of projections which have been difficult to achieve for various reasons, listed below:

- Staffing levels remain lower than anticipated

- Contractor capacity has been stretched with other priorities, i.e. damp and mould, EICRs
- Contractor delays in achieving optimum performance due to setting up processes and undertaking surveys
- Continued issues with no-access

Below are the original projections with gas repairs incorporated compared to the actuals:

Key Performance Indicator	Projection by 31/03/2025	Projection by 30/04/2025	Projection by 31/05/2025	Projection by 30/06/2025	Projection by 31/07/2025	Projection by 31/08/2025
Repairs out of category	4,885	4,245	3,605	2,965	2,325	1,685
Actuals	5,002	4,733	4,631	4,303	4,206	TBC

Based on current performance levels, anticipated increases in resourcing levels and increased contractor capacity, we are projecting by the end of January 2026 the number of out of category repairs will be reduced by at least 50% to less than 2,000. At which point, we are confident we will be nearing completion of the procurement for a new large contractor to fully balance the service and re-establish a healthy level of outstanding repairs into the future.

Voids

Our Voids team have been on an improvement journey for the last 3 years, this has seen positive trends and we are now in a relatively stable position. As part of the improvements outlined around damp and mould within the report in April, we have now merged our damp and mould team within the voids team. The impact on Voids has been relatively minimal, whereas the improvements with damp and mould have been incredibly positive.

It is important to note that we often use the void stage to undertake our capital investment works, such as, kitchens, bathrooms, rewire and boilers. Also, where required, we remove asbestos containing materials while properties are empty as this is the safest time to remove it.

Voids Key Performance Indicators

Key Performance Indicator	Year end 2021-22	Year end 2022-23	Year end 2023-24	Year end 2024-25	Projections 2025-26
Number of Voids (excluding projects, decants, RTL and supported living)	404	426	363	268	300
Number of Voids as a % of total housing stock	2.06%	2.17%	1.85%	1.36%	1.5%
New Void to Let Time (days)	169	195	188	147	150
Key Performance Indicator	89	87	63	54	40

The above illustrates the positive voids journey over the last few years, this helps towards reducing rent-loss, providing decent homes for those in need, particularly in relation to homelessness and those staying in temporary accommodation. The projection for 2025/26 is expected to see a slight increase with the number of voids outstanding as the team embarks on supporting with outstanding damp jobs and managing outstanding voids. The projections are based on having a stable resource position within the team which will be monitored by senior management to minimise any impacts resulting from the additional damp and mould works to ensure properties are still being prepared for letting at a reasonable pace.

The voids team will continue with the improvement actions, with one of the main priorities being the transition to mobile working in 2026-27 to align them with the rest of the workforce and allow better management of the end-to-end process.

Damp and Mould

Since the coroner's report confirming the tragic death of Awaab Ishak was due to living in a property with damp and mould, awareness has heightened and so have the reports coming through to the Council over the past few years. The Council has always promptly responded to and completed remediations relating to damp and mould in a timely manner, particularly where health concerns have been raised.

With the first phase of Awaab's law being introduced on 27th October 2025, the service is focusing on ensuring we meet the requirements, while we continue to reduce the current outstanding remedial repairs related to damp.

Below outlines the current performance up to July 2025 and projections into 2025/26.

Key Performance Indicators

Key Performance Indicator	Target	Actual 2023/24	July 2025	Projections 2025/26*
Repairs outstanding	500	1,140	689	600
Repairs out of category	0	1,988	546	0

*Based on April to June 2025 and pending Awaab's law introduction/HHSRS surveys.

We currently have 18 inspections outstanding, of which 0 are out of category. These are carried out by our technical officers. It is worth noting there has been a drastic improvement over the past 12 months of completion of inspections in category down to active planning and implementing and reviewing working practises while utilising the dashboard to monitor outstanding requests/reports and taking the appropriate action at an early stage. The skills within the whole technical team have been broadened via internal training to develop their knowledge and this has supported in utilising resources to meet the expected Service Level Agreements (SLA). In 2024/25 we raised 1,396 inspections (In context this is approx. 7.1 % of our housing stock) following requests from tenants.

Whilst the current performance in regard to remedial repairs following a damp and mould report is not where we expect it to be, the improvements are clear to see with our outstanding and out of category repairs reducing.

Remedial works linked to damp reports are often treated as mini projects because the work required to be undertaken can be multi-faceted, requiring multiple visits, repairs and actions to complete the required response to clearing the damp and mould and addressing any root cause of the damp and mould. To add to this, damp and mould jobs are not completed until all segments of the multi-faceted approach are completed. Where we identify vulnerabilities which could be exacerbated by damp and mould, we carry out a multi-agency meeting with our technical, tenancy management and repairs colleagues to ascertain the best outcome for the tenant and escalate any remedial works. We also communicate with colleagues in ASC where required to ensure we have all relevant information to make informed decisions on additional support required for residents. An outcome could result in a decant for the tenant (and family) to ensure the works are carried out satisfactorily.

As at 14/07/2025, we have seen a welcomed improvement on our outstanding remedials which currently sit at 689, out of which 546 are out of category. The improvements previously reported, and outlined further below, have made a significant difference in the service being able to carry out the relevant works.

With the colder months approaching and the introduction of Awaab's law it is expected the numbers reported will continue to grow which will impact on jobs completed. The projection is by December 2025 we expect to clear all out of category remedial jobs relating to damp and mould; this is based on the provision of resources being stable, contractors delivering on expectations and access to properties is gained early to carry out relevant works. The impact will be monitored by senior management via our Regulator of Social Housing Board meetings chaired by the Strategic Director of Housing.

The focus has been to remove the immediate risks associated with any reports of mould. To achieve this, we are attempting to visit each property (if access is given by the tenant) by a specialist to assess the immediacy of any work required and mitigate the immediate health risk ensuring any mould clean is undertaken on the same day. The Council can confirm that 47% of live remedials arising from a damp inspection have had a visit in addition to the initial inspection. The visits will either be to survey for materials required, undertake mould cleaning and stain blocking, or to commence remedial repairs.

Whilst the improvements are welcomed, the team are faced with challenges such as:

- Jobs being cancelled. This is likely due to the damp remediation works generally taking longer to complete. The disruption when tenants do not accommodate the repair to go ahead can lead to extensive administrative delays in returning materials and re-booking appointments. Despite our planning team making improvements such as calling the tenant and agreeing a date, and undertaking a courtesy call the day before our attendance, the cancellations continue to cause disruptions. We have seen improvement on this within the last 6 months as our cleaners attending the emergency hazards allowing us to follow up on remedial work soon after.
- Continuous reports for external repairs (including working at heights). It is evident reports of external works have remained constant, and any leaks and/or cracks can result in increase of damp and mould reports across our stock. These outstanding repairs are slowly decreasing which is enabling the service to provide a quicker and lasting resolution.

Damp and Mould Improvements

As mentioned above, the council's, position around outstanding remedial works relating to damp and mould has significantly reduced. Since the last report we have introduced the below interventions to meet the milestones and eventually look to fully clear down the out of category damp and mould remedial works:

- Migration of resources to meet demand
- Use of contractors to undertake some of our larger jobs.
- Cleaning and applying a mould inhibiting solution to all damp and mould jobs where a priority 1 has been identified; this has removed the immediate risk to the residents. This has led to increased contact with tenants, where mould risk is categorised as P1, via phone, text and door knock. This is now business as usual to ensure our tenants are being contacted and updated on the remedial works. All necessary remediations are then treated as programmed works and provisions are in place to allow tenants to report any reoccurrence in the interim period where we will revisit where required.
- Repairs and Maintenance service are closely identifying properties where damp and mould exists and linked to external works to properties. This enables us to prioritise jobs and eradicate the growing risk of damp and mould.
- Increased performance expectations
- Availability of overtime for repairs staff which primarily focused on damp jobs for those skilled to undertake the works.
- Internal housekeeping to manage duplicate jobs raised.

Introduction of phase 1 of Awaab's law

Awaab's Law, officially part of the Social Housing (Regulation) Act 2023, mandates that social housing landlords investigate and repair hazards like damp and mould within specific timeframes.

The introduction of phase 1 of Awaab's law, from October 2025, will have a major impact on the service in regard to resources and operationally with the timescales being introduced to carry out remedial works.

From 27 October 2025, social landlords will be required to:

- Investigate all emergency hazards (including damp and mould) within 10 working days
- Provide a written summary of findings within three working days of concluding the investigation
- If a hazard presents a significant risk to health or safety, take appropriate action within five working days – including making the property safe (using temporary measures if needed) and beginning any required repair works within a reasonable time
- For emergency hazards, act as soon as reasonably practicable and within 24 hours
- Offer suitable alternative accommodation if the property cannot be made safe within the required timeframe.

In 2026 this will be extended wider to include the following hazards where they present a significant risk of harm:

- excess cold and excess heat
- falls associated with baths etc., on level surfaces, on stairs and between levels
- structural collapse, and explosions
- fire, and electrical hazards
- domestic and personal hygiene and food safety

In 2027, a further extension with regulations to include all remaining HHSRS hazards (apart from overcrowding) where they present a significant risk of harm.

The Council has been carrying out various workshops for the past few months with colleagues within Housing and wider services to ensure a collective approach is undertaken to meet the requirements. A detailed report on the council's response to Awaab's law will be presented in September 2025.

5. Financial, legal, equalities, climate emergency and other implications

5.1 Financial implications

As an update report, there are no direct financial implications arising from its contents. Finance work closely to monitor the performance of the HRA and this is reported quarterly to OSC through the budget monitoring process. The challenges raised in this report, notably the work to reduce backlog repairs and respond promptly to cases of damp and mould, create budget pressures which will need to be managed by the HRA in-year and suitably reflected in future years' budgets.

Signed: Jade Draper (Principal Accountant)

Dated: 7 August 2025

5.2 Legal implications

Awaiting comments

Signed:

Dated:

5.3 Equalities implications

Under the Equality Act 2010, public authorities have a Public Sector Equality Duty (PSED) which means that, in carrying out their functions, they have a statutory duty to pay due regard to the need to eliminate unlawful discrimination, harassment and victimisation, to advance equality of opportunity between people who share a protected characteristic and those who don't and to foster good relations between people who share a protected characteristic and those who don't.

Protected Characteristics under the Equality Act 2010 are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.

The Equality Act 2010 protects tenants from discrimination in housing, including in relation to repairs. This report provides an update on the current position of the Repairs and Maintenance Team and its performance throughout 2024-25, with projections for 2025-26.

There are no direct equality implications arising from the recommendations of this update report. Increased compliance should lead to the provision of better quality services to Council tenants through enhanced consumer standards, which will have a positive impact on all of the Council's tenants across all protected groups. Repair processes should be transparent, with clear communication and information provided to tenants about their rights and responsibilities.

Signed: Equalities Officer, Surinder Singh, Ext 37 4148

Dated: 6 August 2025

5.4 Climate Emergency implications

In some instances, the timely completion of repairs and pre-planned maintenance may contribute to the continued energy efficiency of properties and resulting reduced carbon emissions. As Awaab's Law is phased in, there may be specific opportunities presented to improve energy efficiency in respect to remedial work that addresses excess cold and heat hazards.

Signed: Phil Ball, Sustainability Officer, Ext: 37 2246

Dated: 8 August 2025

5.5 Other implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

6. Background information and other papers: N/A

7. Summary of appendices: N/A

8. Is this a private report (If so, please indicate the reasons and state why it is not in the public interest to be dealt with publicly)? No

9. Is this a "key decision"? If so, why? No

Communal Cleaning Maintenance Charges

Housing Scrutiny Commission

Date of meeting: 26 August 2025

Lead director: Chris Burgin

Useful information

- Ward(s) affected: All
- Report author: Gurjit Kaur Minhas
- Author contact details: 0116 454 5144
- Report version number: V3

1. Summary

- 1.1 This report outlines the findings of a review of cleaning and associated charges for communal areas in council owned sheltered housing and flatted accommodation. The report also highlights the improved and enhanced cleaning standards, which are now being rolled out across council estates.
- 1.2 The need for this review stemmed from enquiries about cleaning from residents living in the Burns Flats on Aikman Avenue in 2023/24. This led to a wholesale city-wide review of communal cleaning provided to council tenants and leaseholders during 2024/25. The review has identified that the service level of cleaning needed to be enhanced to address current service issues.
- 1.3 The Council do not make money out of communal cleaning charges, overall the service cost equals the charges to tenants.
- 1.4 There is no evidence of a review being carried out before, service levels have evolved over time. The charges appear to be associated with the level of service that was provided when the cleaning arrangements were initially set up.

2. Recommended actions/decision

- 2.1 To note the findings of this report and to agree the recommendations set out in section 4.2.

3. Scrutiny / stakeholder engagement

- 3.1 Housing Officers have engaged and been working closely with the Burns Flats Action Group, the group has been set up by residents, with the support of the Housing Division and Ward Cllrs from the Western Ward. Council officers have worked closely with the group to improve and enhance cleaning at the Burns Flats. One of the requests of the group was that the council take a deeper dive into cleaning to check that all tenants across the city were getting value for money.

4. Background and options with supporting evidence

- 4.1.1 Clean and tidy communal areas are important to Leicester City Council residents, in fact satisfaction with communal areas is a question contained within the annual Tenants Satisfaction Survey, an area we have significantly improved from 23/24 when it was 49% to 70% in 2024/25.
- 4.1.2 The charging for cleaning in sheltered housing and other council flatted accommodation was aligned to the service needs at the time when arrangements

were initially set up and was based on historic calculations. There appears to be no evidence of a review having been carried out before.

4.1.3 We have now also recognised that other communal charges have not been reviewed, cleaning is the first area we have reviewed: further reports will be brought to you about other communal charge areas in due course.

4.1.4 Not all communal areas are cleaned by the council, in some cases residents decided to clean the areas themselves, so as not to pay an additional charge. This is the case for some blocks in the Rowlatts Hill area and other parts of the city. This needs to be reviewed locally as complaints are being received, where residents are not carrying out the cleaning in these blocks as originally agreed and the council is having to carry out deep cleans at an additional cost to the HRA.

4.1.5 Over 50 sites are cleaned, and over 5500 properties are chargeable for communal cleaning. The cost of cleaning is based on the time spent and frequency of cleaning taking place in each block.

4.1.6 The cleaning of communal areas is carried out by our internal cleaning teams, who are based in Estate & Building Services. The overall cost last year charged to the Housing Revenue Account for this service was £870k. The income that potentially could be collected from residents is approximately £965k, however once void properties and non-payments are factored in, the actual amount of income collected would be reduced and would approximately equate to the cost the housing division pays for cleaning services. The full list of cleaning charges is attached at appendix A.

Review Findings

4.1.7 The review has identified that service levels needed to be enhanced, due to increased service needs. As part of this review, we have been able to secure increased and enhanced levels of cleaning, and we are confident that the level of cleaning now aligns to the charges. The rolling programme of enhanced cleaning has taken place across the city and significant improvements have now been made on sites such as the Burns Flats with sustained positive feedback received from residents. See below communal areas and laundry room after enhanced level of cleaning was introduced at the flats.



- 4.1.8 The review has also identified that some residents are not being charged for the level of service they are receiving, however in most cases there are not significant differences in the charge applied and the actual cost of the cleaning carried out.
- 4.1.9 For sheltered housing the review has identified a significant disparity between the charges made to tenants and the level of cleaning provided. It appears we are not charging for the full cost of the service. This is because some cleaning was previously carried out by sheltered housing wardens, who were based on site all the time. Since moving away from this model of operating the service, arrangements have changed. Therefore, we need to carry out a more detailed review of all charges across all sheltered housing, along with a review of investment that is required in these units to enhance services provided to tenants.

4.2 Recommendations:

- 4.2.1 To note the findings of the report
- 4.2.3 We can use the review as an opportunity to see if flats that have previously opted out wish to consider opting back in, to having their communal areas cleaned by the council.
- 4.2.4 To note that more formal monitoring arrangements have now been put in place and housing and cleansing staff are meeting regularly to ensure that cleaning standards are being met across the City. An annual review will now take place to ensure that cleaning charges align to the service being provided.
- 4.2.5 To resource a specific project to review the sheltered housing offer, so that an in-depth review of can be carried out of all sheltered housing charges and the service provided.

5. Financial, legal, equalities, climate emergency and other implications

5.1 Financial implications

The cleaning service currently costs £870k per year. If annual reviews are being set up, it needs to be ensured that any change to costing is recharged back to the tenants as required so that the HRA isn't subsidising the service. The same applies for any new blocks opting into the service.

Signed: Jade Draper, Principal Accountant

Dated: 05/08/2025

5.2 Legal implications

The Leicester City Council is entitled to charge for the cost of communal cleaning pursuant to the Landlord and Tenant Act 1985, the Council's tenancy agreements and under the Council's Terms and Conditions of tenancy.

The costs however must be reasonable, and the service provided should also be to a reasonable standard.

It would follow that if the Council is undercharging some tenants for a service, that sum can be increased and where the Council is overcharging, the sums should be refunded or reapplied to the tenant's account. This would ensure fairness and transparency across the various estates which are managed by the Council where service charges are applicable.

Signed: Shazmina Ghumra (Principal Lawyer – Civil Litigation)

Dated: 12 August 2025

5.3 Equalities implications

Under the Equality Act 2010, public authorities have a Public Sector Equality Duty (PSED) which means that, in carrying out their functions, they have a statutory duty to pay due regard to the need to eliminate unlawful discrimination, harassment and victimisation, to advance equality of opportunity between people who share a protected characteristic and those who don't and to foster good relations between people who share a protected characteristic and those who don't.

Protected Characteristics under the Equality Act 2010 are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.

The report outlines the findings of a review of cleaning and associated charges for communal areas in council owned sheltered housing and flatted accommodation, as well as highlighting the improved and enhanced cleaning standards, which are being rolled out across council estates. Recommendations in section 4.2 cite how this work will be progressed, and we need to be clear about any equality implications these may have.

We must consider the likely impact on those likely to be affected by the proposed review of all sheltered housing charges and the service provided, their protected characteristics, and in this case having a disproportionate impact on older people as they are the main residents of sheltered housing schemes. Where negative impacts are anticipated, mitigating actions that can be taken to reduce or remove that negative impact should be considered. It is recommended that an Equality Impact Assessment be undertaken, to demonstrate, that the consideration of equalities impacts has been taken into account as part of the proposed review and as an integral part of the decision-making process.

Signed: Sukhi Biring, Equalities Officer

Dated: 5.8.2025

5.4 Climate Emergency implications

There are no climate emergency implications arising directly from this report.
--

Signed: Phil Ball, sustainability Officer, Ext 37 2246
--

Dated: 8 August 2025

5.5 Other implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

6. Background information and other papers:

7. Summary of appendices:

8. Is this a private report (If so, please indicate the reasons and state why it is not in the public interest to be dealt with publicly)?

9. Is this a “key decision”? If so, why?

Appendix A

Site	What We Charge 2025
Aikman Avenue	£5.53
Beatty Avenue	£2.26
Beaumanor Road	£4.36
Beaumont leys	£2.64
Beaumont Leys - Bluegates	£1.68
Colserdale flats	£2.26
Gisborne Court	£2.26
Grantham Road	£3.45
Highfields Multi - Occupancy	£3.41
Lombardy Rise	£2.26
Martindale Close	£2.26
Mowmacre Estate	£1.34
Neston Gardens	£1.22
Rowlatts Hill	£2.26
Rushey Mead	£2.26
St Leonards Court	£2.26
St Marks	£5.53
St Matthews	£5.53
St Peters	£5.53
Tatlow Road	£1.25
West Court	£5.53
West End	£2.26
Wiltshire House	£2.26
Citygate	£2.59
Zip Building	£2.59
Sheltered Housing Schemes	£2.26

Water Hygiene Briefing Report

Lead Member Briefing

Decision to be taken by: Cllr Elly Cutkelvin

Date of meeting: 11th. August 2025

Housing Scrutiny Commission

Date of Meeting: 26th. August 2025

Lead director: Chris Burgin

Useful information

- Ward(s) affected: Potentially all
- Report author: Simon Nicholls
- Author contact details: simon.nicholls@leicester.gov.uk
- Report version number: v.1

1. Summary

This report has been prepared to update members of the Housing Scrutiny Commission on how the Housing Division manage water hygiene safety in its communal areas and tenants' homes.

We have a duty under the Social Housing Regulation Act to report on communal area water hygiene safety to ensure that actions are compliant. We do not have to report on water hygiene in our domestic properties, but we do take a range of measures to ensure our tenants homes are safe.

This report will give an overview of our approach to managing water hygiene in both our communal areas and domestic properties.

2. Recommended actions/decision

That the contents of this report are noted.

3. Scrutiny / stakeholder engagement

4. Background and options with supporting evidence

The Housing Division manages water hygiene in both our communal areas and in our domestic properties.

The responsibility for water hygiene management sits in Technical Services in the Compliance Team where there is a dedicated water hygiene compliance officer who is tasked with ensuring ongoing compliance. Other teams have responsibilities, such as Tenancy Management who carry out weekly temperature checks in Sheltered Schemes and Voids/Repairs who ensure that the works required as a result of a Legionella Risk Assessment (LRA) are completed prior to the start of a new tenancy.

Communal Areas.

We have a total of 1535 communal areas, only 36 of these have a water supply that requires us a landlord to carry out a LRA. All our communal LRA are complete and are reviewed as part of an ongoing cyclical programme. The frequency of a review is dependent on the block risk. High risk blocks and sheltered accommodation units are completed annually whereas lower risks block that may just have a cleaner's sink will be risk assessed every three years.

We have made changes to the way we record LRA on NEC, each communal area that requires a LRA is highlighted, the date of the last inspection is entered and this populates the date when the next one is due. This will form part of a compliance dashboard that will include gas, electrical, asbestos, fire and lift safety.

We are confident that we meet the Housing Regulators requirements for water safety in communal areas and we have the ability to report on compliance.

Water Hygiene in our tenants' homes.

It is not mandatory that we carry out LRA on individual homes.

81% of our stock does not have any stored water and are therefore classed as very low risk. Hot water is provided by a gas fired combination boiler and the cold water is fed directly from the mains. General water hygiene advice is given to all new tenants and there is information available on the website.

In addition, we have committed to carrying out LRA to 10% of our stock every year, this is currently happening on all void properties and will soon be in place on properties having capital works carried out. The LRA is currently carried out by a contractor, it may recommend works are completed, which we will complete, a copy of the LRA is then provided to the tenant. The LRA that have been completed so far have confirmed that the properties are low risk with very few remedial works being required.

15% of our homes do have stored water and are therefore higher risk (more detail below), these are mainly homes linked to the district heating network or our sheltered accommodation units. Currently the risks are managed by maintaining water temperatures to levels that don't allow legionella to develop with regulator temperature testing and flushing of systems, however our medium-term strategy is to design out the need for stored water and the associated risks by carrying out capital improvements.

The following are examples of the capital schemes we are currently undertaking to design out stored water.

Sheltered Accommodation.

Currently the heat and hot water is supplied via a communal boiler and hot water is stored in an Elson tank in the flat. To design out the need for stored water we have carried out a pilot project at Fredrick Jackson House that replaces the stored water with an multi point instantaneous hot water heater, the cold-water supply to the bath and toilet was fed from a tank and the supply to the kitchen and bathroom sinks were mains fed, this has been altered so that 100% of the cold water supply is now mains fed. The central heating continues to be delivered via the communal boiler. The advantages to this are that we now have no cold-water storage or water tanks that require ongoing inspections/cleaning, hot water is still instantaneous, and tenants only pay for what they use via their electricity bills. We have removed the hot water charge from their fixed services charges as their hot water will be heated by electricity, investigations have concluded that as a result of not paying this fixed charge and only paying for the hot water they use they could be up to £300 better off each year as a result.

We are monitoring the pilot property so we are sure that the alterations deliver the expected outcomes and will then look to roll this out across all 14 schemes.

District Heating.

Properties connected to the DH network have a cold-water storage tank and either a tank or cylinder for hot water.

We have recently carried out a pilot project to remove the tanks, feed the cold water from the mains and fit a Heat Interface Unit to provide the heat and hot water. This is like how the heat and hot water is delivered in the tower blocks. This still gives the residents hot water on demand but also gives them greater control over the heating as the HIU acts like a conventional combination boiler but rather than the water being heated by gas heat is transferred from the district heating pipework, we have fitted new controls and a programmer similar to those in a standard house so tenants can set the temperature and programme when it comes on and goes off.

Initially we want to roll this out to all properties on St Marks; to help part fund this we have submitted a bid to Government to part fund a programme of installations for all 432 properties. We expect to hear if our bid has been successful soon.

Further breakdown of property types

We are confident that 96% of our residential stock is low risk from a water hygiene perspective, 81% of our stock does not have any stored water, hot water and heating is delivered via a combination boiler and cold water is mains fed and each of these properties is visited annually as part of the annual gas inspection.

Properties connected to the district heating network are low risk as the temperature is maintained at levels that prevent legionella forming, and tests are carried out on the system in relation to water hygiene.

The remaining are made up from:

Two newly acquired flatted dwellings called the ZIP and Citygate buildings we have LRA and PPM's in place.

Blocks of flats on Harwin Road, Ethel Road, Glenhills Boulevard and New Parks that have cold water storage tanks that feed the whb/bath and w/c, cold water to the sink is mains fed, and heating and hot water are supplied by a combination boiler.

Managing the risk these tanks have now been removed at Harwin Road, and the Compliance Team are currently in the process agreeing the programme of works to remove the tanks in the remaining blocks and anticipate that they will all be removed by the end of the current financial year 25/26.

There are a small number of residential properties that still have a back boiler fitted due to the tenant's refusal to have their heating upgraded to include the installation of a combination boiler. Currently the water to their whb/bath and w/c is supplied from a water storage tank in the loft. All tenants that have this arrangement are currently being visited so that arrangements can be made to upgrade the systems and remove the tank.

Properties called Evesham House, Upper Tichbourne Street, have a commercial boiler and cylinder, and we have robust PPMs in place.

St Leonards Court and Welford Road – both properties are fully electric and have cylinders and immersion heaters. We are currently considering replacing these cylinders with instantaneous water heaters. All cold water is mains fed, there is no cold stored water, so the level of risk is low.

5. Financial, legal, equalities, climate emergency and other implications

5.1 Financial implications

This report is summarising our current strategy of managing water hygiene in homes, sheltered accommodation and the district heating network.

15% of council owned homes are intended to have their current set up reviewed with any updates being funded by the capital programme. When this is confirmed in the future, a review will need to be undertaken to ensure capital budget is available to complete the necessary works.

The pilot scheme for sheltered accommodation appears to offer a saving, but this amount needs to be determined.

For houses on the district heating network, updates are intended across the network, starting at St Mark's which will be subject to a successful HNES bid. Once the outcome of the bid is received, it needs to be ensured that the programme is fully funded by the grant received as no allocation has been made in the capital programme for this.

It is requested that the report returns to finance prior to HSC.

Signed: Jade Draper, Principal Accountant

Dated: 05/08/2025

5.2 Legal implications

S126 of The Social Housing (Regulation) Act 2023 places a general health and safety function on registered providers of social housing. Under S126B, providers are required to *“(a) monitor the provider’s compliance with health and safety requirements; (b) assess risks of failure to comply with health and safety requirements; (c) notify the responsible body of the provider of (i) risks assessed under paragraph (b) of material failures by the provider to comply with health and safety requirements; (ii) material failures by the provider to comply with health and safety requirements; (d) provide advice to the responsible body as to how the provider should address risks and failures notified to the responsible body under paragraph (c) for the purpose of ensuring that the provider complies with health and safety requirements.”*

The provider (under s126C) then has a duty to ensure the appropriate health and safety lead has sufficient resources to perform the health and safety obligations.

Signed: Zoe Iliffe, Principal Lawyer (Property Highways & Planning)

Dated: 12/08/25

5.3 Equalities implications

Under the Equality Act 2010, public authorities have a continuing Public Sector Equality Duty (PSED) which means that, in making decisions and carrying out their activities they have a statutory duty to pay due regard to the need to eliminate unlawful discrimination, harassment and victimisation, to advance equality of opportunity between people who share a protected characteristic and those who don't and to foster good relations between people who share a protected characteristic and those who don't.

Protected Characteristics under the Equality Act 2010 are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.

This report has been prepared to update members of the Housing Scrutiny Commission on how the Housing Division manage water hygiene safety in its communal areas and tenants' homes. There are no direct equality implications arising from it.

People will be from across many protected characteristics, Water safety measures should be accessible to all residents, including those with disabilities. This includes providing clear and concise information in accessible formats and ensuring that physical access to water sources is not restricted.

Signed: Equalities Officer, Surinder Singh, Ext 37 4148

Dated: 1 August 2025

5.4 Climate Emergency implications

There are limited climate emergency implications directly associated with this report. More widely however, this work may have a positive impact on carbon emissions where gas water heating is replaced with electric water heating and tenants have more control over heating their homes.

Signed: Phil Ball, Sustainability Officer, Ext 37 2246

Dated: 4 August 2025

5.5 Other implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

6. Background information and other papers:

7. Summary of appendices:

APPENDIX A-

APPENDIX B –

APPENDIX C-



FRI frequency.xlsx

APPENDIX D –



Sample FRI Report
01012025 to 310120;

8. Is this a private report (If so, please indicate the reasons and state why it is not in the public interest to be dealt with publicly)?

9. Is this a “key decision”? If so, why?

Housing Scrutiny Committee

Work Programme 2025-2026

Meeting Date	Item	Recommendations / Actions	Progress
10 July 2025	Income Collection Annual update	-	Details shared with commission members.
	Stock Condition – Property MOT	In response to the question about the number of damp and mould requests, the upcoming Repairs Report to include detailed information on associated timescales and the number of outstanding requests.	
	Fire Safety	Information on the average wait time for the 452 low-level fire risk repairs to be shared with the commission.	
26 August 2025	PRS Strategy / Renters Reform Bill	-	
	Housing Regulatory Inspection update		
	Who gets Social Housing		
	Repairs & maintenance update (inc Damp & Mould)		
	Maintenance Charges		

	Water Hygiene Report		
11 November 2025	<p><i>Items TBC:</i></p> <p><i>District Service performance (inc update on Tenant Engagement & Pop Up Housing Offices) to include Tenant Scrutiny Panel & Tenant Associations</i></p> <p><i>Housing Capital Programme update</i></p> <p><i>Homelessness Strategy & Operational performance update (inc Temporary accommodation & £45m update)</i></p>		Housing Allocations Policy Review
13 January 2026	<p><i>Items TBC:</i></p> <p><i>Housing Support</i></p> <p><i>HRA Budget 25/26 proposals</i></p> <p><i>Council GF Budget proposals</i></p>		
17 March 2026	<p><i>Items TBC:</i></p> <p><i>Who Gets Social Housing (possible remove)</i></p> <p><i>Environmental Budget & Public Realm update</i></p> <p><i>Housing Building & Acquisition update</i></p>		

21 April 2026	<i>Items TBC:</i> <i>Housing Regulator update</i> <i>Adaptations Strategy</i> <i>Repairs & Maintenance update</i> <i>(including all Housing Safety items)</i>		
---------------	---	--	--

Forward plan items 2025-26:

