

PORTFOLIO REPORT

MEETING: Housing Portfolio
DATE: 21st April 2026
SUBJECT: Housing Compliance Update
REPORT FROM: Ben Tunnicliffe, Head of Housing Compliance

1.0 BACKGROUND

- 1.1 The health and safety of the council's homes, and the tenants residing in them, are one of the council's key priorities. It is a requirement of the regulatory standards that landlords provide safe and good quality homes.
- 1.2 This report provides an overview of the current compliance position in relation to council owned homes.

2 Gas safety

- 2.1 The table below shows the position of the gas safety checks at the 15th April 2026.

	Total number of homes owned for which gas safety checks are required	Number Of compliant homes	Number of non-compliant homes	COMPLIANCE (%)
Domestic gas	7576	7552	24	99.68%
Communal gas	6	6	0	100.00%

- 2.2 We currently have 7,576 properties on the gas programme. As of the 15th April 2026 we have 24 properties with an expired gas safety certificate. Following a recent request from Corporate Services, four public buildings have now been added to the programme. These sites are awaiting contractor attendance to complete an LGSR, and Corporate Services continue to manage these locations. All of the expired certificates have been expired less than 3 months.
- 2.3 We currently have 366 properties off heat. Of these, 119 are voids, 4 are awaiting part replacements, 93 are off heat due to existing debt, 103 off heat due to financial hardship, 37 off heat pending access issues and 10 awaiting boiler installation.
- 2.4 We are currently working with our contractor, our neighbourhoods' team and our legal team to improve and strengthen our access process across all our compliance areas but specifically concentrating access for gas and electrical access.
- 2.5 As part of our compliance improvement actions, we have amended gas safety letters and warning stickers and implemented an additional pre-legal letter to strengthen engagement prior to escalation to Legal Services. As previously advised, a comprehensive data-cleansing exercise is ongoing and as a result property numbers may continue to change as records are refined and validated

3 Electrical safety

3.1 The table below shows the position of the electrical safety checks for both domestic properties and communal area as at the 15th April 2026.

	Total number of homes that require an Electrical Installation Condition Report (EICR)	Number of compliant homes	Number of non-compliant homes	COMPLIANCE (%)
Domestic EICR (homes currently on a 5 year testing cycle)	6311	5436	875	86%
Domestic EICR (homes currently on a 10 year testing cycle)	142	142	0	100%
Domestic EICR (homes with no EICR)	810	0	810	0%
Total Domestic properties	7263	5578	1685	77%

	Total number of assets that require an EICR	Number of compliant assets	Number of non-compliant assets	COMPLIANCE (%)
Communal EICR	290	39	164	13%

3.2 86% of homes have been inspected on a 5-year electrical programme. From May 2026 all domestic properties are required to have an electrical safety check every 5 years in line with the Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025 and we are working with our electrical contractor, AB Electrical, to achieve this. 142 homes are still on a 10-year electrical programme and 810 homes do not have a valid EICR. This equates to a 77% compliance rate overall. The 5-year contract with AB Electrical has now been formalised via the legal team but there are still some outstanding payments to the contractor which have slowed down progress.

3.3 The EICR programme previously experienced limited movement due to several operational challenges. The absence of a dedicated compliance team, coupled with the departure of interim staff, created gaps in oversight and momentum. In addition, concerns regarding the accuracy of legacy electrical data meant the programme could not progress effectively without a thorough validation and cleansing process.

3.4 Since forming the new compliance team, substantial effort has been directed towards cleansing, validating, and restructuring the electrical data across the full asset portfolio. Although this activity is being undertaken alongside day-to-day responsibilities—resulting in slightly extended timelines—clear and positive progress is now visible. The current data set provides a more accurate picture of true compliance levels and risk areas.

3.5 The outstanding EICRs are where we have not been able to gain access. We are currently working with our contractor, our neighbourhoods' team and our legal team to improve and strengthen our access process across all our compliance areas but specifically concentrating access for gas and electrical access. This will support continuing efforts to gain access to properties where the EICR is non-compliant.

3.6 Communal EICR numbers have reduced recently following identification of issues on existing EICR certificates that require actioning. These have been picked up via increased work with TCW. EICRs are in date but unsatisfactory and uncompliant due to the issues identified. These issues can vary but many of them require a rewire which are being programmed in soon.

3.7 The table below shows the overdue electrical safety remedial actions by age.

Age of overdue electrical safety remedial actions	Overdue high risk - number of C1 (danger to life) remedial actions	Overdue medium risk - number of C2 (potentially dangerous) remedial actions	Overdue low risk - number of C3 (improvement recommended) remedial actions
Overdue electrical remedials (< 3 month)	5	151	4119
Overdue electrical remedials (3-6 months)	0	0	0
Overdue electrical remedials (6-12 months)	0	0	0
Overdue electrical remedials (12+ months)	0	0	0

3.8 Wherever possible any C1 or C2 remedial actions are carried out by AB Electrical whilst they are on site conducting the EICR so they do not need to make another appointment with the tenant. Where the works are more intrusive, such as rewires, another appointment is made with the tenant to complete this work. Unfortunately, there are a number of properties where we have been unable to gain access to complete the work. We are working our neighbourhoods' team and the tenant to arrange access to complete these works. The outstanding C3 remedial actions will be included in our planned work and investment programmes.

3.9 Alongside the data-cleansing work, a new assurance portal is being developed (TCW). This will provide a centralised, structured location for managing all electrical compliance data until the new QL system is implemented. Once both systems are in place, they will interlink to:

- Deliver a single source of truth
- Improve data accuracy and consistency
- Strengthen governance and auditability
- Support timely and reliable compliance reporting
- Enhance long-term management of electrical safety obligations

3.10 It is important to highlight that the data-cleansing exercise remains active, so numbers and percentages may still change as accuracy continues to improve.

4 Water safety

4.1 The table below shows the position on legionella risk assessments which are at 72% compliance at the 15th April 2026:

	Total number of homes owned for which legionella risk assessments are required	Number of compliant homes	Number of non-compliant homes (dwelling units)	COMPLIANCE (%)
Legionella risk assessments	18	13	5	72%

Two additional sites have been identified as belonging on the Housing Services programme which weren't on the spreadsheet previously (Elms Close Laundry and Bradley Fold) they were being previously being monitored and are currently compliant. On investigation of the Legionella Risk Assessment programme, it has been identified that 5 LRAs are unaccounted for. These have been previously requested from the Bury Council FM team, who manage the contractor via an SLA, but still not been received. We have been promised these soon.

4.2 The table below show the overdue water safety remedial actions by age at the 26th March 2026:

Age of overdue remedial actions:	Number of high risk overdue remedial actions	Number of medium risk overdue remedial actions	Number of low risk overdue remedial actions
Overdue water safety remedial actions (< 3 months)	48	7	66
Overdue water safety remedial actions (3-6 months)	0	0	0
Overdue water safety remedial actions (6-12 months)	0	0	0
Overdue water safety remedial actions (12 months+)	0	0	0

4.3 There are 48 High risk overdue actions. these are due to no access. 7 Medium risk stands all due to signage required, 66 Low risk overdue actions. It has been clearly identified that access is of concern. we plan to meet with the Independent Living Team, Facilities Team & IWS to scope out more robust way of accessing to complete remedial works.

5 Fire safety

5.1 The table below shows the position at the 15th April 2026 for fire risk assessments:

	Total number of homes owned within buildings that require a Fire Risk Assessment	Number of compliant homes	Number of non-compliant homes	COMPLIANCE (%)
Fire Risk Assessments in high risk buildings	13	13	0	100%

Fire Risk Assessments in non-high risk buildings	280	280	0	100%
Overall Fire Risk Assessments	293	293	0	100%

5.2 There are no fire risk assessments outstanding.

5.3 The table below shows the overdue fire remedial actions by age.

Overdue FRA remedial actions	Number of high risk actions	Number of medium risk actions	Number of low risk actions
Overdue FRA remedial actions (<3 months)	0	0	0
Overdue FRA remedial actions (3-6 months)	0	0	0
Overdue FRA remedial actions (6-12 months)	0	0	0
Overdue FRA remedial actions (12+ months)	0	0	893

5.4 The outstanding work is from remedial work from the original FRA's carried out in 2023/2024, this work has been ongoing for the last two years and was prioritised in order of risk. All outstanding items are currently low risk as all high-risk items were dealt with at the start of the programme and any arising are dealt with immediately.

5.5 We have two contractors currently working with us to carry out the outstanding work. Since the self-referral the number of outstanding actions has reduced to 893.

Most of the outstanding work relates to fire doors and we have struggled getting access to the outstanding properties. We have reviewed our no access process with legal services and will be working with our contractor to ensure we follow an access process that enables us to take legal action to gain access.

There are also several non-standard doors that need replacing which will have an impact on the interior of the flats including the need to redecorate. We are putting in place a process to liaise with the affected tenants about the work including compensation for redecoration. As highlighted above all listed actions are in relation to flat entrance fire doors and compartmentation to lofts and common escape routes. This is an ongoing capital style investment programme. As the updated 25/26 FRAs have been completed it is clear that there is a separate action / recommendations work stream around management, policies, checks, etc - rather than traditional remedial repairs. Due to the volume and live nature of these actions Bury Council have developed an in-house compliance team to manage along with other duties. As part of the new roles and responsibilities the team will collate these actions using RiskBase software. Information will come directly from the latest FRAs for the team to reassign and action appropriately. No due dates will be altered in this process. Actions will be reduced using a risk-based approach and a holistic view of safety and risk. RiskBase will be the reporting platform for this information going forward. The system is expected to be fully functional before the end of March 2026. Until this is in place focus will be on reducing the outstanding traditional remedial works, along with any High-Risk items identified from the latest FRAs.

It is important to highlight that the data-cleansing exercise and collation of new Fire Risk Assessment actions remains active, so numbers and percentages will change as accuracy continues to improve.

6 Asbestos

6.1 The table below shows the current position with Asbestos surveys at the 15th April 2026.

	Total number of homes owned within buildings for which an asbestos management survey or re-inspection is required	Number of compliant homes	Number of non-compliant homes	COMPLIANCE (%)
Asbestos re-inspections	223	223	0	100.00%

6.2 There are no overdue inspection or re-inspections and no outstanding remedial actions.

7 Lift safety

7.1 The table below shows the current position in relation to lift safety at the 15th April 2026.

	Total number of homes (dwelling units) owned within buildings with communal passenger lifts	Number of compliant homes (dwelling units)	Number of non-compliant homes (dwelling units)	COMPLIANCE (%)
Passenger lifts (LOLER) servicing	11	11	0	100.00%

7.2 There are no overdue lift inspections. The total number of schemes with passenger lifts is 11, of which the total number of passenger lifts are 13. All servicing records & LOLER are in date. We are waiting on parts for the lift at Clarks Hill to be actioned, the lift is currently powered down for safety and in line with regulations to ensure we remain compliant. All 13 lifts have a valid LOLER certificate. Remedial works were originally scheduled to be completed by Orona on the 13th February 2026. However, due to ongoing issues with the contractor, their remaining works have now been withdrawn and a new contractor has been appointed to progress with the outstanding works. The Lift at Clarks Hill remains out of service. remedial works have commenced and of the 3 actions initially identified only 2 remain. The re-levelling system does not meet current regulations and advice from both the Lift Contractor and HSB (insurer) is to keep the lift out of service and a new control panel for the lift is required. The Control panel is a major component of the lift. Quote has been received, order raised and the work commenced on 14th April 2026. Lift Health condition reports have been requested and carried out across all 13 passenger lifts managed by Bury Housing Services.

8 Smoke and carbon monoxide

8.1 The table below shows the current position at the 15th April 2026 in relation to checks on smoke and carbon monoxide detectors:

	Total number of homes in programme	Number of compliant homes	Number of non-compliant homes	COMPLIANCE (%)
Smoke alarms / detectors	7915	7891	24	99.70%
Carbon monoxide alarms / detectors	7579	7555	24	99.68%

8.2 The smoke and carbon monoxide alarm tests form part of the LGSR of which we have 16 overdue as a result of no access.

Ben Tunnicliffe, Head of Housing Compliance