LONDON BOROUGH OF CAMDEN

WARDS: All

REPORT TITLE: Performance on compliance Q1 2025/26

REPORT OF: Director of Property Management

FOR SUBMISSION TO:
Housing Fire Safety & Building Safety Panel

DATE:
23 October 2025

STRATEGIC CONTEXT
The Council is required by law to provide safe homes and places of work.

SUMMARY OF REPORT
This report provides an update on compliance across fire, legionella, asbestos, gas, electrics and lifts (FLAGEL) for the housing portfolio for Q1 2025/26. It also provides:

- Q1 performance on safety Tenant Satisfaction Measures for 2025/26
- an update on the latest progress made to complete fire safety actions, and an update on delivery against the Voluntary Undertaking agreed with the RSH November 2023.
- An update on Building Safety Case submissions
- A note on the council’s preparations in respect of Awaab’s Law
- A note on the council's preparations for new electrical testing regulations

Local Government Act 1972 – Access to Information
No documents that require listing were used in the preparation of this report.

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RECOMMENDATIONS
The Panel is asked to note and comment on:

1. Performance on compliance for Q1 2025/26, including year-end TSM figures
2. Performance on the completion of remedial actions
3. Latest position on fire safety actions
4. Progress on Building Safety Case submissions
5. Preparations in respect of Awaab’s Law and Electrical Testing

Signed:
Gavin Haynes, Director of Property Management

Date: 14th October 2025

1. SUMMARY

1.1 This report covers the statutory safety compliance measures and best practice performance of the Council which apply to Council homes. This performance is monitored monthly by the Housing Regulatory Board chaired by the Executive Director of Supporting Communities and the report provides an overview of the Q1 compliance position in 2025/26 (detailed in Appendix 1).

1.2 The report also details the progress on delivering against the Voluntary Undertaking agreed with the Regulator of Social Housing (RSH), and the latest on the delivery of Fire Risk Actions, the Q1 position on Tenant Satisfaction Measures related to safety and an update on the preparation of Building Safety Case files required for higher-risk buildings.

2. Q4 PERFORMANCE ON COMPLIANCE (including Tenant Satisfaction Measures (TSMs))

2.1 The Q1 2025/26 figures for the 5 safety TSMs are set out in the table below; these will be reported formally to the Regulator of Social Housing (RSH). The table also includes a draft TSM which the council calculates in respect of electrical checks. This is not reported formally to the RSH but is likely to become a TSM in the medium term.

TSM	Year End 23/24	Year End 24/25	Q1 25/26	Direction since Year End / Comment
BS01: Gas Safety Checks	98.97%	99.05%	**99.23%**	Further improvements in voids. Backlog of legal access cases mostly resolved.
BS02: Fire Safety Checks	99.57%	98.44%	**98.23%**	Showing impact of contract renewal dip, also small number (39 homes) Camden not freeholder and FRA not provided – regulatory action being explored
BS03: Asbestos Safety Checks	96.36%	99.90%	**100%**	5-yearly programme in place to maintain 100%
BS04: Water Safety Checks	95.83%	99.93%	**99.76%**	One system was out of compliance at Q1; since resolved.
BS05: Lift Safety Checks	75.67%	98.28%	**95.80%**	No use of back up contractor since year-end so performance has dipped.
DRAFT: Electrical Safety Checks	'TSM' analysis not available	91.33%	**93.37%**	Steady increase; see also Section 8 on new electrical safety regulations.

2.2 Lifts have dropped in performance as the Council has not recently used a backup contractor; this will be reviewed if necessary noting there is a cost impact. The lift check (called a LOLER) is done every 6-months on almost all lifts by Zurich. While 15 lifts had an overdue LOLER in Q1, no lift has gone more than 12 months without a LOLER, and the average servicing rate in Q1 was 99%.

2.3 Fire safety checks had a dip at year end, caused by delays in issuing a contract renewal. This has not yet been recovered, though performance is steady. Camden has a very large FRA programme covering about 1,000 FRAs a year so the resource demand to sustain it is very high. Note that since Q1 performance has recovered above 99% and we expect that to return to close to 100% by the end of Q2.

2.4 Within fire safety checks, there are a small portion of homes in blocks where the council is not the freeholder and not responsible for the checks. These have a much lower performance level; the Council has now written formal letters to these freeholders to escalate our concerns, and note that if no FRA is received Camden will complete one and raise arising actions to their attention.

2.5 On electrical testing, the Council has secured court warrants to compete EICRs to 15 homes. This follows a similar process to gas access processes and includes consideration of resident vulnerabilities. Further applications will be made as necessary to ensure the council can achieve 100% compliance under electrical testing.

3. REMEDIAL WORKS and SERVICING

3.1 For each compliance area, there are arising remedial actions; these are the works identified as necessary as part of compliance tests. The council's reporting has slightly different approaches to recording these, and the table below provides some notes as well as comparison to recent performance.

Compliance Area	Year End 23/24	Year End 24/25	Q1 25/26	Comment on Metric
No. Overdue Fire Risk Actions	8,140	3,231	**2,838**	These are as reported to RSH on 27 June; this includes all overdue actions.
No. Remedial Actions from Water Servicing	428	225	**135**	This is the total number of outstanding remedial actions.
No. Lifts with Overdue Lift Actions	11	41	**144**	This is the no. Lifts with overdue remedial works. Note the council's target time of 3 months is more ambitious than the regulatory requirement of 6 months.
No. Properties Electrical Remedials to Homes	344	401	**356**	Homes can have more than one observed fault. This refers to Code 1 and 2 faults. Code 3s are advisory only and outside of this metric. The metric includes all outstanding actions.

3.2 **Gas and Asbestos:** There is no current KPI on remedials arising from these checks. Works to gas are done at the time of the servicing in line with gas regulations requirements. In exceptional circumstances this may require the gas to be capped pending works being completed. Officers are working to develop a metric on remedial asbestos actions.

3.3 **Fire:** This covered in Section 4 of this report on the Voluntary Undertaking.

3.4 **Water:** On 1 June the contract has switched from GEM to Sureserve. In June significant progress has been made both by the new contractor and in closing out some orders of work which were being completed by GEM; completion was often verified within the scope of the June KPI report.

3.5 **Lifts:** Initially this metric was increased due to a higher number of actions arising from the work to catch up on overdue LOLERs. Note the council's target is more ambitious than regulatory requirements. We expected this peak to resolve within Q1 25/26; this has not occurred due to some issues on the contractor side which the lift service are working to resolve.

3.6 **Electrics:** The main progress on electrical testing in the quarter has been on access arrangements for EICRs under court access, however, the remedials are starting to reduce and arrangements are being made to accelerate this work in Q2.

Servicing Programmes

3.7 Lifts and water have servicing programmes which happen in addition to the safety checks which are measured within the TSMs. For gas and electrics, the necessary servicing of the equipment is done with the safety check.

3.8 Lifts: Most lifts are serviced monthly; recently refurbished or installed lifts are typically serviced every 2 months. In Q1 99% of scheduled services took place across the council's 565 lifts.

3.9 Water: Water servicing is done on a 6-monthly basis (although under legislation, systems which do not deliver potable (drinking) water could be done on a 12-monthly basis) across 847 communal water tanks. In June the Council moved to a new provider, and this combined with an unusual peak in the servicing programme; almost half of the tanks were due for a service in June 2025 against an expected proportion of one-sixth. It was agreed that the new contractor could not manage this; in mobilisation phase new contractors are typically a bit slower in delivering works as they get used to a new set of systems, working arrangements and buildings. Consequently, noting the Council's 6-monthly target is ahead of legislative requirements for some systems, the Council agreed to 'flat-line' the programme over the months to October. The outcome is that each month should have c. 150 services per month, except December which will have c.80 (as it is a short month). FLAGEL reporting remains formally against the 6-month target and shows 31% for June 2025. Recovery to 100% is therefore expected by December 2025, however, officers will review internally that progress is being achieved in line with the new programme profile. The expected performance in the months to December is summarised in the table below. Note that for August the performance increased slightly to 45%.

Month	Planned Services	Expected % Compliance
Sep-25	150	55%
Oct-25	162	75%
Nov-25	150	90%
Dec-25	79	100%

3.10 An improvement plan has been put in place internally across the water servicing regime. Within this plan the Council expects performance to recover the position on servicing by the end of December 2025, overdue remedial actions by November 2025 and water hygiene testing to sheltered housing blocks should be back at 100% by October 2025.

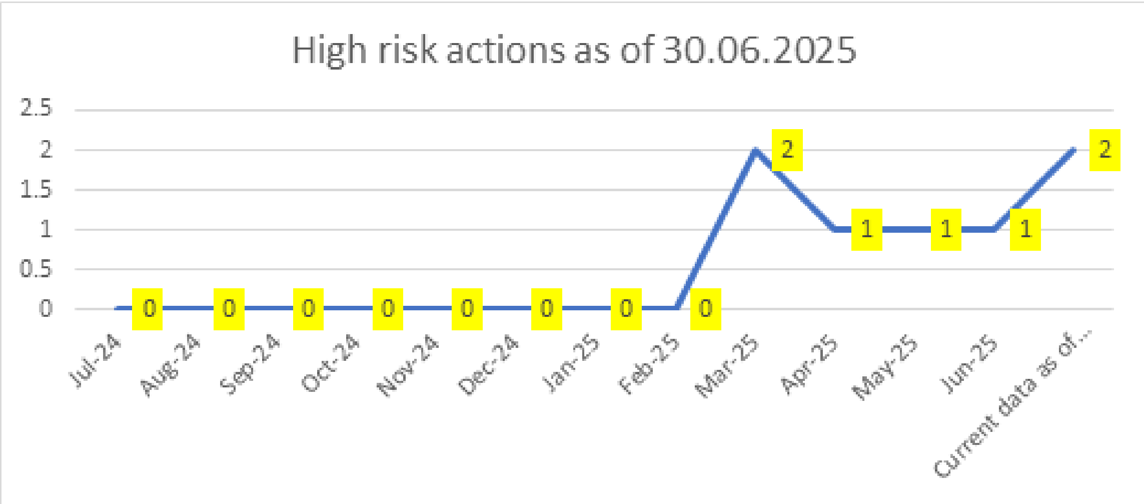
The key risks to achieving are:

- access, particularly where there are water tanks in attic spaces which require access through a home (usually a top floor flat in a street property),
- safe access arrangements (e.g. ladders, hatches) to ensure that operatives can safely access the tank.

4. VOLUNTARY UNDERTAKING (VU)

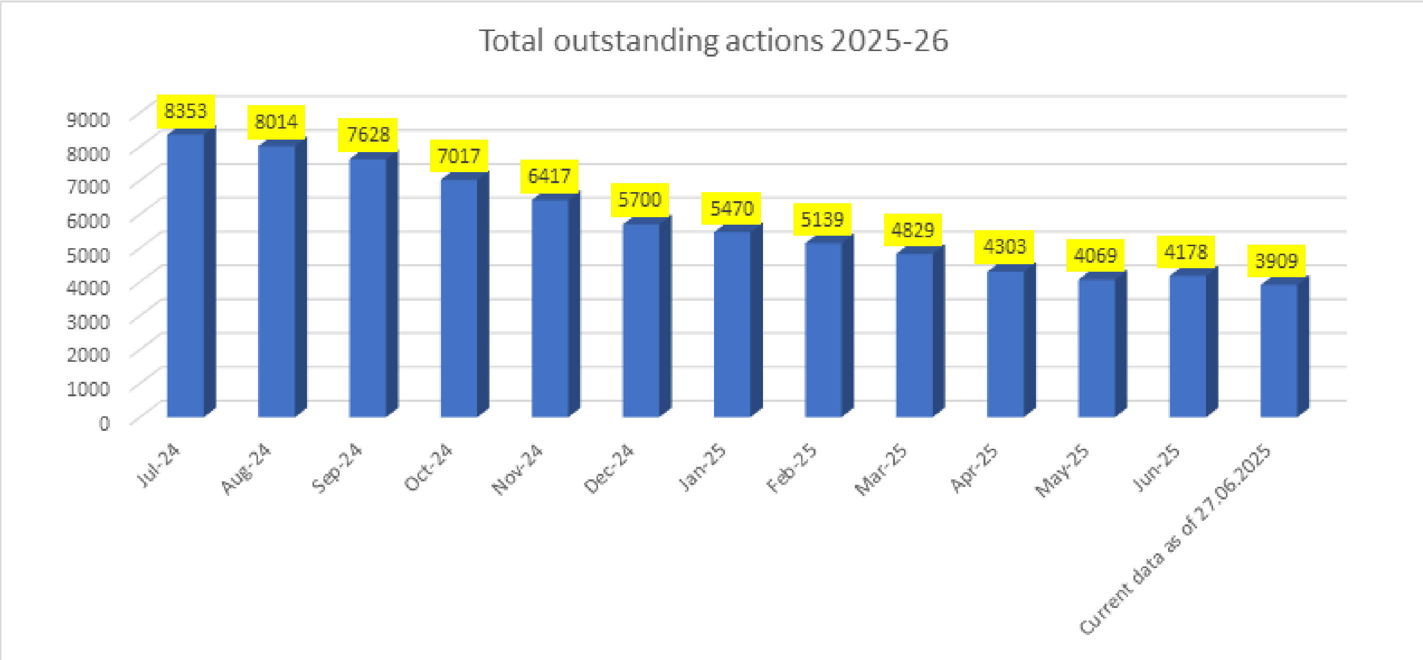
4.1 The Voluntary Undertaking with the RSH requires the Council to deliver an Action Plan and complete all outstanding FRA actions by the end of 2025.

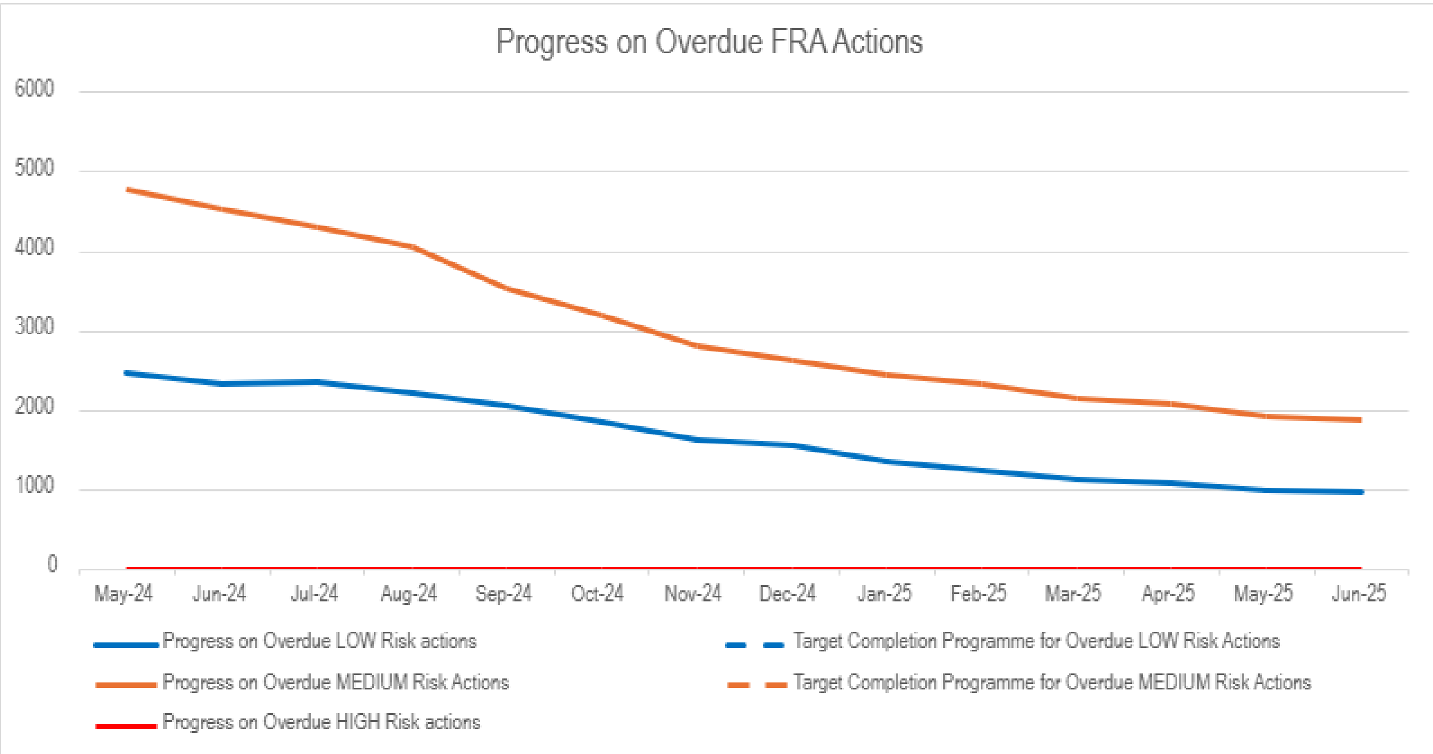
4.2 High risk actions: As of 27 June 2025, there were two high-risk actions remaining; these are occurring more frequently as the Council installs more alarm panel systems. Delays usually relate to faults on detectors within dwellings, and access is required to resolve most of them. The council has a 10-day target to resolve high risk actions. Work has been undertaken internally to review the process for responding to these to ensure it is as efficient as possible.



4.3 The number of outstanding medium and low risk actions is steadily decreasing: On 27th June there were 2 high risk actions, 2,411 medium risk and 1,492 low risk actions to be delivered, giving 3,909 in total. This is down from 8,858 in June 2024. Of the remaining 3,909 actions, 2,838 were overdue. The Council is working to complete this programme of overdue actions by December 2025; while progress remains steady we expect that there will be a small number of actions which will not be closed due to delays in the Gateway building control process and access arrangements. The recent trajectory is included in the tables below and our monthly reports are published here:

[Fire risk assessments for Camden housing - Camden Council]





4.4 In June, a survey programme was initiated in response to a large number of security grill actions. This led to a small number of action completions in late June, and will ensure a larger number of completions in Q2. The results of the survey are being assessed against the council's policy.

4.5 The largest area of remaining actions relate to front entrance doors, and most of these are with capital works. Often a single action requires the replacement of all doors in a block so there are actions where work is progressed but not fully complete. The Council is working with two main contractors to deliver a capital works project, however, despite the deadlines in place, the Council is prioritising quality and retaining tight controls on programme to ensure the required standard is achieved.

4.6 **Carbon Dioxide and Smoke Alarms:** 100% of homes with a gas boiler have a carbon monoxide alarm. Progress is continuing slowly on smoke alarms; the council is investigating escalated access options. The second table shows the status of this programme going back several quarters to illustrate progress.

Q4 24/25

Gas Assets / Solid Fuel	CO Alarms	Residential Homes	Smoke Detectors	In Packet for Delivery	NO ACCESS
Number	*Number*	*Number*	*Number*	***Number***	***Number***
13080	13,080	22350	21241	415	694
	100%		95.04%	1.86%	3.11%

		Smoke Detectors		
Quarter	**CO Alarms**	**% installed**	**In packet for delivery**	**No access**
Q1 24/25	99.98%	93.58%	2.57%	3.86%
Q2 24/25	99.99%	93.75%	2.28%	3.97%
Q3 24/25	100.00%	94.95%	1.85%	3.20%
Q4 24/25	100.00%	95.00%	1.84%	3.16%
Q1 25/26	100.00%	95.04%	1.86%	3.11%

5. BUILDING SAFETY ACT

5.1 The Council has received a further two Building Assessment Certificates (BACs) for high-rise Buildings from the Building Safety Regulator; this brings the total to four. This includes the three Ampthill Square estate (1-80 Gillfoot,1-80 Dalehead and 1-80 Oxenholme) and 9A York Way. The certificates have been placed on the Building Safety notice boards in each block and published on the council website (Registered high-rise residential buildings in Camden - Camden Council), and certify that at the time of issues the Regulator is satisfied that the submitted Building Safety Case File (BSCF) adequately demonstrates that the building is built, maintained and managed in a way that is safe for residents.

5.2 In April to August 2025, a further 3 Building Safety Case Files were submitted. The Council continues to respond to a large number of 'Requests for Further Information' on previously submitted case files. While challenging, the Council has achieved all submission dates set by the Building Safety Regulator. The status of all HRBs is summarised in the table below.

High Rise Buildings (HRBs)		
Item	**No.**	**Definition**
Building Assessment Certificates Issued	4	This Certificate is valid for 5 years.
Building Safety Case Reports – Submitted	11	These have been submitted and are being reviewed by the BSR. In some cases, the Council has been asked to provide additional details and clarifications.
Building Safety Case Reports – called in	0	The Council has 28 days to submit a BSCF once requested, or 'called in' by the BSR

Further BSCFs anticipated for call in in 25/26	12	This is in accordance with a revised profile issued by the BSR but is subject to change.
Anticipated BSCFs due in 26/27	18	As above
Anticipated BSCFs due in 27/28	22	As above
Anticipated BSCFs due in 28/29	121	As above

5.3 Building Control Gateway Process: The Council has secured its first gateway 2 approval which is the pre-construction approval stage. This is in respect of four applications for cladding remediation work at four blocks at the Birkenhead Estate. It means this work (which is fully funded through the Government Cladding Safety Scheme), can now progress and the appointed contractor has begun mobilising their site teams to begin the work.

5.4 While this is a significant milestone and offers useful context for later submissions, the overall process for securing approval for works to High Rise Buildings is still operating at significant delay, and the council has a current pipeline of over 80 gateway applications. The Council continues to have dialogue with the Regulator with aim to secure a dedicated team to assess Camden's applications.

6 LEGISLATIVE UPDATE – AWAAB'S LAW

6.1 Awaab's Law, which comes into effect on 27 October 2025, places new statutory duties on social landlords to address hazards within fixed timeframes. It requires emergency hazards to be investigated and acted upon within 24 hours and introduces strict deadlines for addressing damp and mould where these pose a significant risk of harm. From autumn 2025, the scope of the Housing Health and Safety Rating System (HHSRS) will also be extended to cover temporary accommodation.

6.2 Further changes will follow in 2026, when the timeframes and requirements currently applied to damp and mould will be expanded to a wider range of hazards. These include excess cold and heat, falls, structural collapse, fire, electrical risks, explosions, and hygiene hazards. Landlords will be expected to proactively assess compliance with these duties, ensuring potential hazards are identified, investigated, and acted upon within the required timescales, with clear communication to residents at every stage.

6.3 To prepare for these changes, the Council has established a cross-service Awaab's Law Working Group bringing together staff from Repairs, Capital Works, Legal, Fire Safety, Building Safety and M&E. Around 100 staff have already received specialist training, with further sessions scheduled for all Neighbourhood Housing Officers and frontline staff in Neighbourhood and Estate Services. Building safeguarding training is also being rolled out so that staff can quickly identify and report defects while on site, supporting earlier intervention and stronger compliance.

6.4 System improvements are central to the Council's preparations. Working with MadeTech, the Working Group is co-designing a new hazard case management system to support the rollout of Awaab's Law. In parallel, technology is being deployed more proactively: sensors will be installed in all void properties and in any home experiencing two damp and mould cases within a 12-month period. This will enable earlier detection, quicker intervention, and a stronger evidence base for case management.

6.5 Finally, the Council recognises that effective resident communication will be critical. Work is underway to ensure residents are informed about their rights under Awaab's Law and receive timely, clear updates when issues are reported. These measures will build trust, demonstrate compliance, and give residents confidence that their concerns are being taken seriously and resolved promptly.

7 LEGISLATIVE UPDATE – ELECTRICAL TESTING

7.1 On 25 June, the Government announced the introduction of mandatory 5-yearly electrical testing in social homes. This will apply to new tenancies from November 2025 and all homes from May 2026. Remedial actions will have to be completed within 28 days. It is important to note that the Council already has responsibility for electrical safety, and to that end already has a 5-yearly testing programme in place. However, the legislation makes specific the requirement to demonstrate electrical safety through a test (called an EICR) and we anticipate it will become a new TSM for reporting to the Regulator of Social Housing in due course.

7.2 A detailed review of the council's preparedness for this regulation has been undertaken. Some key notes are, the Council:

- has certificates in place to over 93% of homes, and officers are working with partnering contractors to ensure resources are available to bring this to 100%, including the completion of necessary remedial works;
- makes every effort to work with residents to arrange suitable appointments, however, given the importance of electrical safety, the council has recently begun to make application for court warrants for completing EICRs; this is similar to the process used for gas safety checks. Vulnerability checks are conducted prior to all court applications. Initial applications to the courts have been successful and it is also noted that even prior to formal court applications, the more formal legal warning letters have also been helpful in securing access;
- will ensure there is additional resident communication done so residents are aware of the importance of electrical safety, the benefits of testing, and assured that the council is taking appropriate steps to ensure their safety.

8. CONCLUSION

8.1 There is strong governance in place for the monitoring of compliance and performance is strong or has improved in several areas. Actions are being tracked and issues highlighted in these reports are being logged and tracked.

8.2 In Q2, the key areas of focus will be on the introduction of Awaab's Law, preparations for the introduction of mandatory electrical testing, completing the third-party audit, bringing the gas service in house and procuring new providers for lifts and communal heating. The council is also working to introduce a new IT system to manage compliance work.

9.0 RECOMMENDATIONS

9.1 The Panel is asked to note and comment on:

1. Performance on compliance for Q1 2025/26, including year-end TSM figures
2. Performance on the completion of remedial actions
3. Latest position on fire safety actions
4. Progress on Building Safety Case submissions
5. Preparations in respect of Awaab's Law and Electrical Testing

10.0 COMMENTS OF THE BOROUGH SOLICITOR

10.1 On 1st April 2023 the Government 's requirements for Tenant Satisfaction Measures come into force and landlords start collecting data for tenant satisfaction measures. The Tenant Satisfaction Measures are intended to make landlords' performance more visible to tenants, and help tenants hold their landlords to account. This report confirms the Q1 figures for 2025/26 figures for the 5 safety TSMs.

10.2 In 2023 the Council was served with a regulatory notice by the Social Housing Regulator. The notice was related to the number of fire risk assessment actions that were outstanding at Camden council homes. In Autumn 2023 Camden entered into a Voluntary Undertaking (VU) with the Regulator for the monitoring and completion of the outstanding FRA actions. This report details the status of actions in relation to that undertaking and confirms that as at 27th June 2025, there were two high-risk actions remaining.

10.3 Awaab's Law comes into force on 27 October 2025. This legislation requires social landlords to fix reported damp, mould and emergency repairs within strict timeframes.

11. COMMENTS OF THE EXECUTIVE DIRECTOR OF CORPORATE SERVICES

11.1 The Executive Director of Corporate Services was consulted and has no comments to add.

12.0 ENVIRONMENTAL IMPLICATIONS

12.1 There are none.

END

Appendix 1 – Performance on Compliance (Housing) Q1 2025/26

FLAGEL Dashboard All Assets - to Q1 25/26						
	Measure	Position Close Q2 2024'25	Position Close Q3 2024'25	Position Close Q4 2024'25	Position Close Q1 2025'26	RAG
Fire	% of FRA Surveys Completed	95.96%	99.19%	99.04%	99.58%	Amber
		3231/3367	3286/3313	3285/3317	33305/3319	
Gas	% of Domestic Gas Safe Certificates Issued	97.95%	97.81%	98.42%	98.71%	Amber
		13357/13637	13001/13292	13295/13509	13355/13529	
	% of Comm Boilers Serviced Within 12 months of last service	100.00%	100.00%	100.00%	100.00%	Green
		158/158	160/160	162/162	161/161	
Electrical	% of Properties with Domestic EICR Certificates Issued in the last 5 years (New 5 Year Cycle)	90.00%	90.60%	93.49%	93.59%	Amber
		21026/23362	21049/23232	21738/23251	21775/23266	
	% of Communal EICR Certificates issued in the last 5 years	99.89%	99.61%	99.82%	99.93%	Amber
		2826/2829	2818/2829	2822/2827	2825/2827	
Lifts	% of lifts serviced to schedule	57.09%	94.68%	97.88%	98.41%	Amber
		322/564	534/564	553/565	556/565	
	% LOLER Insurance Certificates issued	88.45%	92.73%	98.94%	97.36%	Amber
		498/563	523/564	558/564	554/569	
Asbestos	Number of blocks with asbestos surveys to communal areas (reg 4)	100%	100%	100%	100%	Green
		3852/3852	3852/3852	3852/3852	3852/3852	
Water Hygiene	Class A - Water Risk Assessment (Stored Hot Water Site)	100%	100.00%	100%	100.00%	Green
		43/43	43/43	43/43	43/43	
	Class B - Water Risk Assessment Larger Domestic Properties - (Individual Risk Assessment)	100.00%	100.00%	100.00%	100.00%	Green
		47/47	47/47	47/47	50/50	
	Class C - Water Risk Assessment Lower Risk Domestic Properties - (Scattered Properties)	99.35%	100.00%	99.78%	99.36%	Amber
		461/464	464/464	464/465	464/467	
	Class D - Water Risk Assessment (Street Properties)	98.62%	99.66%	100.00%	100.00%	Green
		286/290	289/290	290/290	289/289	
	Total % Compliance of WRA	99.17%	99.88%	99.88%	99.65%	Amber
		837/844	843/844	844/845	846/849	
	Water Tanks - 6 Monthly Servicing Regime	86.56%	70.17%	65.29%	31.29%	Red
		734/848	595/848	553/847	265/847	
	% of Water Hygiene Testing Completed	91%	100.00%	90.28%	44.44%	Red
		64/70	70/70	65/72	32/72	

[note - see paragraph 3.9 of main report for the recovery plan to achieve full compliance on water servicing by the end of 2025]

ENDS