

Report to	Housing Advisory Board
Date	09/06/2026
Agenda No. & Title	Compliance assurance report
Purpose of the Report	This report provides members of the Housing Advisory Board and Senior Leadership Team with an update to work undertaken regarding Housing Compliance for assurance purposes.
Status	For assurance
Author	Ben Tunncliffe Head of Housing Compliance
Report Contact	Ben Tunncliffe b.tunncliffe@bury.gov.uk
Appendices	Appendix A – Housing Compliance Update – June 2026 Powerpoint Document
Background Documents	N/A
Recommendation/s	For HAB members to discuss and provide scrutiny.
Corporate Plan Objective	<input checked="" type="checkbox"/> Satisfied Tenants <input checked="" type="checkbox"/> Quality Homes <input type="checkbox"/> United Communities
Risk Implications	H6: Failure to meet governance requirements for STH and BC stock
Risk Controls and mitigations	This report details our existing controls and actions, including routine inspections and certified documentation, that help mitigate the risk from six critical areas of health and safety that require strict statutory oversight.
Assets and Liabilities	Not applicable to this report
Resource Implications	Not applicable to this report
Customer Impact	Tenants directly benefit from comprehensive preventative maintenance, mitigating life-threatening hazards like gas leaks and

	fire risks.
EDI Implications	Not applicable to this report
Sustainability and Environmental Implications	Not applicable to this report
Privacy/Data Protection	Not applicable to this report
Colleague Impact	Not applicable to this report
Stakeholder Communications and Reputational Impact	The report attached has been shared with the Tenants Voice Forum and HAB. The report will also be shared at the Governance and Assurance Board for information.
Next Steps	HAB members to discuss and provide scrutiny.

**MEETING:** Housing Advisory Board

**DATE:** 9<sup>th</sup> June 2026

**SUBJECT:** Compliance Assurance Report

**REPORT BY:** Ben Tunnicliffe – Head of Housing Compliance

## 1. SUMMARY

- 1.1. This report provides members of the Housing Advisory Board and Senior Leadership Team with an update to work undertaken regarding Housing Compliance for assurance purposes. The data in this report is correct as of the 21<sup>st</sup> May 2026.

## 2. BACKGROUND

- 2.1. The Housing Compliance Team are a new team within Housing Services with overall responsibility for the management of:
- Fire Safety
  - Electrical Safety
  - Asbestos Management
  - Legionella Prevention and Water Safety
  - Lifts
  - Gas Safety
- 2.2. Previously each area was managed by other teams with no single team responsible for ensuring compliance. These teams included Repairs, Neighbourhoods, Sustainability & Investment and other teams within the wider Bury Council such as Facilities Management and Support at Home.
- 2.3. All the above areas were audited by our internal auditors between 2024-26 and all outstanding actions identified have now been evidenced by the new Housing Compliance Team.
- 2.4. The Housing Compliance Team continues to use The Compliance Workbook (TCW) which is currently live for Gas and Electrical. LOLER Certification is planned to be included on TCW this year as well for passenger lifts, stairlifts and hoists.
- 2.5. In addition to TCW we have also recently partnered with Risk Base which is a cloud-based fire risk management and compliance platform designed to streamline building safety inspections, risk assessments and remedial actions. It digitizes the entire compliance process, from surveying with mobile apps to tracking actions which allows us to manage fire safety better than ever before with a clear electronic evidence trail which is perfect for audit purposes. Including Asbestos and Legionella assets onto the platform is also being explored by the team this year.

- 2.6. The aim of the Housing Compliance Team is to ensure Bury Council meets or exceeds its legal obligations, providing upper or top quartile performance, in respect of the aforementioned areas and this aligns with both the Council's LET'S strategy and Housing Services stated vision.
- 2.7. The new Housing Compliance Team consists of 10 permanent members of staff, a Head of Service, two Compliance Managers, five Compliance Specialists and two Business Support Officers.

### **3. Fire Safety**

- 3.1. We have had a new permanent team in post since April 2026.
- 3.2. Fire Safety works have continued to improve in 2025-26. The newly formed Compliance Team have taken ownership of fire risk actions and associated remedial works. The team have the correct skill set to continue to improve the safety of our tenants, colleagues and buildings.
- 3.3. An ongoing approach to delivering compartmentation works in general needs and sheltered schemes has continued with primary focus around escape routes and central compartment lines. This includes works in hard to access areas such as loft spaces. Investigations into 'flat to flat' compartmentation is planned to take place in the near future, for additional assurance.
- 3.4. Recruitment of a full time 'Fire Safety Specialist' is now completed bringing in a team member with a wealth of knowledge to the organisation. Fire risk assessments have been and will continue to be managed on recommended cycles set by competent assessors. The internal fire specialist will work closely with fire risk assessors to address issues at source and tackle potential issues as early as possible.
- 3.5. Introduction of RiskBase software to monitor fire risk assessment cycles and manage the end-to-end evidence for closing actions arising from the risk assessments. An import of fire actions from the latest risk assessments has been loaded into RiskBase. This provides live tracking and full traceability for closing and evidencing actions. In addition, an asset tagging function allows recording of assets and questionnaire suite to carry out inspections on monitored cycles.
- 3.6. Fire doors. Continued fire door improvement works have included replacement and overhauls to communal fire doors and upgrades to flat entrance fire doors. For ongoing inspection and maintenance, the asset tag system is to be introduced to inspect, manage and maintain existing doors. Inspections will primarily be undertaken 'in house' on recommended cycles. Repairs will be issued to accredited contractors.
- 3.7. With the implementation of RiskBase more detail and accurate data can be recorded for managing work streams. Actions and works streams can be split and categorised to help direct remedial workflows quickly and efficiently. The data collection will begin to provide a closer understanding of future requirements and potential future works. This accurate data collection is vital for reporting and to gain a holistic view of our buildings. An approach to collating accurate and current information is fundamental to the teams' goals.

- 3.8. A procurement exercise was successfully completed at the end of 2025 for a contractor to carry out the latest round of Fire Risk Assessments. Procurement for a contractor to carry out fire remedial works is planned to be completed this year and this will be closely monitored and managed by the Housing Compliance team to ensure we get value for money, along with building strong working relationships.
- 3.9. Regular testing of firefighting equipment has been undertaken by competent persons. Testing and maintenance will continue to be managed by the Compliance Team but will be overseen by the Fire and M&E Specialists. Testing cycles will run in line with Government guidance.
- 3.10. Greater Manchester Fire and Rescue Service carried out two block inspections in FY 25-26 which identified areas for improvement. Individual issues have since been addressed but we are continually working to improve our standards and relationships with Greater Manchester Fire and Rescue Service. We are expecting further inspections throughout the year.

#### **4. Electrical Safety**

- 4.1. We have had a new permanent team in post since December 2025.
- 4.2. The Electrical Installation Condition Reports (EICR) programme previously experienced limited movement due to several operational challenges. The absence of a dedicated compliance team 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.
- 4.3. Since forming the new Housing Compliance Team, substantial effort has been directed towards cleansing, validating and restructuring the electrical data across the full asset portfolio and clear and positive progress is now visible. The current data set provides a more accurate picture of true compliance levels and risk areas.
- 4.4. We have had a new permanent team in post since December 2025 and their main focus has been on data cleansing to ensure we are working towards being fully compliant with the recent updates to the Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025.
- 4.5. These regulations require us as a landlord to have the electrical installations in our properties inspected and tested by a qualified person at least every 5 years. We must obtain a report from the qualified person and provide a copy of this to our tenants.
- 4.6. The updated regulations came into force for the social rented sector on 1st November 2025 and apply to social housing tenancies granted after 1st December 2025. For social housing tenancies granted before 1st December 2025, the regulations come into force on 1st May 2026. There is transitional provision set out in the regulations for such tenancies, which requires social landlords in the first instance to:

1. Ensure electrical installations are inspected and tested by a qualified person before 1st November 2026.
2. Ensure electrical equipment is checked by a qualified person before 1st November 2026.
3. Where the record indicates that electrical equipment is not safe for continued use, the landlord must, as soon as reasonably practicable and no later than 28 days after the check, ensure that remedial work is carried out or replace the equipment.
4. Subsequent inspections and tests of electrical installations and checks of electrical equipment must be undertaken at least every 5 years.

4.7. A new 5-year contract for EICRs has been procured and awarded to the successful contractor AB Building & Electrical Ltd which commenced in April 2026.

4.8. Currently 86% of homes have an electrical safety check less than 5 years old. 1043 electrical safety checks are currently non-compliant out of a total of 7250 on the current programme. 94 are due to being over 5 years old, 758 are without satisfactory documentation and 191 where additional remedial works are required. These are currently being prioritised by our contractor AB Electrical. Figures accurate as of 21<sup>st</sup> May 2026.

4.9. Further collaboration with the Neighbourhoods team is helping us with access issues and to understand any further tenant vulnerabilities and explore supportive interventions prior to considering enforcement action.

4.10. Electrical safety data is produced using The Compliance Workbook (TCW). Work has been undertaken to ensure asset lists is correct and up to date and regular meetings attended. All documents in the system are now assigned to the relevant address. Work is ongoing with TCW to check and progress unassigned documents.

4.11. A new External Audit regime has been implemented which aims to audit 5-10% of EICRs carried out. This is carried out by ICON Training and Assessment who are based locally in Bury and the most recent audit report shows AB Electrical to be performing extremely well, rated in first position, with an overall performance of 100% against the twenty-six clients currently audited by ICON for April 2026.

## **5. Asbestos Management**

5.1. We have had a new permanent team in post since January 2026. Following the restructure, we have recruited a Compliance Manager but have also lost a team member who was the 'Asbestos Specialist'. We have since recruited a replacement who joined the team on the 26<sup>th</sup> May 2026. The new role includes 'Communal Safety' to help maximise resource and pick up inspections not currently being completed such as Fire Door inspections.

5.2. Asbestos Re-inspection Compliance currently at 100% with 224 sites on the current programme. Areas identified for remedial works have been addressed following any recommendations arising from re-inspection surveys.

5.3. Accurate asbestos information and sharing has improved this year. Sharing data and information through SharePoint has been implemented and solutions to fully integrate data with the current and new QL have been successful.

- Continued work to get up to date asbestos information shared throughout the service.
- Working more closely with internal teams like voids and capital investment to streamline activities and combine information and resource for more productive ways of working.
- Introduction of working processes to have a greater oversight of asbestos activities and contractors. This will include implementation of Safety Culture application for completing and recording site safety audits.

5.4. There have been procurement exercises to help deliver consistency and value for money

- Procurement of UKAS accredited asbestos analysis and surveying contractor to provide services and data completed and due to be awarded.
- Procurement exercise currently in progress to have one licensed asbestos contractor delivering works for closer control and oversight.

5.5. Internal audit was undertaken with few areas of improvement highlighted. Follow up actions have been implemented to satisfy the audit outcomes.

5.6. The Health & Safety Executive (HSE) completed an audit of Bury Council on its management of Asbestos as predicted last year. The latest audit did not include Housing Services.

## **6. Water Hygiene & Legionella Prevention**

6.1. We have had a new permanent team in post since January 2026.

6.2. Legionella Risk Assessments Compliance currently at 100% with 18 sites on the current programme.

6.3. The contract is currently managed via a long-standing historic Service Level Agreement with Bury Council FM Team using their contractor IWS. SLA currently under review by Compliance and FM teams.

6.4. Several legacy remedial actions are being investigated and worked through by the teams, many of them relate to historical poor access and poor contract management.

## **7. Lift Safety**

7.1. We have had a new permanent team in post since January 2026.

7.2. Passenger lift servicing compliance currently at 100% with 11 sites and 13 passenger lifts on the current programme.

- 7.3. It is currently managed via a long-standing historic Service Level Agreement with Bury Council FM Team using their contractor Orona but recent performance has been inconsistent. SLA currently under review by Compliance and FM teams. New contractor TJ Lifts assisting where service from Orona has been poor recently.
- 7.4. A new lift was successfully installed at Taylor House within this financial year following total failure of the lift. Health checks are currently being completed on every lift so future replacements can be planned more accurately by the capital investment delivery team to reduce the impact on tenants.

## **8. Gas Safety**

- 8.1. We have had a new permanent team in post since January 2026.
- 8.2. Gas Compliance remained consistently high throughout the year with compliance currently at 99.83% with 13 properties currently overdue out of 7455 properties on the current programme. Figures accurate as of 21<sup>st</sup> May 2026.
- 8.3. Although compliance is high, access continues to be an issue. Regular meetings with Neighbourhoods Team including enforcement officers to review access issues and to improve access process.
- 8.4. The commercial asset portfolio is currently 100% compliant.
- 8.5. Dilapidation surveys of all commercial heating systems were carried out at the end of 2025 and two (Taylor House and Clarks Hill) have been included for renewal within the capital investment programme for the 2026/27 financial year. This work will also factor in any requirements included as part of the new Heat Network Regulations.
- 8.6. External Auditors continue to audit 5-10% of LGSRs carried out by our current contractor Sureserve. This is carried out by ICON Training and Assessment who are based locally in Bury and Sureserve consistently perform well regularly featuring in the top 10 of the twenty-two groups currently audited by ICON.
- 8.7. The Housing Compliance Team is also responsible for the responsive repairs' element of the Gas contract. During FY 25/26 Sureserve performed well in delivering this service, with 98.24% of jobs completed within timescale and 95.95% of jobs completed on the first visit (Right First Time).
- 8.8. 279 boilers were replaced in the last financial year with newer more efficient boilers.
- 8.9. Sureserve are currently in their final year of the current contract. Procurement for Gas Compliance, Repairs and Maintenance has commenced and included on the Cabinet Agenda for June 2026. The new Contract is proposed to commence from April 2027 onwards. This contract is classed as Gold Tier in the Procurement Contract Management Strategy due to its high importance and high value >£1m.

- 8.10. Gas safety data is produced using The Compliance Workbook (TCW). Work has been undertaken to ensure asset lists is correct and up to date and regular meetings attended. All documents in the system are now assigned to the relevant address.
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#### **Appendix A – Housing Compliance Update – June 2026 Powerpoint Document**

##### **Contact Details: -**

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*Tommy Garrett (Compliance Manager) - [t.garrett@bury.gov.uk](mailto:t.garrett@bury.gov.uk)*

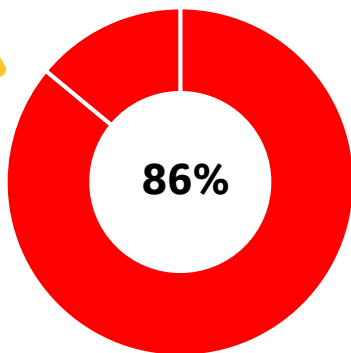
# Housing Compliance Update

(figures correct as of 21<sup>st</sup> May 2026)

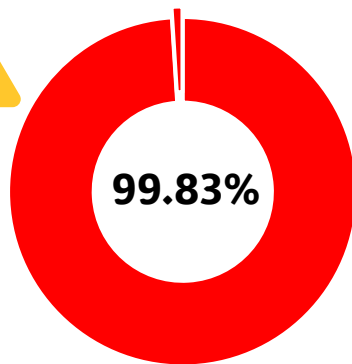
**Document:** Appendix A – Housing Compliance Update – June 2026  
**Updated:** 21/05/26

**Produced By:** Ben Tunncliffe – Head of Housing Compliance

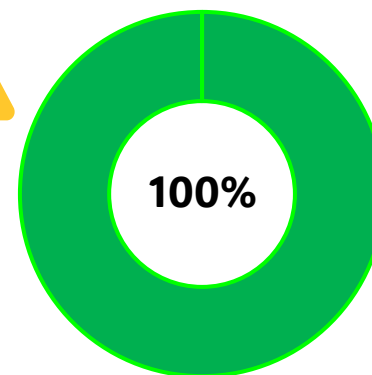
# COMPLIANCE MEASURES



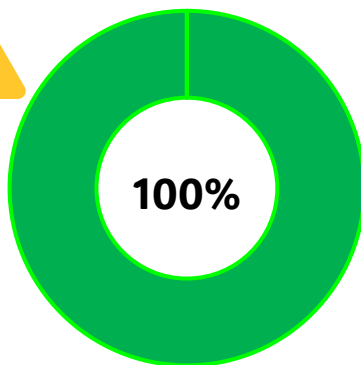
ELECTRICAL SAFETY



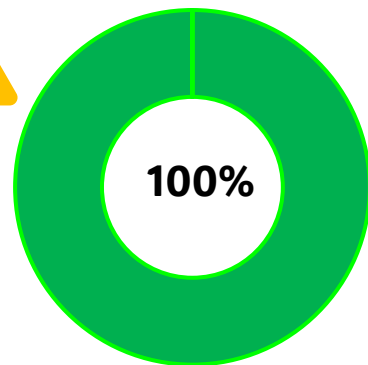
GAS SAFETY



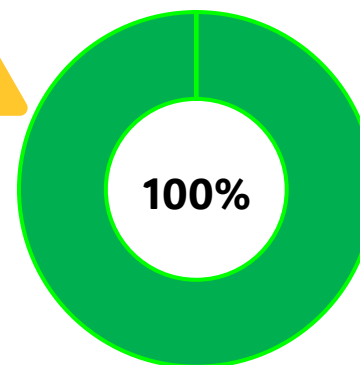
ASBESTOS  
RE-INSPECTIONS



LEGIONELLA RISK  
ASSESSMENTS



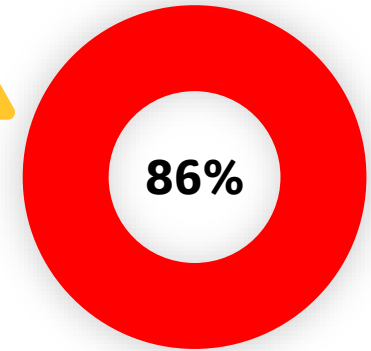
FIRE RISK  
ASSESSMENTS



PASSENGER LIFT  
SERVICING

# Electrical Safety

- We have had a new permanent team in post since December 2025 and their main focus has been on data cleansing to ensure we are working towards being fully compliant with the recent updates to the [Electrical Safety Standards in the Private Rented Sector \(England\) \(Amendment\) \(Extension to the Social Rented Sector\) Regulations 2025](#).
- These regulations require us as a landlord to have the electrical installations in our properties inspected and tested by a qualified person at least every 5 years. We must obtain a report from the qualified person and provide a copy of this to our tenants.
- The updated regulations came into force for the social rented sector on 1st November 2025 and apply to social housing tenancies granted after 1st December 2025. For social housing tenancies granted before 1st December 2025, the regulations come into force on 1st May 2026. There is transitional provision set out in the regulations for such tenancies, which requires social landlords in the first instance to:
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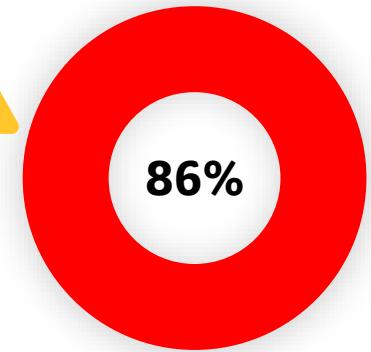


# Electrical Safety

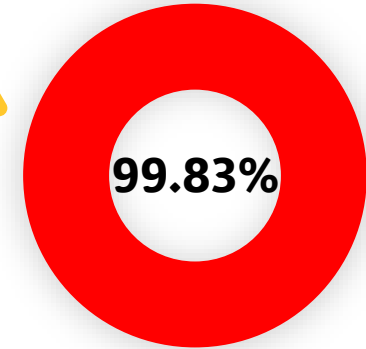
3. Where the record indicates that electrical equipment is not safe for continued use, the landlord must, as soon as reasonably practicable and no later than 28 days after the check, ensure that remedial work is carried out or replace the equipment.

4. Subsequent inspections and tests of electrical installations and checks of electrical equipment must be undertaken at least every 5 years.

- A new 5-year contract for EICRs has been procured and awarded to the successful contractor AB Building & Electrical Ltd and commenced in April 2026.
- Currently 86% of homes have an electrical safety check less than 5 years old
- 1043 electrical safety checks are currently non-compliant out of a total of 7250 on the current programme. 94 are due to being over 5 years old, 758 are without satisfactory documentation and 191 where additional remedial works are required. These are currently being prioritised by our contractor AB Electrical.
- Further collaboration with Neighbourhoods is helping us with access issues and to understand any further tenant vulnerabilities and explore supportive interventions prior to considering enforcement action.
- Electrical safety data is produced using The Compliance Workbook (TCW). Work has been undertaken to ensure asset lists is correct and up to date and regular meetings attended. All documents in the system are now assigned to the relevant address. Work is ongoing with TCW to check and progress unassigned documents.



# Gas Safety

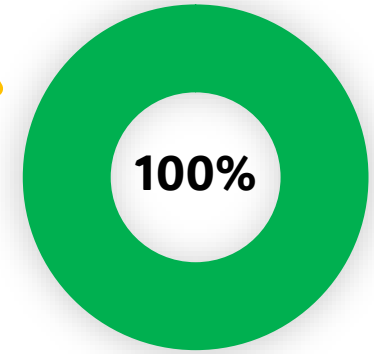


- We have had a new permanent team in post since January 2026.
- Compliance currently at 99.83% with 13 properties currently overdue out of 7455 properties on the current programme.
- Access continues to be an issue. Regular meetings with Neighbourhoods Team including enforcement officers to review access issues and to improve access process.
- The commercial asset portfolio is currently 100% compliant.
- Commercial system at Taylor House is currently supported by temporary plant until the new system is designed, procured and delivered by the Investment Delivery team.
- Sureserve are currently in their final year of current contract. Procurement for Gas Compliance, Repairs and Maintenance has commenced and included on the Cabinet Agenda for June 2026. New Contract is proposed to commence from April 2027 onwards. This contract is classed as Gold Tier in the Procurement Contract Management Strategy due to its high importance and high value >£1m.
- Gas safety data is produced using The Compliance Workbook (TCW). Work has been undertaken to ensure asset lists is correct and up to date and regular meetings attended. All documents in the system are now assigned to the relevant address.

# Asbestos Re-inspections



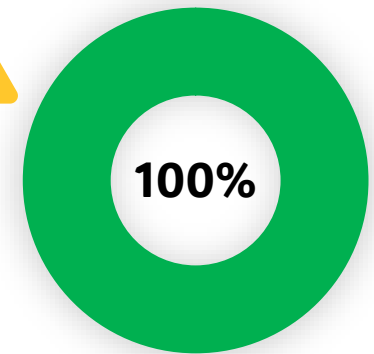
- We have had a new permanent team in post since January 2026.
- Asbestos Re-inspection Compliance currently at 100% with 224 sites on the current programme.
- Two subcontractors currently in place – Pennington Choices (Asbestos Surveys & Monitoring) and Amianto Services (Asbestos Removal) Neither are in contract but work with procurement is ongoing to address this.



# Legionella Risk Assessments



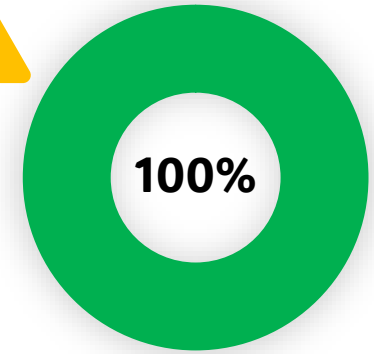
- We have had a new permanent team in post since January 2026.
- Legionella Risk Assessments Compliance currently at 100% with 18 sites on the current programme.
- Currently managed via a long-standing historic Service Level Agreement with Bury Council FM Team using their contractor IWS. SLA currently under review by Compliance and FM teams.
- A number of legacy remedial actions being investigated and worked through by the teams, many of them relate to historical poor access and poor contract management.



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# Fire Risk Assessments

- We have had a new full permanent team in post since April 2026.
- Fire Risk Assessments Compliance currently at 100% with 294 properties on the programme.
- A new Fire Risk Assessment programme commenced at the end of 2025 as numerous FRAs had been identified as being out of date.
- Out of date FRAs and a lack of confidence in the Fire Remedial Action numbers previously reported resulted in us self referring to the Housing regulator on the 27<sup>th</sup> October 2025.
- Fire Risk Assessments are currently programmed and carried out on a risk basis approach as follows:
  - 1 year: 13 properties in total
  - 2 years: 249 properties in total
  - 3 years: 32 properties in total
- Pennington Choices are currently in contract to complete Fire Risk Assessments and all actions from these are recorded into RiskBase.
- RiskBase has been recently introduced by the new team to monitor fire risk assessment cycles and record the closure of FRA actions. This provides live tracking of actions and full traceability for closing and evidencing actions.



# Fire Safety – Remedial Actions

- An issue was identified with the reporting of the completion of fire remedial actions.
- Fire remedial actions are the actions that are identified from the Fire Risk Assessments and assessed by risk according to the surveyor.
- A review of the historic data has identified that a number of actions were originally recorded as recommendations rather than actions and therefore not addressed properly.
- The revised figure recorded in RiskBase now encapsulates the new FRA actions as well as ongoing remedial work from the older Fire Risk Assessments.
- The fire remedial work is currently being carried out by the contractors HPH and Frank Rogers. Both are very experienced and suitably qualified, but neither are currently in contract and conversations with the Procurement Team have already commenced to address this.
- The priorities are the Sheltered Schemes / Extra Care blocks as these house higher at-risk residents.
- Continued fire door improvement works have largely included full replacement, overhauls to existing communal fire doors and upgrades to flat entrance fire doors. Plans for ongoing inspection and maintenance, the asset tag system, linked to RiskBase is to be introduced to inspect, manage and maintain existing doors. Inspections will primarily be undertaken 'in house' on recommended cycles. Repairs of these doors will be issued to accredited contractors only.

# Passenger Lift Servicing

- Passenger lift servicing compliance currently at 100% with 11 sites and 13 passenger lifts on the current programme.
- Historically managed via a long-standing historic Service Level Agreement with Bury Council FM Team using their contractor Orona. SLA currently under review by Compliance and FM teams. New contractor TJ Lifts assisting where service from Orona has been poor recently.
- Health checks of all passenger lifts are currently being completed and Health Reports produced shared with the Investment Delivery team to allow future programming of lift replacement projects in a priority order.

