

LONDON BOROUGH OF CAMDEN	WARDS: All
REPORT TITLE: Performance on compliance Q4 2025/26	
REPORT OF: Director of Property Management	
FOR SUBMISSION TO: Housing Fire & Building Safety Panel	DATE: 22 June 2026
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 Q4 2025/26. It also provides: <ul style="list-style-type: none"> - Q4 performance on safety Tenant Satisfaction Measures for 2025/26 - an update on the latest progress made to complete fire safety actions - An update on Building Safety Case submissions - An update on performance against Awaab's Law Local Government Act 1972 – Access to Information No documents that require listing were used in the preparation of this report. Contact Officer: Sinéad Burke, Chief Asset Management Officer Sinead.Burke@camden.gov.uk	
RECOMMENDATIONS The Panel is asked to note and comment on: <ol style="list-style-type: none"> 1. Performance on compliance for Q4 2025/26, including year-end TSM figures, and completion of remedial actions 2. Latest position on fire safety actions 3. Building Safety Case updates 4. Performance in respect of Awaab's Law 	

Signed



Director Property Management

Date – 10th June 2026

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 Homes and Communities, and the report provides an overview of the Q4 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 Q4 position on Tenant Satisfaction Measures (TSMs) 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 TSMs)

Key Figures

- 2.1 Tenant Satisfaction Measures covering safety are provided below, please note that final figures in the statutory return may be adjusted slightly as final checks are completed and the panel will be updated should this be the case. Final submitted figures are also posted online.

TSM	Year End 24/25	Q1 25/26	Q2 25/26	Q3 25/26	Year End 25/26	Direction since Year End / Comment
BS01: Gas Safety	99.05%	99.23%	99.24%	98.87%	98.61%	The outgoing contractor had an increase in overdue checks at the end of the term, coupled with delays in Court dates.
BS02: Fire Safety	98.44%	98.23%	99.10%	98.98%	99.63%	Most missing FRAs are in blocks where Camden is not the freeholder.
BS03: Asbestos	99.90%	100%	100%	100%	100%	5-yearly programme in place to maintain 100%
BS04: Water Safety	99.93%	99.76%	98.71%	99.99%	100%	Plan in place to maintain 100%
BS05: Lift Safety	98.28%	95.80%	82.88%	89.11%	91.33%	While a backup contractor was engaged, unfortunately they did not complete all of the required checks by the year end.
DRAFT: Electrical	91.33%	93.37%	92.25%	93.91%	95.23%	Steady continued progress, with limited reliance on Court warrants.

2.2 Wider FLAGEL Reporting – Remedials and Servicing

Programme	Year End 24/25	Q1 25/26	Q2 25/26	Q3 25/26	Year End 25/26	Comment
Overdue Fire Risk Actions	3,231	2,838	2,243	1,836	1,994	As reported to RSH on 9 April; see section 3 of this report for details.
Water Servicing	65%	31%	72%	70%	77%	Access to street property attics remains a barrier.
All OVERDUE Water Remedials	[225]	[135]	[228]	39	51	To follow RSH reporting, this metric now focusses on overdue actions.
Lift Servicing (avg across period)	89.3%	99%	99%	99.6%	99.8%	High standards maintained, some months record 100%
Overdue LOLER actions (Lifts)	41	144	4	1	5	Good controls in place on LOLER remedials.
Unsatisfactory Dwelling EICRs (Electrical)	401	356	257	230	297	Securing access to homes to complete remedials at a later date to the EICR is proving challenging.

Commentary

- 2.3 In April 2026, several key services have moved to new providers; this includes lifts, communal gas, and the in-sourcing of the domestic gas service. There were strong mobilisation arrangements in place for all contracts, but despite this, some disruption to performance is expected as contractors familiarise themselves with the Council. The electrical testing contract is remaining with the current provider pending retender.
- 2.4 True Compliance: This has now been introduced to manage the FRA actions. Use of the system is also being expanded to cover additional compliance areas in the coming years with a view to eventually using this system for all compliance programmes.
- 2.5 Water: A water improvement plan is in place. On water servicing, the progress is behind target but slowly improving as teams offer evening and weekend appointments. Typically, these are to street properties where the water tank is in an attic requiring access through an upper floor flat. There is relatively good performance on water hygiene, remedials and water risk assessments.
- 2.6 Lifts: A back up contractor was engaged to complete LOLER inspections where the main contractor had failed to gain access; the back-up contractor is tasked with rectifying the non-access issue and completing the inspection. However, they were not able to complete all requested LOLERs by the end of the year. The year end TSM figure was 91.33%; this represents 527 of 568 lifts with a valid LOLER certificate. Overdue remedial actions remain

low, and servicing rates are high. Since 1 April, the Council has moved to a new contractor for lift servicing and repairs, Amalgamated Lifts. Responsibility for LOLER checks remains with Zurich.

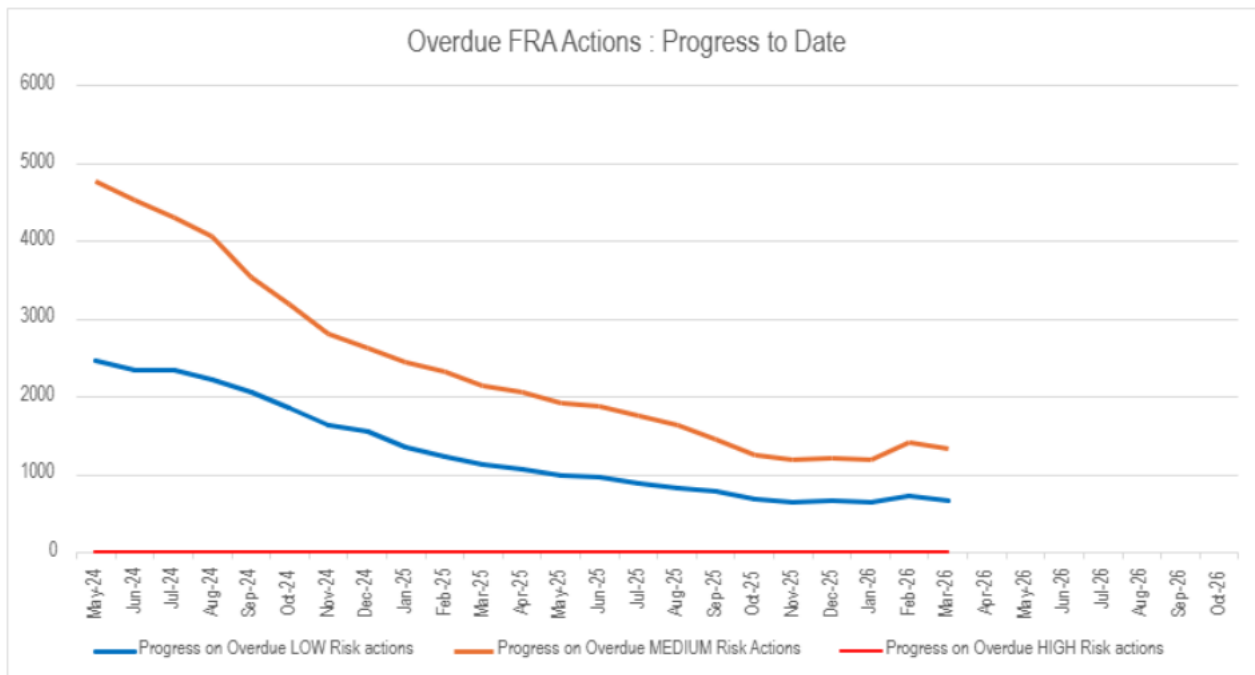
2.7 Gas Safety: Since April this service is now delivered by an in-house team. At year end there was a drop in performance which was related to the end of the previous contract and switchover arrangements and priority is now being given to ensuring that the council recovers its position. Responsibility for communal gas has also changed contractor; instead of the previous single contractor, GEM, the Council has appointed two contractors, BTU and TDK. At year end communal gas compliance was 100%.

3. VOLUNTARY UNDERTAKING (VU) ON FIRE SAFETY ACTIONS

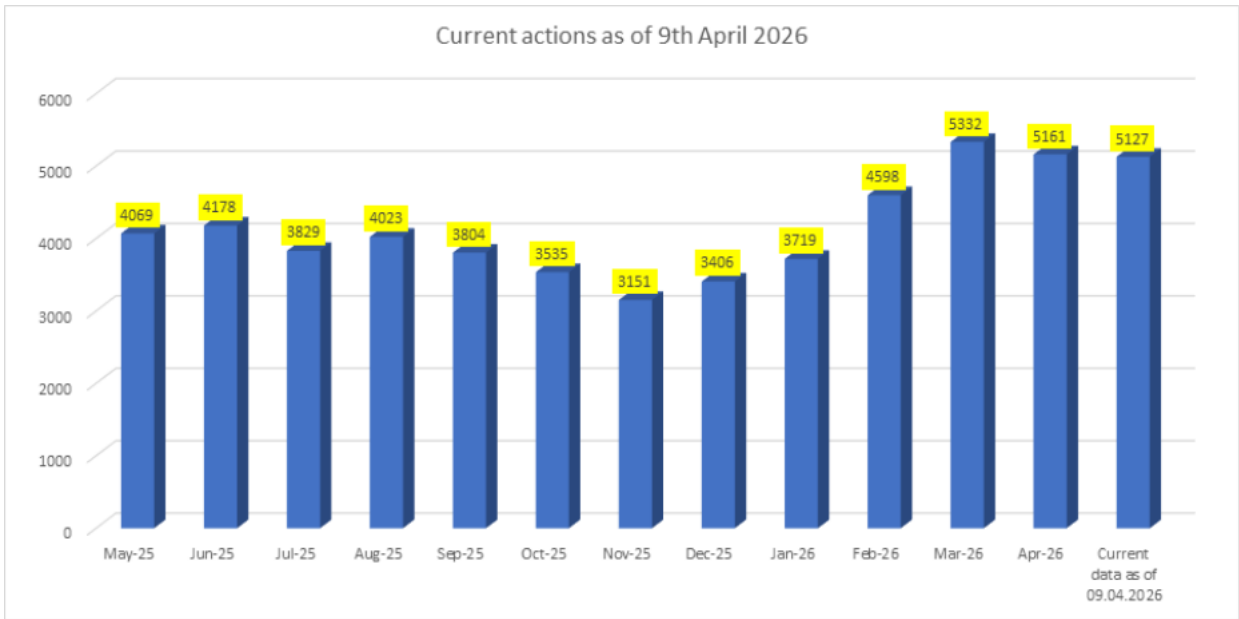
Key Figures

3.1 Outstanding and Overdue Actions: Progress by Risk Level

The graph below shows the progress on overdue FRA actions up to 9 April. As noted in the previous report, an internal review found that 322 actions had not been included on the dashboard in 2024 and 2025 due to an error, and these were added in March 2026, causing an increase in the overdue actions shown below.

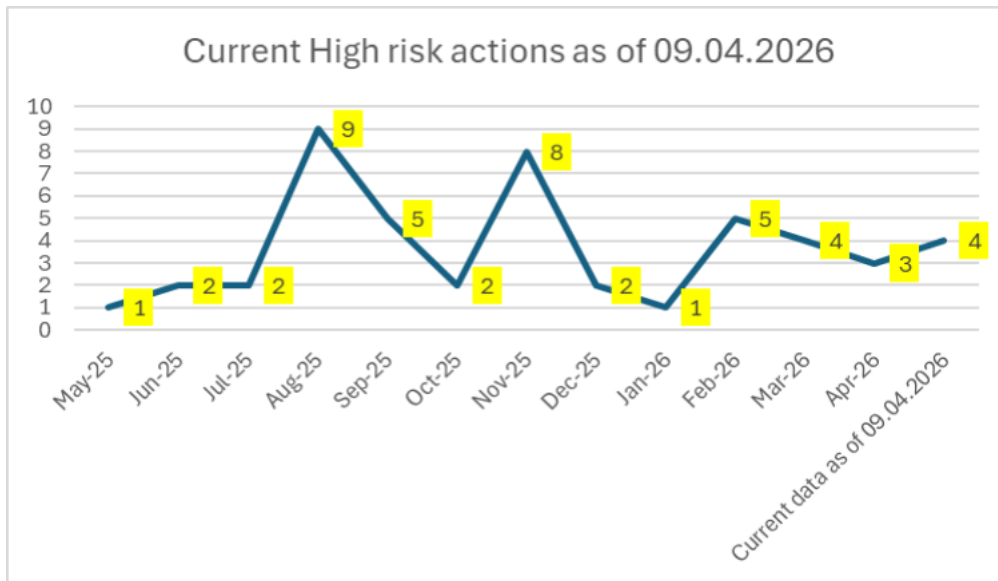


The graph below shows the total outstanding actions as of 9 April, illustrating an increase in new actions following the migration to True Compliance. There was also a significant increase in the number of FRAs done in December, January and February which caused an increase in new actions arising. This is now decreasing.



3.2 Detail on High-Risk Actions

On 9 April 2026 there were 4 high risk actions, all of which were overdue and related to fire alarm faults where access to homes was required.



3.3 Smoke and CO alarms

Gas Assets / Solid Fuel	CO Alarms	Residential Homes	Smoke Detectors	In Packet for Delivery	NO ACCESS
<i>Number</i>	<i>Number</i>	<i>Number</i>	<i>Number</i>	<i>Number</i>	<i>Number</i>
13,093	13,093	22,375	21,334	404	637
	100%		95.35%	1.81%	2.85%

Quarter	Smoke Detectors			
	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%
Q2 25/26	100.00%	95.23%	1.82%	2.95%
Q3 25/26	100.00%	95.23%	1.82%	2.95%
Q4 25/26	100.00%	95.35%	1.81%	2.85%

Commentary

- 3.4 The Voluntary Undertaking with the RSH requires the Council to deliver an Action Plan and complete overdue FRA actions. In December 2025, the Council made significant progress on a key action plan item, through the implementation of a new IT system to manage all FRAs and completion of actions; this system is now embedded in the service and as noted in 2.4 the use of the system is now being expanded to other compliance areas.
- 3.5 In reporting of 9 April there were 1,994 overdue actions of which 4 were high risk, 1,326 were medium risk and 664 were low risk. This is an increase on the number of overdue actions since the Q3 report; this is due to the addition of approximately 300 actions which had not been loaded to the dashboard in error. This was discussed in the previous report to the panel and has now been corrected. The Council is working to complete all such actions and ensure that through effective use of the new True Compliance system, the same error does not re-occur. The Council meets regularly with the Regulator for Social Housing on progress.
- 3.6 On 9 April there were 4 no. overdue high-risk actions; all of these related to fire alarm faults and require access to complete. The Council has a strict 10-day target to complete high risk actions.
- 3.7 Most remaining overdue actions are within the capital works programme; these are larger / higher volume, and often more complex actions. About half of remaining capital works actions relate to the installation of front entrance doors and in many cases the Council has completed most, but not all, of the doors within an action and therefore the item remains open. About 300 actions also need to undergo the new Gateway processes for tall buildings. Another major issue affecting progress is works to Grade 2 listed buildings; the council needs to ensure fire safety improvements are designed in a way which is in accordance with the particular protected features of the building.
- 3.8 Carbon Dioxide and Smoke Alarms: No access is a continuing issue with regards smoke alarms. There has been a small amount of positive progress and over the next quarter council will have capacity to arrange 'multi-repair' visits to ensure that when there is a

repair need at one of these remaining homes with no smoke alarm, an additional works order to fit a battery device will be raised.

4 BUILDING SAFETY ACT

Key Figures

4.1 Status of Building Safety Case Files for HRBs.

High Rise Buildings (HRBs)		
Item	Total	Note
Building Assessment Certificates Issued	12	The Council received an additional 4 BACs, meaning all submitted Case Files have been approved.
Building Safety Case Reports – Submitted	12	All 12 submitted case files have been approved.
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	15	The Council was expecting 15 further case files to be called in in 26/27 but this has not happened.
Anticipated BSCFs due in 26/27	18	-
Anticipated BSCFs due in 27/28	28	-
Anticipated BSCFs due in 28/29	114	-

4.2 Status of Self-Referrals for Person Centred Fire Risk Assessments (PCFRA):

Priority level	Number referred	Completed	In progress / outstanding
High	12	11	1
Medium	54	8	46
Low	142	78	64
Totals	208	97	111

Commentary

- 4.3 Camden has taken an early and proactive approach to implementation of the Building Safety Act 2022 and engagement with the Building Safety Regulator (BSR). Robust building safety management systems, strong resident engagement arrangements and a mature approach to safety case preparation are now embedded across the Council’s higher-risk building portfolio.
- 4.4 The Council is responsible for 187 higher-risk buildings one of the largest portfolios in London. To date, 12 buildings have been directed by the BSR for formal safety case assessment and in all cases the Building Safety Regulator has reviewed them and issued a Building Assessment Certificate (BAC). This performance places Camden well ahead of national outcomes. Early national data published by Catalyst Group, drawing on FOI responses from the BSR, indicates that:

- Only around one-third of national applications have reached a determination
 - Where decisions have been issued, approximately 73% have been refused
 - Refusals frequently lead to regulatory enforcement action and prolonged engagement
- 4.5 Against this backdrop, Camden’s ability to secure certification for nearly all buildings assessed provides strong regulatory assurance. It demonstrates that Camden’s safety cases meet the BSR’s expectations at first assessment and that fire and structural risks are being effectively identified, managed and evidenced.
- 4.6 Camden’s performance substantially reduces exposure to regulatory intervention, enforcement action and associated reputational risks. It also provides tangible reassurance to residents that higher risk buildings are subject to effective safety management and independent regulatory confirmation. While further buildings will be assessed in future tranches, the position to date indicates the Council is well-prepared well-governed and strongly aligned with regulatory expectations.
- 4.7 The Regulator is yet to call in further 15 HRBs for an assessment from the 2024/25 financial year programme and these specific safety cases are fully matured and ready for submission when directed to by the BSR.
- 4.8 On 4th July 2025 Government published regulations requiring landlords to adopt a five-step process for identifying and supporting residents who might need help to evacuate their homes in an emergency. The Fire Safety (Residential Evacuation Plans) (England) Regulations 2025. RPEEPs regulations apply to the 187 high-rise residential buildings the Council manages, and to a further 11 residential buildings with simultaneous evacuation strategies (SES) in place. The new regulations apply to all residents regardless of tenure; however, leaseholders will be responsible for covering any costs associated with mitigation recommended as part of the process (e.g. misting systems).
- 4.9 Camden is required by the regulations to:
- use reasonable endeavours to identify residents with cognitive or physical impairments that may affect their ability to evacuate a building in the event of a fire
 - undertake a person-centred fire risk assessment for any such resident who requests it
 - mitigate any risks identified through this process.
- Camden must also agree emergency evacuation statements (RPEEPs) with individual residents and review them alongside associated person-centred fire risk assessments and/or mitigating measures and share the findings of these with the London Fire Brigade (via Secure Information Boxes).
- 4.10 To date Camden’s Resident and Building Safety team issued 6,500 letters to all households across the relevant buildings (which resulted in only 277 self-referrals to date) and employed external consultancy to follow up with telephone surveys as the initial response to the letter was low (so far there are further 330 referrals from 1,200 phone calls). Other teams across the council are also involved in the process and thank to development of an IT link between NEC and RPEEPs application housing officers and other colleagues can refer residents directly for an assessment with the Fire Safety team. The progress of work by the team is summarised in the table below:

Priority level	Number referred	Completed	R-PEEP recommended	Refused / no longer required.	In progress / outstanding
High	12	11	4	1	0
Medium	54	34	9	2	18
Low	142	104	29	28	10
Totals	208	128	42	31	28

4.11 Following announcement of the new regulations, The Ministry of Housing, Communities and Local Government has confirmed and implemented a funding programme to support social landlords in meeting the requirements of the new regime. Grant funding awarded to Camden in 2026 is:

Capital:	£984,417.60
Revenue:	£214,647.40

4.12 The newly implemented regulations have prompted significant concern from Deaf and Disabled People's Organisations (DDPOs), which consider them insufficient and not aligned with the recommendations of the Grenfell Tower Inquiry. As a result of the above concerns raised at the London Assembly on 5th of Feb and on 17th March 2026 Deputy Mayor of London issued a letter to Building Owners requesting extension of rights to RPEEPs to residents off all buildings and all tenures (letter attached in Appendix 2). The Council is considering the contents of the letter and will prepare a response in due course and update the panel.

5. AWAAB'S LAW

Key Figures

5.1 Internal Stock Condition Survey (including HHSRS)

Item	Year End 24/25	Q1 25/26	Q2 25/26	Q3 25/26	Year End 25/26	Comment
Total / %Homes with Internal SCS within past 5 years	25.8%	32.9%	37.5%	65.8%	69.8%	The council is reaching the end of the current programme; typically, the access rate is 70%-75%.

The internal SCS is the key proactive measure to identify hazards, so they are not handled reactively under Awaab's Law

5.2 Damp and Mould Hazards Q4 (Jan to Mar 2026)

KPI	Description	Target	Performance	Commentary
1	Acknowledged within 24 hours	100%	100%	Fully compliant
2	Triaged within 24 hours	100%	100%	Fully compliant
3	Emergency investigation & safety works within 24 hours	100%	Jan 83.60% Feb 96.35% Mar 87.1%	Performance impacted primarily by securing access in time, escalation and weekly monitoring in place
4	Significant hazard investigation within 10 working days	100%	Jan 95.68% Feb 74.23% Mar 84.6%	Performance impacted primarily by securing access in time, escalation and weekly monitoring in place

Commentary

5.3 The Council has now embedded procedures related to the handling of repairs which are in scope of the first phase of Awaab's Law which came into effect in October 2025. There are good controls in place, and metrics to track progress. Internally work is now progressing to preparing for the second phase of the Law which is effective in October 2026. Where performance has fallen below target it generally relates to securing access within the required timescales.

5.4 The Council's plan for the second phase of implementation of the Law is in line with the approach outlined on the Government webpage extracted below:

*Awaab's Law will come into force for the social rented sector **from 27 October 2025**. From this point social landlords will have to address **all emergency hazards** and **all damp and mould hazards** that present a significant risk of harm to tenants to fixed timeframes.*

In 2026 we will extend regulations 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*

Link: [Awaab's Law: Guidance for social landlords - Timeframes for repairs in the social rented sector - GOV.UK](#)

5.5 Progress on the internal Housing Stock Condition Survey is slowing down as the programme concludes. We expect to access 70%-75% of homes through the survey programme. For all homes we will make three efforts to arrange an appointment with residents, but do not intend to escalate further. Instead, the Council will work to propose

alternative means to ensure it has appropriate information on all homes; this may include embedding the survey process within other repair, inspection or survey programmes.

6. CONCLUSION

6.1 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. In 2026/27, the key areas of focus include successful discharge of the VU in respect of fire safety, mobilisation of new M&E servicing contractors, embedding of the new in-house gas service, expanding the use of True Compliance to other compliance areas, and preparation for the second phase of Awaab's Law.

7.0 COMMENTS OF THE BOROUGH SOLICITOR

7.1 The Borough Solicitor has been consulted and has no comments on this report.

8. COMMENTS OF THE EXECUTIVE DIRECTOR OF CORPORATE SERVICES

8.1 The purpose of this report is to provide an update on the following items This report provides an update on compliance across fire, legionella, asbestos, gas, electrics and lifts (FLAGEL) for the housing portfolio for Q4 2025/26. There are currently no financial implications arising from this report.

8.2 Finance will work with the service to monitor and ensure as much as possible that associated costs are funded from existing resources

9. ENVIRONMENTAL IMPLICATIONS

9.1 There are none.

Appendices

Appendix 1 – Performance on Compliance (Housing) Q4 2025/26

Appendix 2 – Mayor of London RPEEPS letter

ENDS

Appendix 1 – Performance on Compliance (Housing) Q4 2025/26

FLAGEL Dashboard All Assets - 2025/26						
	Measure	Position Close Q1 2025'26	Position Close Q2 2025'26	Position Close Q3 2025'26	Position Close Q4 2025'26	RAG
Fire	% of FRA Surveys Completed	99.58%	99.67%	99.79%		Amber
		3305/3319	3310/3321	3322/3329	TBC	
Gas	% of Domestic Gas Safe Certificates Issued	98.71%	98.73%	98.10%	97.66%	Amber
		13355/13529	13332/13504	13243/13499	13172/13487	
	% of Comm Boilers Serviced Within 12 months of last service	100.00%	100.00%	100.00%	100.00%	Green
		161/161	161/161	161/161	166/166	
Electrical	% of Properties with Domestic EICR Certificates Issued in the last 5 years (New 5 Year Cycle)	93.59%	94.01%	93.94%	95.23%	Amber
		21775/23266	21852/23244	21840/23250	22118/23226	
	% of Communal EICR Certificates issued in the last 5 years	99.93%	99.22%	99.86%	100.00%	Green
		2825/2827	2803/2825	2824/2828	2831/2831	
Lifts	% of lifts serviced to schedule	98.41%	98.95%	100.00%	99.30%	Amber
		556/565	563/569	568/568	564/568	
	% LOLER Insurance Certificates issued	97.36%	87.70%	94.19%		Amber
		554/569	499/569	535/568	TBC	
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)	100.00%	100%	100.00%	100%	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
		50/50	50/50	50/50	50/50	
	Class C - Water Risk Assessment Lower Risk Domestic Properties - (Scattered Properties)	99.36%	99.36%	100.00%	99.36%	Green
		464/467	464/467	469/469	464/467	
	Class D - Water Risk Assessment (Street Properties)	100.00%	99.31%	99.31%	100.00%	Green
		289/289	287/289	287/289	288/288	
Total % Compliance of WRA		99.65%	99.41%	99.76%	100.00%	Green
		846/849	844/849	849/851	850/850	
	Water Tanks - 6 Monthly Servicing Regime	31.29%	71.90%	52.31%	77.23%	Red
		265/847	609/847	441/843	648/839	
	% of Water Hygiene Testing Completed	44.44%	100.00%	84.09%	97.62%	Amber
		32/72	44/44	37/44	41/42	

Note: figures subject to final checks reported as 'tbc' above and will be updated at the next panel meeting.

Appendix 2 – Mayor of London RPEEPS letter

MAYOR OF LONDON

Date: 17 March 2026

Dear Building Owner and or Manager,

On 6 April 2026, legislation for Residential Personal Emergency Evacuation Plans (RPEEPS) will come into force. This important legislation has been introduced as a result of a key Grenfell Tower Inquiry recommendation. Tragically, 15 of the 37 disabled residents of Grenfell Tower died in the fire, and none of them had been given a plan of what to do in an emergency.

Since the Grenfell disaster, I know that many of you have already taken steps to provide these emergency plans for your residents that require them, and I thank you for that. Providing these plans is the right thing to do.

Under the new legislation, Responsible Persons must conduct RPEEPS for residents who require them in residential blocks 18m and above and 11-18m with a simultaneous evacuation strategy. While this is what is specified in the legislation, we would ask that you go further and provide RPEEPS for all your residents who need them, no matter the height of the block.

London is a unique and densely populated global city and ensuring residents are safe in their homes is our priority. None of us ever want to see a repeat of Grenfell and it is vital that we learn lessons from it. Emergency evacuation from all our buildings must be equitable.

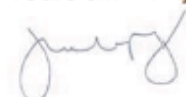
Funding for RPEEPS is being made available for social housing providers by Government, but not for private rented accommodation. The Mayor and I believe that Deaf and Disabled Londoners, irrespective of tenure, should have access to an RPEEPS assessment and the necessary equipment. We would encourage you to ensure appropriate signposting to the Disabled Facilities Grant to ensure eligible private rented sector tenants have access to the funding for equipment that may be required following an RPEEPS assessment.

Government has produced guidance and a toolkit to assist which can be found here [Residential PEEPs: Guidance for Responsible Persons - GOV.UK](#) and will be monitoring the implementation of RPEEPS in the coming months.

The London Fire Brigade has a useful webpage here [Residential Personal Emergency Evacuation Plans \(RPEEP\) | London Fire Brigade](#)

Thank you for acting in the best interests of your Deaf and Disabled residents.

Yours sincerely



Tom Copley
Deputy Mayor, Housing and Residential Development