Report To:	Performance Monitoring Panel
Date:	15 October 2025
Subject:	Housing Stock Condition Survey
Purpose:	To report on the updated findings of housing stock condition surveys
Key Decision:	No
Portfolio Holder:	Councillor Tracey Carter, Portfolio Holder for Strategic and Operational Housing
Report Of:	Vikki Cherry, Assistant Director – Housing
Report Author:	Christian Mycock, Housing Property and Repairs Manager
Ward(s) Affected:	All
Exempt Report:	No

Summary

In Q3 of 24/25 a full stock condition survey of South Holland's Housing Stock was commissioned, A report detailing the initial findings of this stock survey was presented to PMP in March 2025

This report seeks to provide Members with a further update on the latest position of the progress of the stock condition survey and an overview of the findings to date.

Recommendations

That Performance Monitoring Panel notes the work underway to survey all residential council homes and associated assets and provides feedback to Cabinet.

Reasons for Recommendations

To purpose of this report is to be informed of the progress and findings to date towards ensuring that the Council has robust data on the condition of its homes.

Other Options Considered

1. **Do nothing**. To not consider information presented regarding the stock condition survey findings. This option is not recommended.

1. Background

1.1 As reported to March PMP the Regulator of Social Housing has mandated through the approved Consumer Standards that Registered Providers must have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well maintained and safe homes for tenants.

1.2 To adhere to this consumer standard South Holland opted to carry out an address level stock condition survey, which included a full decent home survey, an assessment against the Housing Health and Safety Rating System (HHSRS) which identifies any hazards in the home and an Energy Assessment where any current Energy Performance Certificate was due to expire prior to April 2027.

1.3 The Council procured the services of external survey specialists, MLCS3, to carry out this survey. The initial findings were reported to PMP on March 12th, 2025, at which point 55% of the council's housing stock had been surveyed.

1.4 At the time of writing this report the first phase has been completed, resulting in 80.57% of the stock now successfully being surveyed.

1.5 The second phase of the survey is now underway which includes an enhanced communication plan including date and timed targeted appointments, text message confirmations, evening and weekend appointments. Additional communications have been provided, including large print and translations, where required, as well as additional support from Housing Officers to support vulnerable tenants in granting access.

1.6 The aspiration of phase two is to move towards the 100% completion rate by the end of October 2025. It is recognised however that there is a potential saturation point and as we get closer to the 100% mark there will be a number of properties where we may be still struggling to gain access. These properties will be included within our no-access policy and process – within which we work with Housing Officers and external partners, where appropriate to gain access. Tenant vulnerabilities are considered, and our officers continue to work with tenants to overcome any perceived barriers in relation to access. Ultimately, the Council has the option to seek an injunction for access and each "no-access" case will be considered carefully to understand if this is an appropriate course of action. This approach will be overlaid with data around household vulnerability and stock survey findings for the property archetype including findings of damp, condensation and mould.

2 Stock survey findings

2.1 At the point of writing this report 80.57% of homes have had a full survey, equating to 3098 of our properties. We receive weekly updates on the outcomes and any routine repairs or non-urgent matters are dealt with via the weekly output report.

2.2 The exception to this process is where any issues or actions arising that require immediate attention, such as any Category 1 hazards or emergency repairs, these are reported to us at the point of survey for us to resolve.

2.3 The data available continues to be shared with Savills to model against the existing data held by the Council to ensure that our current financial planning is appropriate. Discussions have taken place between Savills and the S151 Officer to ensure that any financial modelling requirements for the first five years of the new business plan capture works arising from the stock condition surveys and the data will continue inform the business plan model.

3. Survey Representation

SURVEY REPRESENTATION BY LOCATION (AS AT 31/8/25)			
Area	No. properties surveyed	No. properties in area	Percentage surveyed
Cowbit	27	38	71.05%
Crowland	138	187	73.80%
Deeping St Nicholas	70	87	80.46%
Donington	130	165	78.79%
Fleet	45	46	97.83%
Gedney	43	59	72.88%
Gedney Drove End	21	26	80.77%
Gedney Dyke	19	22	86.36%
Gedney Hill	35	44	79.55%
Gedney Marsh	2	2	100.00%
Gosberton	67	78	85.90%
Gosberton Clough	4	7	57.14%
Gosberton Risegate	13	16	81.25%
Gosberton Westhorpe	2	2	100.00%
Holbeach	310	405	76.54%
Holbeach Bank	15	17	88.24%
Holbeach Drove	11	11	100.00%
Holbeach Fen	2	2	100.00%
Holbeach Hurn	13	14	92.86%
Holbeach St Johns	8	11	72.73%
Holbeach St Marks	10	14	71.43%
Little Sutton	1	3	33.33%
Long Sutton	203	231	87.88%
Lutton	13	19	68.42%
Moulton	60	71	84.51%
Moulton Chapel	32	42	76.19%
Moulton Seas End	12	14	85.71%
Pinchbeck	130	152	85.53%
Pode Hole	2	3	66.67%

Quadring	40	47	85.11%
Saracens Head	2	3	66.67%
Spalding	1040	1254	82.93%
Surfleet	49	66	74.24%
Sutton Bridge	198	238	83.19%
Sutton St Edmund	7	11	63.64%
Sutton St James	35	43	81.40%
Throckenholt	6	6	100.00%
Tongue End	14	20	70.00%
Tydd Gote	22	30	73.33%
Tydd St Mary	15	23	65.22%
West Pinchbeck	51	67	76.12%
Weston	70	110	63.64%
Weston Hills	25	30	83.33%
Whaplode	45	58	77.59%
Whaplode Drove	19	25	76.00%
Whaplode St Catherine	22	26	84.62%
Total	**3098**	**3845**	-

SURVEY REPRESENTATION BY ARCHETYPE (AS AT 31/8/25)			
Archetype	No. of properties surveyed	Total number of archetypes in Stock	Percentage surveyed
One Bed Bungalow	554	675	82.07%
Two Bed Bungalow	949	1016	93.41%
One Bed Flat	88	118	74.58%
Two Bed Flat	122	158	77.22%
One Bed House	14	28	50.00%
Two Bed House	276	378	73.28%
Three Bed House	1073	1431	75.05%
Four Bed House	12	17	76.47%
Five Bed	0	1	0.00%
Six Bed	0	1	0.00%
Rough Sleeper Accommodation	9	9	100.00%
Guest Room	1	13	7.69%
Total:	**3098**	**3845**	-

4. Housing Health and Safety Rating System and Decent Homes

4.1. The Council continues to invest through it's planned maintenance work and upgrade programmes which form the basis of the decent homes standard. We are required to report our level on non-decency to the Regulator for Social Housing as well as present that information for scrutiny, therefore the Stock Condition Data is crucial in informing this figure.

4.2. Non-decency is calculated by assessing various factors. These include the condition of building components, their age, and the estimated year of replacement. Additionally, the Housing Health and Safety Rating System (HHSRS) assessments, energy audits, and routine repairs are recorded to maintain property standards. As

updated stock condition information becomes available, this is calibrated against existing data to ensure accurate and up to date information continues to be reported.

4.3. As at 31 August 2025, our current level of decency is 99.03% which equates to 35 properties across our stock, this is an improvement on the figure of 98.28% (or 68 homes) reported in the initial report on Stock Condition Survey findings to PMP in March 2025.

4.4. As detailed above, surveyors are also assessing the dwelling based on the Housing Health and Safety Rating System (HHSRS) which is - a risk-based assessment to identify and protect against potential risks and hazards to health and safety from any deficiencies identified in dwellings – with Category 1 risks being identified as the most significant hazards that require immediate action.

4.5. The PMP March report on Stock Condition findings set out that a total of 13 Category 1 hazards had been identified out of the 2,133 properties surveyed up to 31st January 2025, these were relating to the categories set out below and have all been rectified:

- 6 cases of Damp and Mould
- 2 Water Leaks
- 2 Roof leaks
- 2 unsecure properties
- 1 Heating System

4.6. From the surveys completed since 31st January 2025, a further 965, an additional 6 Category 1 Hazards have been identified:

- 5 cases of Damp and Mould
- 1 case of electrical safety

All 6 cases received immediate action and have all been rectified.

5. Damp, Condensation and Mould (DCM)

5.1. All reports of DCM are managed on a risk-based approach. Cases of DCM are classified into three categories, as set out in the table below:

CATEGORIES AND DEFINITIONS DETERMINED BY MLCS3	
Severe	Excessive damp or mould noted to one or more rooms
Moderate	Minor damp or mould noted in more than one room
Slight	Minor damp or mould noted in one room

5.2. The tables below sets out the total number of DCM cases identified as a result of the Stock Condition Survey

PROPERTIES IDENTIFIED AS HAVING DAMP, CONDENSATION AND MOULD AS AT 31/8/25			
Category	Number of properties identified	As a percentage of stock surveyed (3098 units)	Number as percentage of total stock (3,845 units)

Severe	11	0.35%	0.28%
Moderate	268	8.65%	6.97%
Slight	415	13.39%	10.79%
Total	**694**	**22.4%**	**18.04%**

5.3. Whilst it is recognised that the volume of cases reported could be interpreted as relatively high, the proactive nature of the stock condition survey gives us assurance that we are adopting an approach of proactively seeking out our cases for rectification. Of the 694 identified cases, 538 have been attended and remedied and of the remaining cases yet to be resolved 115 have appointments booked in with 32 going through our no access process.

5.4. The cases identified as Severe continue to be reported immediately on the day of survey for remedial action. The categories of Moderate and Slight are reported to us via a weekly report from the surveyors undertaking the survey, each case is then triaged, when doing so other factors such as tenant vulnerabilities and age of occupants are taking into consideration to prioritise these weekly cases accordingly. A DCM Remedial operative is then allocated the work to carry out the eradication of the mould and undertaking of any remedial preventative repairs

5.5. The figures in table 5.2 highlight that tackling cases of Damp and Mould within our tenant's homes remains a challenge. The service has always recognised this area as a key priority, and we have consistently taken a proactive approach to ensure we are giving the best possible service within our existing resources. To date, this has included realigning and being flexible with those resources to be able to cope with demand and reviewing policies and procedures where required.

5.6. Notwithstanding this, through regular performance management within the service and through our Compliance Clinic we recognised that for our approach in this area not only to be sustainable but to also enable us to meet the demands of the measures within Awaabs Law, additional resources would need to be secured to ensure the Damp and Mould team are adequately resourced to maintain the levels of performance we have achieved to date.

5.7. In quarter two of 2025, approval was granted to create additional posts within the Damp and Mould team consisting of two DCM surveyors, two DCM remedial operatives and a DCM support officer. These posts are in relation to all aspects of the process including initial triage, surveying, identifying the cause of damp through to the remedial operatives completing the works. We appreciated the feedback from the March PMP committee supported this course of action, recognising the importance of continued investment in this area.

6. Energy Performance

6.1. As part of the survey programme, energy assessments are being undertaken on any property where the Energy Performance Certificate (EPC) is due before April 2027,

working towards EPC certificates for every property. (All properties are let with a valid EPC certificate).

6.2. This approach will give us a full assessment of the EPC rating profile across our stock so that future investment programmes can target the properties that need the rating improving. At the point of writing the report, 42.12% of residential stock managed by SHDC achieved Energy Performance rating of C and above. The table below sets out our current performance in respect to Energy Ratings of our homes.

ENERGY PERFORMANCE RATING OF PROPERTIES WITH A VALID EPC CERTIFICATE AS AT 31/8/25		
Rating	Number of properties	As a percentage
A (most efficient)	1	0.03%
B	155	4.17%
C	1408	37.92%
D	2094	56.39%
E*	54	1.46%
F*	1	0.03%
Total	3713	100%

6.3. Investment in homes through the Green Homes Grant wave 2.1 and the future Wave 3, from which we have secured a match funded amount of £5.7m (£11.4m in total), continues to enable us to focus on transitioning our properties at EPC band D and lower to EPC C and above through the installation of energy efficiency measures such as Solar Panels, Air Source Heat Pumps, UPVC windows and Insulation measures. Progress on this programme is reported to the newly established Capital Programme Clinic, attended by the Assistant Director-Housing and Portfolio Holder for Strategic and Operational Housing.

7. Utilisation of data to inform planning and prioritisation of works

7.1. The Council continues its work with Savills to produce a HRA Business Plan and Asset Management Strategy and this work continues to be informed by up-to-date robust data from the latest stock condition survey information. Member and tenant consultation is planned winter 2025 with adoption as part of budget setting during Q4 2025/26.

7.2. Upon receiving the information from the stock condition survey, the Council is triangulating this data with other sources, including the previous stock condition survey, reported repairs and data collected through planned and investment programmes and projects. The 25/26 Capital Programme Budget and Medium-Term Financial Strategy has been modelled using updated stock data.

7.3. Data regarding decency of the stock continues to be used to calibrate the decent homes programme and reporting on decent homes statistics to Compliance Clinic , Performance Monitoring Panel and the Regulator of Social Housing. Capital investment decisions will continue to be informed by updated information and revenue pressures identified through responsive repairs.

8. Future programme for assessing the condition of homes

8.1. The Council is required to introduce a programme of regular surveying of its stock

with industry standards suggesting properties are surveyed at least every five years to understand the performance against current and emerging legislation. (This is a requirement of the Regulator of Social Housing as part of the consumer standards).

8.2. For South Holland, the frequency and depth of assessment will be influenced by a range of factors, including but not limited to, component lifecycles, property age, construction, and archetypes as well as data from complaints and reports from repairs (including damp, condensation and mould) and maintenance programmes. This approach will also allow the Council to plan delivery arrangements in advance, adapt to the overall needs of services, and continuously consider tenants' priorities. The programme will be established once phase 2 has been completed, to commence during 2026/27.

9. Conclusion

9.1. The Council continues to make progress towards the aspiration of 100% stock condition data at address level. These efforts are crucial in ensuring that the Council meets the regulatory standards set by the Regulator of Social Housing and provides safe, well-maintained homes for its tenants.

9.2. Responding to damp, condensation and mould continues to be a challenge for the Service, the recent approval to invest in resources will maintain the ability to meet the demands of Awaabs Law as well as offering a proactive and efficient service to our customers who report damp and mould.

9.3. The updated Stock Condition data will continue to inform the modelling of the Asset Management Strategy and 30-year Business Plan which will be presented for consultation to both Members and Tenants. This modelling will include determining options for the Council to deliver key items such as the Energy Performance Measures and Decent Homes Standard.

9.4. In addition, the availability of accurate and robust stock data, repairs data and compliance information enable the Council to model the risks and impact of future proposals such as the MHCLG consultations on Minimum Energy Efficiency Standards (MEES) and the Decent Homes 2 standard.

Implications

South and East Lincolnshire Councils Partnership

This report provides assurance to the Council that South Holland District Council takes its responsibilities as a landlord seriously and will mitigate against any potential reputational damage or negative impacts to tenants.

Corporate Priorities

This report supports the following South and East Lincolnshire Councils Partnership Sub-Regional Strategy priorities:

- Healthy Lives – Safe housing stock will lead to the better health of our tenants and everyone that stays or visits the properties.

- Safe and Resilient – Providing community confidence that our homes are well maintained.

Staffing

None.

Workforce Capacity Implications

None.

Constitutional and Legal Implications

None.

Data Protection

None.

Financial

The Council is reliant on substantial government support to achieve EPC C, which is common across the sector. It is anticipated that responding to DCM will continue to place financial pressures on the service through remedial works identified by stock condition surveys and implementation of Awaab's Law. Changes in Decent Homes legislation may exacerbate this issue further.

The findings of the stock condition surveys partly inform the HRA business plan being drafted by Savills. The HRA business plan is subject to approval by Members following consultation with tenants.

Risk Management

None.

Stakeholder / Consultation / Timescales

As part of business plan modelling SLT, and the Portfolio Holder for Strategic and Operational Housing have been consulted.

Reputation

Presenting an update on stock condition surveys to Members enhances the Council's reputation by demonstrating a commitment to transparency and accountability. This proactive approach reassures Members that potential risks are being managed effectively, boosting confidence in our operations. Additionally, showcasing our adherence to regulations and ethical standards reinforces that we are a responsible social landlord.

Tenant safety is a priority and we will continue to address hazards and remedial work identified in these surveys. Additionally, this data will be used to plan future works needed to maintain safe and energy-efficient homes.

Contracts

None.

Crime and Disorder

None.

Equality and Diversity / Human Rights / Safeguarding

Conducting stock condition surveys across the entire housing stock has significant positive impacts on Equality, Diversity, and Inclusion (EDI). These surveys ensure that all tenants, regardless of their background, have access to safe and well-maintained housing. By identifying and addressing disparities in housing conditions, the surveys promote fairness and equity. They also provide valuable data that can inform inclusive policies and practices, ensuring that the needs of diverse communities are met

Health and Wellbeing

Conducting stock condition surveys positively impacts health and well-being by identifying and addressing housing issues early, ensuring safe and healthy living environments for all residents.

Climate Change and Environment Impact Assessment

Not undertaken.

Acronyms

EDI – Equality Diversity and Inclusion
RSH – Regulator of Social Housing
HHSRS - Housing health and safety rating system
EPC - Energy Performance Certificate
DCM – Damp Condensation and Mould

Appendices

None.

Background Papers

Background papers used in the production of this report are listed below: -

Document title	**Where the document can be viewed**
Housing Stock Condition Survey – initial findings report to Cabinet 18/2/2025	Stock survey findings.pdf
RSH - Safety and Quality Standard	Safety and Quality Standard - GOV.UK

Housing Health and Rating System Guidance	https://www.gov.uk/government/publications/housing-health-and-safety-rating-system- guidance-for-landlords-and-property-related-professionals
SHDC – Landlord Strategy 2024 - 2026 and Transformation Programme for 2024-2026	SHDC_Housing_Landlord_Strategy_2024-2026.pdf

Chronological History of this Report

Name of Body	**Date**
N/A	

Report Approval

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