



Halton
Housing

Board Meeting Summary



Halton Housing Board Meeting Summary – 11th February 2026

Regulatory Judgement

Board was advised that the Regulator of Social Housing has confirmed that Halton Housing had retained its G1/V1 status following their annual stability check.

Decent Homes

Board was advised that on 28th January the Ministry of Housing, Communities and Local Government (MHCLG) announced its response to consultations on a revised Decent Homes Standard (DHS) and new Minimum Energy Efficiency Standards (MEES).

The revised DHS will apply to both social and private rental homes from 2035. Following feedback from the sector and lobbying by the NHF, the Government has dropped its proposal to introduce mandatory floor coverings and enhanced security regulations.

Alongside its plans for the updated DHS, the government published its final MEES, setting out timelines for implementation. To comply with the MEES, social homes must be rated Energy Performance Certificate (EPC) Band C, using the reformed EPCs, against any one metric by 1st April 2030. Following this, social landlords must then achieve an EPC C rating against a second metric by 1st April 2039.

Performance Review

Board received reports in respect of performance up to quarter three (1st April to 31st December 2025) (2025/26).

Finance & Assurance

- Of the 12 'Lifeblood' Key Performance Measures, six are green (achieving target), four are amber (not achieving target but within acceptable tolerance) and two are red (not achieving target and outside acceptable tolerance).
- The amber measures relate to colleague satisfaction, rent arrears, financial liquidity, and compliance with the decent home standard.
- The red measures relate to void rent loss and gas safety.
- Overall surplus for the year to date is £5.0m compared to a budgeted surplus of £3.8m, a favourable variance of £1.8m.

Customer

- The first phase of the Customer Influence Framework project was to recruit to the new Customer Committee, and this has now concluded.
- Performance against Tenant Satisfaction Measures (TSMs) has shown an overall improvement in 2025/26 except for two areas. Board noted that overall customer satisfaction has improved significantly from 74.4% to 79.1%, against a target of 76%.
- 80.8% of non-emergency repairs have been completed within time against the 90% target. Board requested that improvement in this area remains a focus for the organisation.
- Complaints performance has remained consistent and above target in Q3. Complaints responded to within the target time is 94.9% which is slightly below the target of 95%.

Homes

- The percentage of homes that meet the Decent Homes Standard has dropped slightly from 99.87% to 99.65% with 25 properties currently falling outside the standard. All of these are currently being addressed and will be resolved by the end of Q4.
- All category one hazards reported are actively addressed and we continue to work with customers and colleagues to gain access to complete the necessary work as a priority.
- We had two properties falling outside the deadline for a gas safety certificate. Both cases are due to not being able to gain access to the homes and are in the legal process.
- We are pleased to report that investment in our existing homes remains on track, delivering £7.1m of improvement work.
- We have achieved 'SHIFT' Gold Accreditation. This is the highest level of certification awarded under the SHIFT Sustainability Standard, which is a sustainability benchmarking and improvement framework specifically designed for housing organisations.
- Board approved a revised Fire Safety Management Policy.

Development & Sales

- We have delivered 79 new homes since April 2025. 167 homes are on site, and 311 homes are in our active development pipeline.

Business

- The project to replace our repairs, maintenance and compliance systems is now underway. We are at the early stages of discovery sessions and plans being formulated for a go-live later in the calendar year.
- Good progress has been made with the customer data project to embed more effective data quality monitoring into our business processes.
- During the quarter we held the 20th anniversary celebration event attended by all colleagues and board members.
- The performance against colleague turnover has remained relatively low with strong performance in this area. There has been an increase in sickness absence due to an increase in long-term absence cases.
- Colleague engagement has remained steady and satisfaction remains high.
- OSUK has achieved a return of £1,504k compared to a budget of £1,463k for the first nine months of the financial year.

Customer Committee

The Customer Committee is a vital part of strengthening customer voice and influence within our governance framework.

Board approved the appointment of six customers to the Committee following a rigorous recruitment process.

The Committee will go live from 1st April 2026 and will meet four times per year.

Other Items

Board approved the scope of an external governance review and changes to the Employee Pay and Benefits Policy.