



Cambridge City Council Housing Advisory Board

Date: Monday, 6 October 2025

Time: 5.30 pm

Venue: Committee Room 1 & 2, The Guildhall, Market Square, Cambridge
CB2 3QJ

Contact: democratic.services@cambridge.gov.uk, tel: 01223 457000

Agenda

- 10 Housing Performance 2024-25
 Updated report

(Pages 3 - 18)

Housing Advisory Board Members: Robertson (Co-Chair), Minns (Co-Chair), Gawthrope Wood, Griffin, Lokhmotova, Martinelli, Tong, Best, Birch and Powell-Hardy

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HOUSING PERFORMANCE REPORT

2025-26 Qtr. 1

Sam Scharf – Communities Director

Table of Contents

Introduction	2
Operational efficiencies	3
Health & Safety in council homes.....	4
Compliance as at 30/06/2025	5
All outstanding compliance actions as at July 2025 - TBC.....	6
FRA outstanding actions as at August 2025	9
Damp, Condensation & Mould update as at August 2025.....	11
The Tenant's Voice	13
Engagement with tenants.....	15

Introduction

This report outlines how key areas of the Housing Service has performed over the first quarter of 2025/26.

The service keeps an oversight of several operational, management and stress indicators. Monitoring and review take place quarterly at Housing Leadership Board.

Performance measures have been presented in the following way:

- *Operational efficiencies*, which will also pick up some of the indicators submitted to the Regulator via Local Authority Housing Submission (LAHS) and the Tenant Satisfaction Measures (TSM's) and used for benchmarking purposes via Housemark,
- *Health and Safety*, where datasets on compliance will be aligned with the Regulator's requirements on reporting,
- Where services are not meeting customer expectations, an understanding of where dissatisfaction is high is captured via complaints monitoring and transactional surveying. The 'Tenants Voice' dashboard shows current levels of satisfaction with services.

Cambridge is a member of the Housemark benchmarking group; a social housing performance comparison club, which allows the service to compare costs and performance against a 'peer group' of authorities with a similar profile to Cambridge. Our position against our peers in relation to performance indicators helps the service to set realistic and achievable targets, as well as giving Managers the opportunity to open a dialogue with comparable Local Authorities who are achieving, for example, better performance at a lower cost per property for the same service.

Benchmarking quartiles are calculated based on the peer group's scores against these indicators (where available). Our position in this group is determined by using the latest benchmark data available; in this report year-end 2023/24. Those who fall in quartile 1 are the best performers and those in quartile 4 are the poorer performers. For repairs benchmarking, we use peers who also have a direct labour organisation (DLO).

Targets are decided by factoring in previous performance, comparison to our peer group scores and the resource required to maintain or improve performance.

Operational efficiencies

Ref	Description	Target 25/26	Quarter 1 2025-26	Current benchmark Quartile
I1	Rent collected from current and former tenants, as a % of the annual rent due (excluding arrears bought forward)	100.00%	104.8%	Q1
I2	Current tenant arrears as a % of the annual rent due	3.50%	3.64%	Q3
I3	Former tenant arrears as a % of the annual rent due	2.00%	2.99%	Q4
I4	Void loss as a % of rent due	N/A	4.16%	Q4
I5	Leasehold service charge arrears (no payment plan in place)	<£50,000	£62,071	NA
HH1	Tenancy audits completed (% of overall stock)	10%	1.62%	NA

Manager's commentary:

I2 & I3 - Due to the current rent regulation work, enforcement action has been reduced whilst we focus on the rent error issues. Whilst they continue to try and engage with tenants who are in arrears, these KPIs are predicted to continue rising until the team can continue with enforcement work.

I4 – Shows the total void loss in rent and service charges due in qtr. 1. This amounts to £595,514. Included in this figure are properties set aside for redevelopment, any bulk handover of new build properties that are waiting to be let and those undergoing energy efficiency works.

I5 – CB: The total arrears in qtr. 1 are £140,720. Most charges are paid under an agreed payment plan, but we currently have £29,219 of arrears where the case is with the legal team and £18,087 where the leaseholder is deceased or the properties are being bought back for redevelopment.

HH1 – Due to a significant rise in the workload coming into the Tenancy Management team, most of which is of an increasingly complex nature, as well as unforeseen resource shortages; the number of properties receiving tenancy audits has significantly reduced. It is likely this this will continue for the foreseeable future, and we will not be able to meet the 10% target this year. Discussions are on-going regarding a long-term solution for this.

Ref	Description	Target 25/26	Quarter 1 2025-26	Current benchmark Quartile
V1	Average re-let time in days (standard re-lets inc. general needs and sheltered)	35	43.4	Q1
V2	Average time in days to repair a void (general needs & sheltered)	20	33.4	Q3

Manager's commentary:

V1 - The time taken (once the keys were back from the void repair team) to let a general needs property was 9.4 days, and a sheltered property was 15.1 days. The relet times for sheltered housing are longer than general needs partly due to the need to complete assessments for each individual to ensure that their needs can be met prior to an offer being made, and partly due to capacity within the team which has now been resolved. We recognise that there is scope to reduce this time, and a review is due to be taking place in 25/26.

The time taken from handover to letting of a new build property during Qtr.1 was 8.6 days.

V2 – This percentage shows that we are above target with several factors to consider but as always improvements post the Operations Team transformation period are being reviewed going forward.

Ref	Description	Target 25/26	Quarter 1 2025-26	Current benchmark Quartile
R1	Appointments kept as a % of appointments made	90.0%	95.7%	Q2
R4	Percentage of repairs completed at first visit	85.0%	83.1%	Q2

Manager's commentary:

R1- This percentage shows that we are above target but as always improvements post the Operations Team transformation period are being reviewed going forward.

R4 - This percentage shows that we are below target but as always improvements post the Operations transformation period are being reviewed going forward.

Health & Safety in council homes

Reporting and publishing data on our performance against the building safety Tenant Satisfaction Measures (management data) is a mandatory requirement under the new Social Housing (Regulation) Act 2023. Where the data relates to properties within a block, each flat still in council ownership must be counted. This also includes those units managed by a third party, as the council as the landowner retains overall responsibility for health & safety.

At the present time, EICR reporting is NOT included in the TSM's, however, for consistency, the service is calculating the results based on the TSM methodology.

Awaab's Law, which comes into force on 31st October 2025, sets strict timescales for social landlords to investigate and address damp, condensation and mould (DCM) hazards in their properties. The service is developing a suite of performance measures that will be used to monitor DCM activity in line with the requirements of Awaab's Law, and these will be presented to Housing Advisory Board and Cabinet at a future meeting.

Compliance as at 30/06/2025

The following table also includes data on other important areas of health and safety being monitored by the council.

The number of affected units change quarterly as properties are sold/demolished/added to stock.

The data includes properties run under the Management Companies.

TSM Ref	Description	Affected units (denominator)	*Number compliant (numerator)	% compliant (Qtr. 1)
BS01	% of homes for which all required gas safety checks have been carried out.	6964	6963	100.0%
BS02	% of homes for which all required fire risk assessments have been carried out.	**4124	3555	86.2%
BS03	% of homes for which all required asbestos management surveys or re-inspections have been carried out	3003	3003	100.0%
BS04	% of homes for which all required legionella risk assessments have been carried out	981	981	100.0%
BS05	% of homes for which all required communal passenger lift safety checks have been carried out	1295	1150	88.8%
C2	% of domestic properties with a satisfactory Electrical Installation Condition Report (EICR) up to five years old	7573	7288	96.2%

*The numerator; those units for which the Authority holds an in-date safety certificate.

** there are blocks that require a check on whether communal space is present; the denominator will reduce if no FRA required.

Manager's commentary:

We continue to collaborate with current suppliers to ensure that we expedite necessary works to the highest standard. We are in constant contact with our suppliers to ensure we meet the targets required and standards are being met.

As part of the above monitoring, the number of outstanding actions found during the assessments carried out are included below:

All outstanding compliance actions as at August 2025

General Needs properties

Compliance Dashboard



CITY COUNCIL

Compliance Reporting Area	Asset Count	Current Period September			Movement Trend	Closing Data August		Notes		Previous Months Data							
		Compliant	Non Compliant	Percentage		Compliant	Non Compliant			July	June	May	April	March	Feb		
Housing																	
Domestic 5 year Electrical Installation Condon Report	7292	6809	483	93.37%	↑	7028	544			93.37%	93.37%	93.37%	93.37%	93.37%	93.37%		
Communal 5 year Electrical Installation Condon Report	515	467	48	90.67	→	467	48			90.67	90.67	90.67	90.67	90.67	90.67		
ASB Asbestos Surveys	759	769	0	100%	→	759	759	Un verified		100%	100%	100%	100%	100%	100%		
L8 Water Risk Assessments	9	9	0	100%	→	9	0			100%	100%	100%	100%	100%	100%		
FRA Fire Risk Assessments	478	449	29	93.93%	→	478	29			93.93%	93.93%	93.93%	93.93%	93.93%	93.93%		
LGSR Annual GAS Inspection	6604	6604	0	100%	→	6604	6604	Un verified		100%	100%	100%	100%	100%	100%		
EL Emergency Lighting Testing	29	29	0	100%	→	29	29	Un verified		100%	100%	100%	100%	100%	100%		
FA Fire Alarm Servicing	4	4	0	100%	→	4	0	Un verified		100%	100%	100%	100%	100%	100%		
Lift Servicing	44	44	0	100%	→	44	0	Un verified		100%	100%	100%	100%	100%	100%		
Lift Assurance	44	44	0	100%	→	44	0	Un verified		100%	100%	100%	100%	100%	100%		
CO2	6610	6610	0	100%	→	6610	0	Un verified		100%	100%	100%	100%	100%	100%		
Electrical Heating (NO GAS)	1556	1556	0	100%	→	1556	0	Un verified		100%	100%	100%	100%	100%	100%		

Buildings Over 11 Meters Fire Door Inspections

Communal Doors	Total Number of Assets	Total Number of Doors	Doors Inspected	Compliance Percentage	Actions	Actions Completed	Outstanding	Overdue	Compliant	Notes
	16	250	0	0	0	0	0	0	0	Estimated
Flat Entrance Doors	Total Number of Assets	Total Number of Doors	Doors Inspected	Compliance Percentage	Actions	Actions Completed	Outstanding	Overdue	Compliant	Notes
	16	392	0	0	0	0	0	0	0	0

7

Sheltered Properties

Compliance Dashboard																							
Compliance Reporting Area	Asset Count	Current Period September			Movement Trend	Closing Data August		Notes			Previous Months Data												
		Compliant	Non Compliant	Percentage		Compliant	Non Compliant				July	June	May	April	March	Feb							
Sheltered																							
Domestic 5 year Electrical Installation Condon Report	280	269	11	96.00%	↑	236	44				89%	89%	89%	89%	89%	89%							
ASB Asbestos Surveys	9	9	0	100%	→	9	0	Un verified			100%	100%	100%	100%	100%	100%							
L8 Water Risk Assessments	16	16	0	100%	→	16	0				100%	100%	100%	100%	100%	100%							
FRA Fire Risk Assessments	16	16	0	100%	→	16	0				100%	100%	100%	100%	100%	100%							
LGSR Annual GAS Inspection	9	9	9	100%	→	9	9	Un verified			100%	100%	100%	100%	100%	100%							
EL Emergency Lighting Testing	9	9	9	100%	→	9	9	Un verified			100%	100%	100%	100%	100%	100%							
FA Fire Alarm Servicing	9	9	9	100%	→	9	9	Un verified			100%	100%	100%	100%	100%	100%							
Lift Servicing	9	9	9	100%	→	9	9	Un verified			100%	100%	100%	100%	100%	100%							
Lift Assurance	9	9	9	100%	→	9	9	Un verified			100%	100%	100%	100%	100%	100%							
CO2	314	314	314	100%	→	9	9	Un verified			100%	100%	100%	100%	100%	100%							
High Risk Properties Fire Door Inspections																							
Communal Doors	Total Number of Assets	Total Number of Doors	Doors Inspected	Compliance Percentage	Actions	Actions Completed	Outstanding	Overdue	Compliant	Notes													
	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA													
Flat Entrance Doors	Total Number of Assets	Total Number of Doors	Doors Inspected	Compliance Percentage	Actions	Actions Completed	Outstanding	Overdue	Compliant	Notes													
	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA													

9

Other key areas of health and safety not formally reported to the Regulator, but monitored internally:

Ref	Description	Target	result	% installed	Notes
	Smoke Alarms in place	7482	7288	97.4%	<i>Properties due for redevelopment have been removed from the denominator</i>
	CO Alarms in place	6609	6268	94.8%	
	Heat Detectors in place	7482	6492	86.7%	
	All Electric Properties (no gas)	N/A	679	N/A	

Commentary:

The Compliance Team are working with the Asset Team to review the current statistics of detectors in situ. The properties that require clarification on detectors have been identified, and the team will work through the issues involved with bringing our stock up to 100% compliant.

Health and Safety indicators relating to Awaab's Law:

A damp and mould live case is where damp and/or mould has been recorded in line with policy and investigations into or actions to tackle the cause of damp and/or mould are ongoing and yet to be resolved.

A housing disrepair claim is a legal claim brought by a tenant or on a tenant's behalf in respect of poor housing conditions at a home where the council is responsible for maintenance.

Ref	Description	As at end Qtr. 1	As a % of stock	Benchmark position	Notes
O9a	Number of damp and mould 'live' cases	44	0.57	Q1	See report below for details
Ref	Description	As at end Qtr. 1	Per 1000 properties	Benchmark position	Notes
O9b	Number of disrepair claims	6	0.78	Q1	See report below for details

Damp, Condensation & Mould update as at August 2025

This report tracks the progress of **Damp, Condensation, and Mould (DCM)** cases and **Disrepair Claims**, with a strong focus on managing rising volumes, improving case handling, and enhancing collaboration across teams. Key efforts include weekly contractor meetings, and process improvements supported by data tools.

DCM cases Progress

Total cases received 2023/24: 474 Completed

2024	Reported	Completed	N/Access	Asset/ Planned	Work in progress	Number of 'live' cases
Apr	63	63	0	0	0	0
May	50	48	1	0	1	2
Jun	53	53	0	0	0	0
Jul	61	61	0	0	0	0
Aug	33	31	0	0	2	2
Sep	49	43	0	0	6	6
Oct	60	54	0	0	6	6
Nov	99	89	1	0	9	10
Dec	71	54	0	0	17	17
Jan	99	85	0	0	14	14
Feb	84	73	0	0	11	11
Mar	67	57	0	0	10	10
Total	789	711	2	0	74	76
2025	Reported	Completed	N/Access	Asset/ Planned	Work in progress	Number of 'live' cases
Apr	49	32	0	0	17	17
May	37	29	0	0	8	8
Jun	43	24	0	0	0	19
Jul	31	11	0	0	20	20
Aug	26	8	0	0	18	18
Total	186	104	0	0	82	82
Tally	*1449	815	2	0	156	158

*2023, 2024 and 2025 DCM cases received

The Service Improvement team continues to prepare for the implementation of Awaab's Law, which will come into effect in October 2025. Our primary focus remains on delivering emergency treatments within the required 24-hour timescale, ensuring both tenant safety and compliance with the forthcoming legislation.

As part of this preparation, we have now secured a RICS-accredited surveying company through a formal procurement process. Under the new legal requirements, the appointed surveyor will:

- Identify the root cause of each reported damp and mould case.

Housing Services performance reporting

- Provide a detailed report setting out the remedial works required.
- Share a copy of the report with both the Council and the tenant, ensuring transparency and informed decision-making.

Following receipt of the surveyor's recommendations, our officers will commission specialist contractors to carry out the remedial works. These must be completed within the strict timescales mandated by Awaab's Law, with tenants kept informed and supported throughout.

Alongside operational delivery, the team is reviewing internal processes and systems to strengthen case tracking, reporting and analysis. This work is designed to ensure full regulatory compliance, improve efficiency, and provide clearer insight into performance, while supporting tenants to live in safe, warm, and high-quality homes.

Disrepair Cases Progress

Current Claims Breakdown (as of August 2025)

Year	Total Live Claims	In Progress	Works being completed	Post-completion inspections
2021/22	0	0	0	0
2022/23	2	0	2	0
2023/24	7	2	2	3
2024/25	9	1	3	5
2025/26	12	11	0	1
Total	30	14	7	9

Expenditure Breakdown

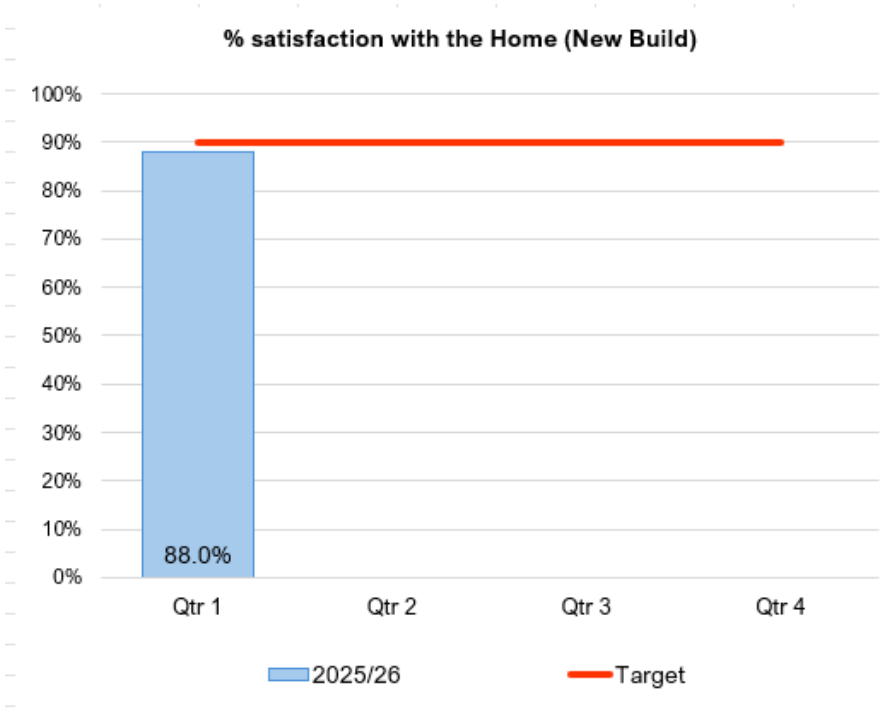
Financial Year	Legal/Consultancy Costs	Compensation payments	Work given to external contractors
2022/23	£12,250	£41,500	
2023/24	£125,055	£36,526	
2024/25	£233,622	£49,756	£128,223
2025/26	£222,118	£29,153	£95,298

The Service Improvement team continue to work through the backlog of long-standing cases, with a focus on progressing those at post-completion inspection stage; strengthen coordination between internal teams to ensure claims are resolved swiftly and within the required legal framework; and use lessons learned to improve processes and reduce future claims and associated costs.

The Tenant’s Voice

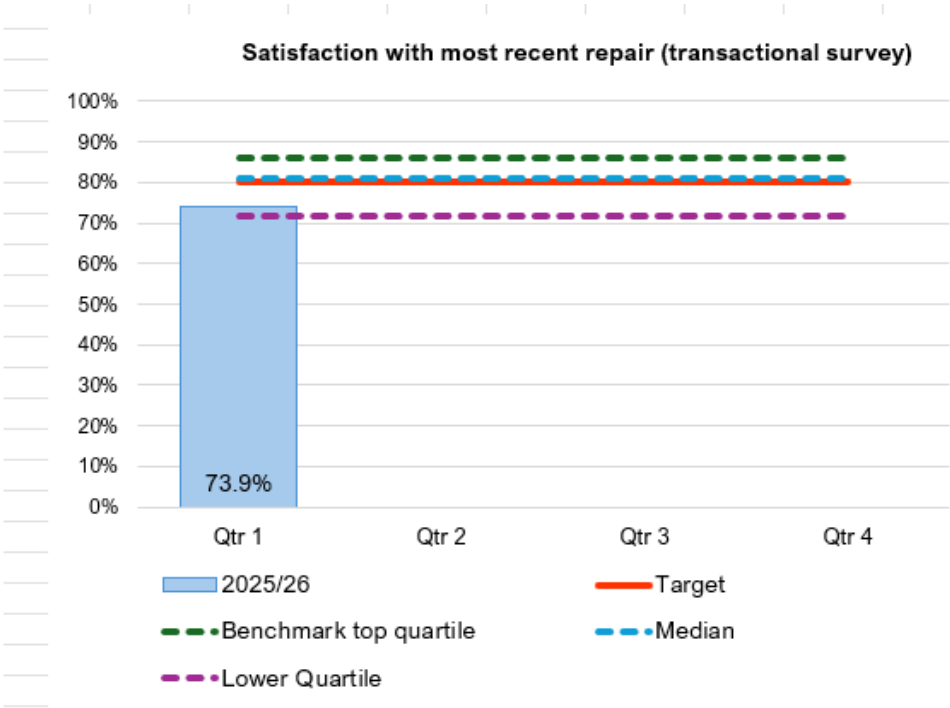
Feedback from tenants helps shape services and provides the necessary challenge to make improvements. We have access to feedback for satisfaction with a new build home and the responsive repair service via the surveys below, which are completed at, or very close to, the time the service was received. We are looking to expand these types of ‘instant feedback’ surveys in 2025/26 for parts of the planned works and tenancy management services.

Page 16



% satisfaction with the new home (transactional survey)

Aragon and Sackville Close development feedback. Those satisfied fed back the generous room sizes, thermal insulation and landscaping around the properties. negative feedback reported install problems with some of the fittings and fixtures, and the smaller garden sizes.



satisfaction with most recent repair (transactional survey)

Results are based on 23 returned surveys in Qtr 1. Four surveys reported a 1 for satisfaction in May - 2 were due to the DLO not showing up. Follow up has been requested by the Works Planner. 16 surveys reported a 5 out of 5 service. The data used for benchmarking are authorities with a DLO.

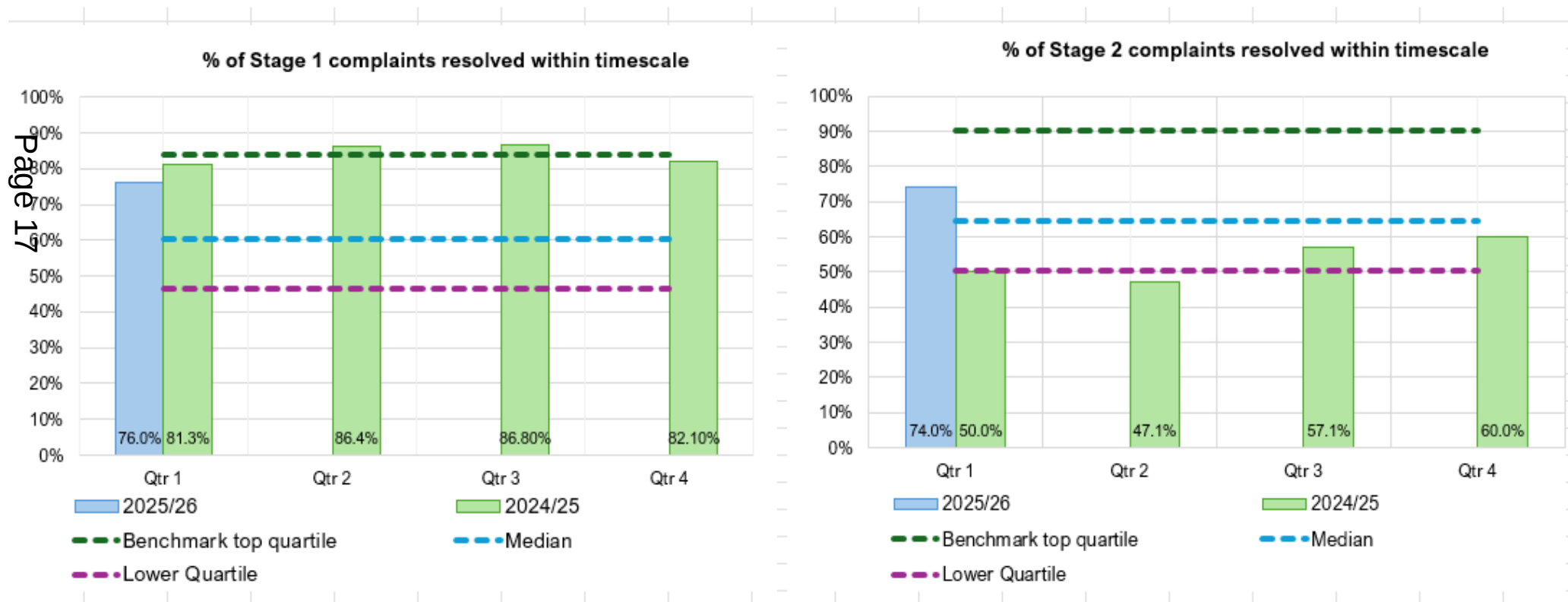
Housing Services performance reporting

% of complaints resolved within timescale

Housing (HRA) services received 98 complaints in the first quarter of 2025-26. Of those, 43 were primarily related to repairs, 24 to planned works and 31 to tenancy management.

The Housing Service is committed to:

- Responding to complaints promptly and within Ombudsman timescales
- Ensuring the responses to a stage 1 complaint are appropriate and tackles the cause of the complaint.
- Monitoring the root cases of complaints within services, to better understand where improvements should be made.



Engagement with tenants

Since April 2025 resident engagement activity has had significant influence on several key areas:

- Tenant Satisfaction Survey Action Plan: Residents' recommendations for service improvement were added to the TSM action plan following the latest 2025/26 survey results.
- Estate Walkabouts: a refreshed initiative to bring together council staff, contractors, members and residents in walking through our estates to examine service standards regarding communal area, window cleaning and grounds maintenance as well as identifying estate improvements. Four estate walkabouts have been organised this Summer and Autumn across the city as part of a pilot phase, so far this has enabled residents to raise issues with key housing staff in-person and discuss wider community problems. A more comprehensive schedule will be planned for next year.
- External Planned Maintenance Contract: being re-procured with tenants and leaseholders on the evaluation panel, for the contract of an estimated value of £35 million.
- Resident Involvement Strategy: the elected HAB Reps and some other involved residents took part in an in-person workshop in August to determine and develop the objectives that will underpin the refresh of our Resident Involvement Strategy. More engagement activity with a wider group of residents will take place this Autumn.
- Open Door review: residents who sit on the 'Open Door' editorial panel and the elected HAB Reps were consulted in August about the review of our tenant and leaseholder magazine, their feedback was a key part of forming the options appraisal that is being developed.
- Education and Engagement in Fire Safety: the elected HAB Reps requested a dedicated meeting in September to provide feedback and suggestions for increasing capacity around engagement and education in helping to carry out our Fire Safety in Communal Areas Policy.
- Window Cleaning Contract: will be re-procured with residents on the evaluation panel for contract of an estimated value of £300K. Procurement is due to begin in September and a new contract is likely to commence in April 2026.