



Cambridge City Council Housing Advisory Board

Date: Monday, 8 December 2025

Time: 5.30 pm

Venue: Meadows Community Centre, 299 Arbury Rd, Cambridge CB4 2JL

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

Agenda

- | | | |
|---|-------------------------------|-----------------|
| 1 | Apologies | |
| 2 | Declarations of Interest | |
| 3 | Minutes | (Pages 3 - 8) |
| 4 | Public Questions | |
| 5 | Performance Report | (Pages 9 - 26) |
| 6 | Regulation Inspection Grading | (Pages 27 - 32) |
| 7 | Rent Regulation | (Pages 33 - 36) |
| 8 | Housing Improvement Plan | (Pages 37 - 44) |

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

Alternates: Bennett, Blackburn-Horgan and Dalzell

Emergency Evacuation Procedure

In the event of the fire alarm sounding all persons should vacate the building by way of the nearest escape route and proceed directly to the assembly point in front St Mary's Church. The duty Officer will assume overall control during any evacuation, however in the unlikely event the duty Officer is unavailable, this responsibility will be assumed by the Committee Chair.

Information for the public

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- Website: <http://democracy.cambridge.gov.uk>
- Email: democratic.services@cambridge.gov.uk
- Phone: 01223 457000

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Those wishing to address the meeting will be able to do so virtually via Microsoft Teams, or by attending to speak in person. You must contact Democratic Services democratic.services@cambridge.gov.uk by 12 noon two working days before the meeting.

The full text of any public question must be submitted in writing by noon two working days before the date of the meeting or it will not be accepted. All questions submitted by the deadline will be published on the meeting webpage before the meeting is held.

Further information on public speaking will be supplied once registration and the written question / statement has been received.

HOUSING ADVISORY BOARD

6 October 2025

5.30 - 7.59 pm

Present:

Councillors Robertson (Co-Chair), Minns (Co-Chair), Gawthrope Wood, Griffin, Lokhmotova, Martinelli, Tong, Bird, Best and Powell-Hardy

Tenant and Leaseholder Representatives: Diane Best, Diana Minns (Co-Chair), Mandy Powell-Hardy,

In attendance: Councillor Katie Porrer

Officers: Samanthan Shimmon, Ben Binns, Matthew Stickley, Kate Grigg, Tony Stead, Brigitte Wilson

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|---|
| FOR THE INFORMATION OF THE COUNCIL |
|---|

2x/13/HAB Apologies

Apologies for absence were received from Harmony Birch (Tenant Representative).

Members commented on the issue of late papers being circulated to members, noting that Co-Chairs and colleagues had previously raised concerns about the lack of timely documentation and the misalignment between the Housing Advisory Board, Cabinet, and the Overview and Scrutiny Committee timetables.

2x/14/HAB Declarations of Interest

There were no declarations of interest.

2x/15/HAB Minutes

The Board discussed the impact of late papers on effective member participation, the circulation of minutes, and the scheduling of future meetings.

RESOLVED: that the minutes of the previous meeting held on 8 July 2025 be agreed as an accurate record.

2x/16/HAB Public Questions

There were no public questions.

2x/17/HAB Strategic Procurement Pipeline for Repairs, Maintenance, and Compliance Contracts

Samantha Shimmon, Assistant Director for Housing and Health, presented the report, which the Board noted had been agreed by Cabinet on 25 September 2025 following consideration by the Performance, Assets and Strategy Overview and Scrutiny Committee.

In response to questions, officers clarified that the corporate report template did not currently include a section for consultation with tenant and leaseholder representatives, but officers would consider how such engagement could be more explicitly demonstrated in future reports.

The Board discussed the importance of tenant satisfaction as a clear and measurable indicator of service performance, as highlighted by the Overview and Scrutiny Committee. The Board further discussed the flexibility within contract specifications to adapt to evolving service requirements (e.g. changing compliance standards or priorities).

RESOLVED: To note the report.

2x/18/HAB North Cambridge Framework for Change

Ben Binns, Assistant Director for Development, presented the report, which the Board noted had been agreed by Cabinet on 25 September 2025.

In response to questions, officers clarified that extensive door-knocking and engagement had been undertaken to reach residents within the affected areas. It was noted that there was no direct link between market rents and social housing rents or service charges.

The Board discussed whether levels of resident engagement were likely to improve as proposals were further matured. The Board further discussed the demographic breakdown of consultation respondents, the rate of responses from leaseholder sub-tenants, and the expectations of residents, especially in the context of anticipated local government reorganisation. Officers agreed to provide follow-up data regarding leaseholder sub-tenants.

RESOLVED: To note the report.

2x/19/HAB Awaab's Law and Damp, Mould and Condensation Policy

Brigitte Wilson, Delivery Assurance Manager, outlining the forthcoming implementation of Awaab's Law and the implications for the Council's Damp, Mould and Condensation Policy.

Officers confirmed that Awaab's Law, which forms part of the Social Housing (Regulation) Act 2023, will take effect from 27 October 2025. Phase One will introduce legally enforceable deadlines for addressing emergency hazards such as damp, mould, gas leaks, and structural collapse. Phases Two and Three, due in 2026 and 2027 respectively, will extend these requirements to include hazards such as fire risk, electrical faults, extreme temperatures, and hygiene-related issues.

Members emphasised the reputational and financial risks of non-compliance and the importance of ensuring adequate resources within the repairs and housing management teams.

2x/20/HAB Resident Engagement Strategy

Kate Grigg, Resident Engagement Manager, presented the item.

In response to questions, officers clarified that a final version of the strategy was planned to be brought back to the Housing Advisory Board and Cabinet in the new year, and that the draft included proposals for regular forums, surveys, and feedback loops with tenants and leaseholders.

The Board discussed the importance of a succession strategy for the Housing Advisory Board, with efforts to engage younger tenants for more balanced representation, the potential for pilot projects in specific estates or neighbourhoods to trial new engagement approaches, and the need to ensure that feedback is not only collected but visibly acted upon to maintain trust and momentum.

2x/21/HAB Housing Complaints

Tony Stead, Business Improvement Manager, presented the report.

In response to questions, officers clarified that a service failure referred to instances where works were not completed on time, where the works carried

out had worsened the issue, or where more serious issues had arisen. It was noted that the Housing Ombudsman had encouraged greater promotion of the council's complaints process, and that a complaint was considered resolved once the related work had been booked. In some cases, repair works were completed but related issues were subsequently incorporated into a wider programme of improvement works. Officers noted a minor increase in cases of damp, condensation, and mould. It was also clarified that complaints submitted without a prior service request were first treated as service requests rather than formal complaints.

The Board discussed whether there were identifiable patterns of service failures which, if addressed, could improve performance and reduce the overall number of complaints. Members also suggested that it would be useful to receive comparative data against previous years to assess trends and progress.

2x/22/HAB Housing Performance 2024-25

Samantha Shimmon, Assistant Director for Housing and Health, presented the report, noting that an appendix to the report provided the Performance Report for Q1 of the 2025-26 year.

In response to questions, it was clarified that complaints submitted without a prior service request were first treated as service requests rather than formal complaints.

The Board discussed whether there were identifiable patterns of service failures which, if addressed, could improve performance and reduce the overall number of complaints. Members also suggested that it would be useful to receive comparative data against previous years to assess trends and progress.

Prior to closing the meeting, the Board noted with sadness the passing of **John Marais**, a former Tenant and Leaseholder representative member of the Housing Scrutiny Committee, and expressed gratitude for his significant contributions over the years.

The meeting ended at 7.59 pm

CHAIR

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Cambridge City Council

Housing Advisory Board Paper

1. Housing Performance Report – Quarter 2 2025-26

| | |
|---|---|
| Responsible Officer | Catherine Buckle Business Development Manager (Housing) |
| Contact Details | Tel: 01223 457261 Email: catherine.buckle@cambridge.gov.uk |
| Purpose of Paper | To provide a quarterly report of performance in housing, relating to operational efficiency, health & safety and tenant satisfaction. |
| Brief Summary | The Housing Service keeps an oversight of several operational, management and stress indicators, incorporating benchmarking data where relevant and indicators reported to the Regulator of Social Housing. |
| Is the paper going to Cabinet or either Scrutiny Committee's? | N/A |

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HOUSING PERFORMANCE REPORT

2025-26 as at Qtr. 2

Sam Scharf – Communities Director

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Introduction

This report outlines how key areas of the Housing Service has performed over the first 2 quarters 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 are 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 | Quarter 2 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% | 104.76% | 101.69% | Q1 |
| I2 | Current tenant arrears as a % of the annual rent due | 3.50% | 3.64% | 3.82% | Q3 |
| I3 | Former tenant arrears as a % of the annual rent due | 2.00% | 2.99% | 3.34% | Q4 |
| I4 | Void loss as a % of rent due | N/A | 4.16% | 4.21% | Q4 |
| I5 | Leasehold service charge arrears (no payment plan in place) | <£50,000 | £62,071 | £48,581 | NA |
| HH1 | Tenancy audits completed (% of overall stock) | 10% | 1.62% | 2.2% | 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 rent and service charges lost due to voids - as at end of qtr. 2, this amounts to £1.21 million. Included in this figure are properties set aside for redevelopment, any bulk handover of new build properties that were waiting to be let and those undergoing energy efficiency works.

I5 –The total arrears as at end of qtr. 2 were £116,433. Most charges are paid under an agreed payment plan, but we currently have £18,100 of arrears where the case is with the legal team and £19,480 where the leaseholder is deceased or the properties are being bought back for redevelopment and £11k with no payment agreement in place.

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 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. To date however, the team have supported 131 households with advice and support during and following a tenancy audit.

Housing Services performance report to Housing Advisory Board

| Ref | Description | Target 25/26 | Quarter 1 2025-26 | Quarter 2 2025-26 | Current benchmark Quartile |
|-----------|--|-----------------|----------------------|----------------------|----------------------------------|
| V1 | Average re-let time in days (key-to-key) | 35 | 43.4 | 46.9 | Q1 |
| V2 | Average time in days to repair a void | 20 | 33.4 | 31.6 | Q3 |

Manager's commentary:

V1 – This PI incorporates both the repair time and letting time of a void. Repairing the void is covered below. Housing a general needs tenant took on average 15 days once the keys were returned from the void repair team.

Housing a sheltered tenant takes longer (average 19 days once the keys were returned), largely due to the requirement to complete assessments for each individual to ensure that their needs can be met prior to an offer being made. We recognise that there is scope to reduce this time, and have amended processes from Q3 within the housing support team to ensure assessments are arranged sooner, as well as starting to complete pre-assessments for those in Band A so that when they come top of a short list we can move straight to the offer stage.

V2 – The system reported construction phase void turnaround time sits around 12 days on average; this system driven approach needs reviewing as it doesn't reflect the 31.6 days reported in the Q2 report.

| Ref | Description | Target 25/26 | Quarter 1 2025-26 | Quarter 2 2025-26 | Current benchmark Quartile |
|-----------|--|-----------------|----------------------|----------------------|----------------------------------|
| R1 | Appointments kept as a % of appointments made | 90% | 95.7% | 95.9% | Q2 |
| R2 | Percentage of repairs completed at first visit | 85% | 83.1% | 80.9% | Q3 |

Manager's commentary:

R1- This percentage shows that we are above target but as always improvements are being reviewed going forward.

R2 - The Team leaders are meeting regularly with the CSC team and the work planning team to engage with Residents on providing accurate descriptions for requested repairs, they are also working with the MSO's daily on repair appointments to establish the reasoning behind repairs that cannot be completed on a first-time fix basis. These 2 initiatives will hopefully assist with increasing the lower reported Q2 % in Q3.

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 came 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.

Compliance as at 30/09/2025

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/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. | 6914 | 6912 | 100.0% |
| BS02 | % of homes for which all required fire risk assessments have been carried out. | **4027 | 3524 | 87.5% |
| BS03 | % of homes for which all required asbestos management surveys or re-inspections have been carried out | 3001 | 3001 | 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 | 1294 | 1294 | 100.0% |
| C2 | % of domestic properties with a satisfactory Electrical Installation Condition Report (EICR) up to five years old | 7647 | 7322 | 95.7% |

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

** included in this statistic are some blocks that require a check on whether communal space is present; the denominator is reducing as the team find no FRA required.

Manager's commentary:

FRA's: 2 building surveyors have been appointed to identify those blocks that require a check on whether communal space is present. A new app 'Safetyculture', has been utilised to capture this, plus a range of other block details, to support the ongoing maintenance of our blocks and to inform our Asset Management system.

Housing Services performance report to Housing Advisory Board

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

General Needs 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 |
| | | | | | | | | | | | | | | | |
| 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 |


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Sheltered Properties

Compliance Dashboard



| 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% | 89% | 89% | |
| ASB Asbestos Surveys | 9 | 9 | 0 | 100% | → | 9 | 0 | Un verified | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |
| L8 Water Risk Assessments | 16 | 16 | 0 | 100% | → | 16 | 0 | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |
| FRA Fire Risk Assessments | 16 | 16 | 0 | 100% | → | 16 | 0 | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |
| LGSR Annual GAS Inspection | 9 | 9 | 9 | 100% | → | 9 | 9 | Un verified | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |
| EL Emergency Lighting Testing | 9 | 9 | 9 | 100% | → | 9 | 9 | Un verified | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |
| FA Fire Alarm Servicing | 9 | 9 | 9 | 100% | → | 9 | 9 | Un verified | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |
| Lift Servicing | 9 | 9 | 9 | 100% | → | 9 | 9 | Un verified | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |
| Lift Assurance | 9 | 9 | 9 | 100% | → | 9 | 9 | Un verified | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |
| CO2 | 314 | 314 | 314 | 100% | → | 9 | 9 | Un verified | | | 100% | 100% | 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 |

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

| Ref | Description | Target | At end Jun 25 | % installed | Notes |
|-----|----------------------------------|--------|---------------|-------------|--|
| | Smoke Alarms in place | 7464 | 7288 | 94.9% | <i>Properties due for redevelopment have been removed from the denominator</i> |
| | CO Alarms in place | 6916 | 6261 | 90.6% | |
| | Heat Detectors in place | 7464 | 6270 | 84.0% | |
| | All Electric Properties (no gas) | N/A | 717 | N/A | |

Commentary:

The Compliance Team have been working with the Asset Management team recently to gain assurance that everything was being monitored and reported on. Having worked alongside Asset Management, the Compliance Team now must own the data and compliance with the legislation. Over the next quarter this is expected to improve to the targeted required performance levels.

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. 2 | As a % of stock | Benchmark position | Notes |
|------------|---------------------------------------|------------------|-----------------|--------------------|------------------------------|
| O9a | Number of damp and mould 'live' cases | 166 | 2.18% | Q3 | See report below for details |

| Ref | Description | As at end Qtr. 2 | Per 1000 properties | Benchmark position | Notes |
|------------|----------------------------|------------------|---------------------|--------------------|------------------------------|
| O9b | Number of disrepair claims | 13 | 1.7 | Q2 | See report below for details |

Damp, Condensation & Mould Cases update

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.

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 | 90 | 1 | 0 | 8 | 9 |
| Dec | 71 | 56 | 0 | 0 | 15 | 15 |
| Jan | 99 | 86 | 0 | 0 | 13 | 13 |
| Feb | 84 | 73 | 0 | 0 | 11 | 11 |
| Mar | 67 | 57 | 0 | 0 | 10 | 10 |
| Total | 789 | 715 | 2 | 0 | 72 | 74 |
| 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 | 15 | 0 | 0 | 16 | 16 |
| Aug | 26 | 8 | 0 | 0 | 18 | 18 |
| Sep | 27 | 13 | 0 | 0 | 14 | 14 |
| Oct | 41 | 2 | 0 | 0 | 39 | 39 |
| Total | 254 | 123 | 0 | 0 | 112 | 131 |
| Tally | *1517 | 838 | 2 | 0 | 184 | 205 |

*2023, 2024 and 2025 DCM cases received

Alongside operational delivery, the team has a new Damp and Mould (DCM) spreadsheet, designed to minimise manual errors and improve data accuracy. The tool is fully linked to our Business Intelligence (BI) system, enabling more accurate and timely reporting while reducing administrative time. This enhancement supports our compliance with the recently implemented Awaab's Law, strengthens case tracking and performance analysis, and ensures that tenants continue to live in safe, dry, and high-quality homes.

During this period, case completions are being affected by a temporary holding phase while transitioning from Oak to Foster.

The DCM Team have adopted new performance indicators that directly measure the requirements of Awaab's Law legislation and are currently collating the data required for these measures. These will be made available in the next report.

Disrepair Claims Progress

Current Claims Breakdown (as of November 2025)

| Year | Total Live Claims | In Progress | Works being completed | Post-completion inspections |
|--------------|-------------------|-------------|-----------------------|-----------------------------|
| 2022/23 | 2 | 0 | 1 | 1 |
| 2023/24 | 7 | 0 | 3 | 4 |
| 2024/25 | 8 | 0 | 2 | 6 |
| 2025/26 | 18 | 10 | 7 | 1 |
| Total | 35 | 10 | 13 | 12 |

There were 4 new claims received October 2025.

Surveyors have faced challenges in completing post-completion visits due to capacity constraints; however, an additional surveyor is now being brought in to help clear the backlog and ensure timely inspections.

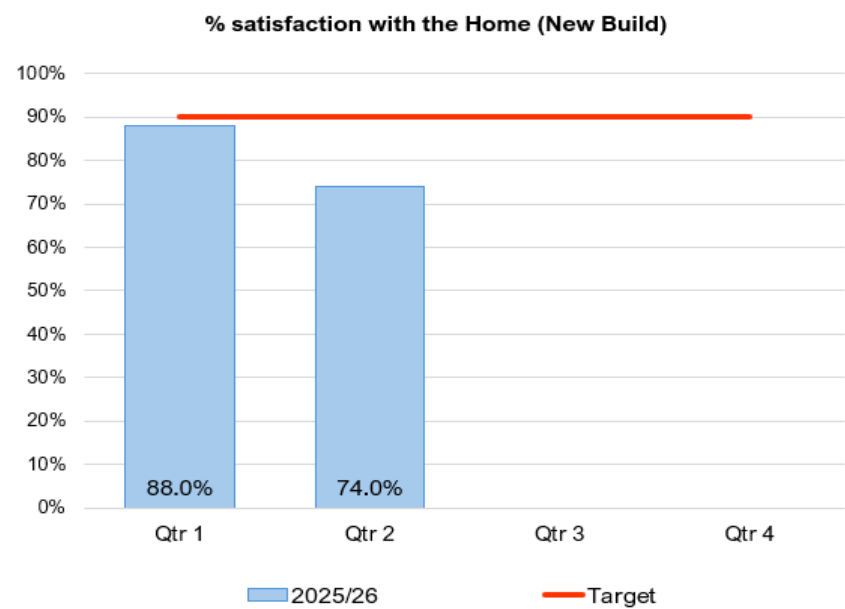
Expenditure Breakdown

| 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 | £322,975 | £30,292 | £134,552 |

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.

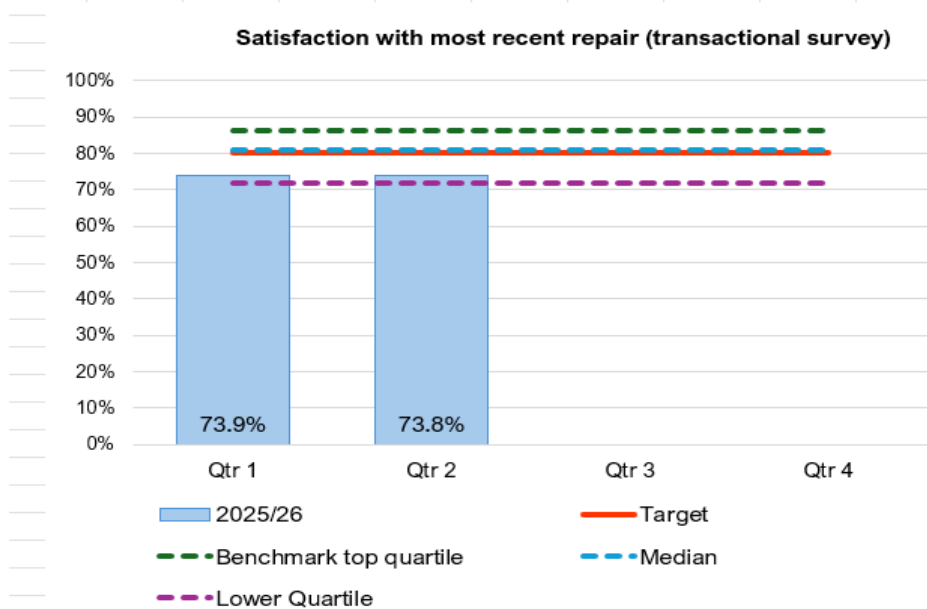
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% satisfaction with the new home (transactional survey)

Qtr 1: 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.

Qtr 2: 46 responses - Positive feedback included cosy and safe home, generous size and welcoming spaces. Negative feedback includes snagging issues, the use of drugs (odours permeating flats), the cost of heating, problems with ASB around the bin stores and a poor quality intercom system. 3 developments were impacted by heating & hot water issues.



satisfaction with most recent repair (transactional survey)

Qtr 1: 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.

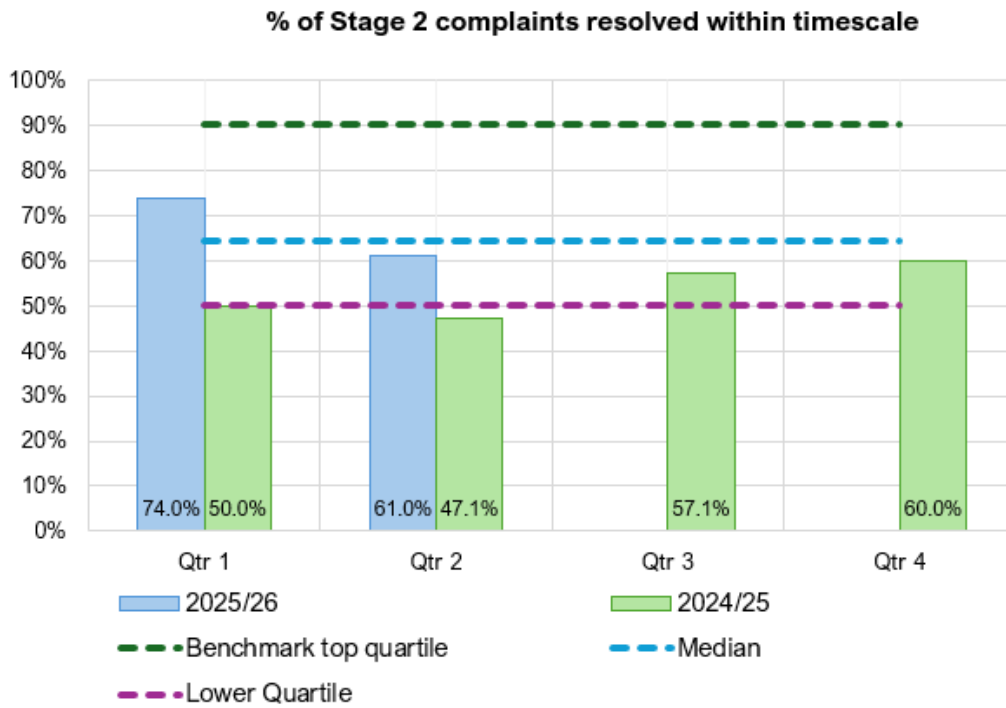
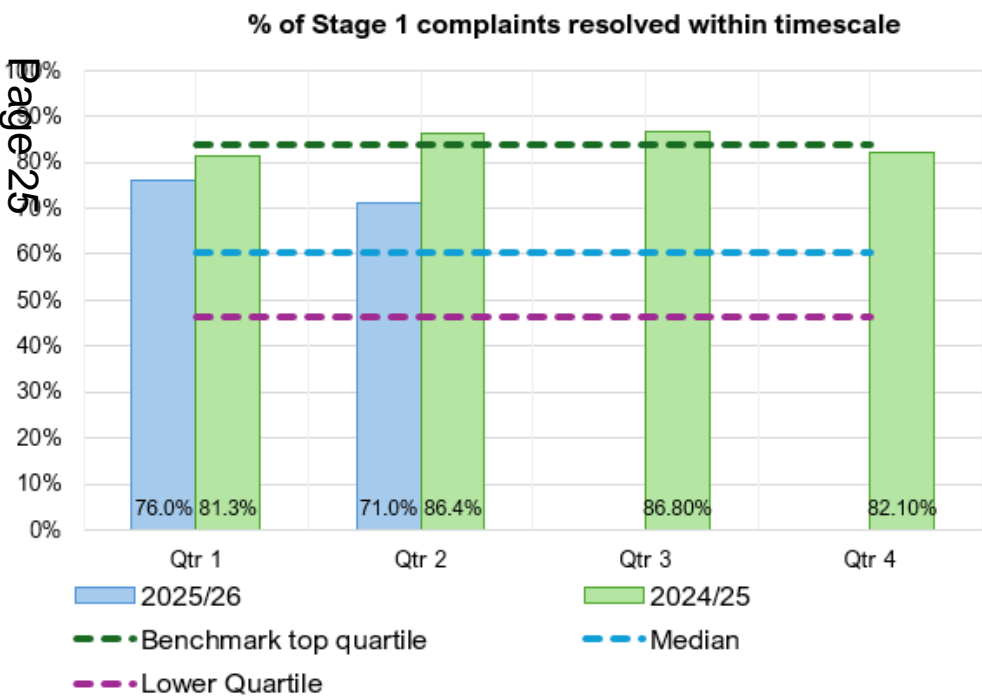
Qtr 2: results based on 42 surveys. 5 surveys reported a 1 for satisfaction in Qtr 2; including wrong trade sent for the job and workman didn't attend appointment.

% of complaints resolved within timescale

There has been a recent dip in complaints response times, in part due to the number of 'multi-service' complaints that are received and that require coordination and input from a number of teams. Performance remains better than in 2024/25, and Housing Leadership Board will continue to monitor response times to complaints across relevant housing teams.

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 began in September, and a new contract is likely to commence in April 2026.



Cambridge City Council

Housing Advisory Board Paper

1. Rent Regulation Update

| | |
|---|---|
| Responsible Officer | Samantha Shimmon |
| Contact Details | <p>Tel: 07743 180011</p> <p>Email: samantha.shimmon@cambridge.gov.uk</p> |
| Purpose of Paper | To provide an update to Housing Advisory Board on the Rent Regulation Project. |
| Brief Summary | Paper provides progress updates on project, communications with affected tenants and risks. |
| Is the paper going to Cabinet or either Scrutiny Committee's? | Update is purely for Housing Advisory Board |
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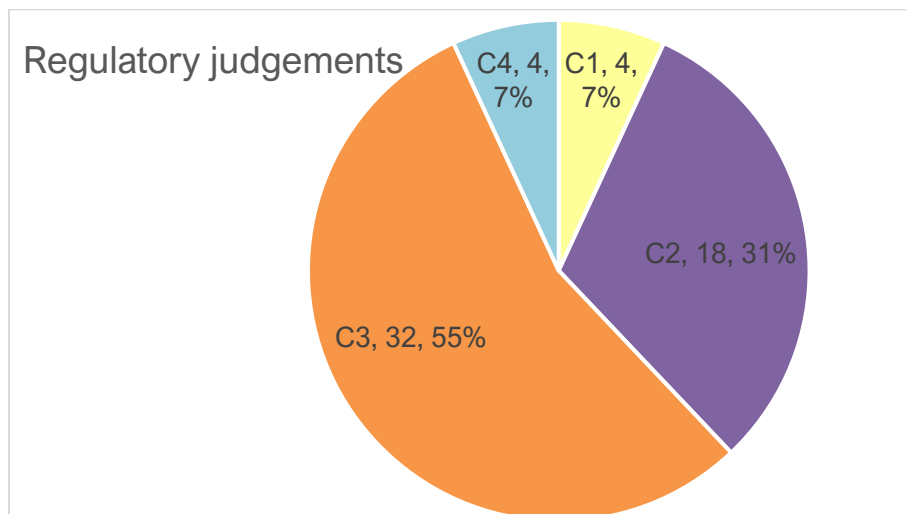
Regulatory Feedback – Consumer Standards Inspection

1. Overall Outcome

The Regulator confirmed a C2 Regulatory Judgement for Cambridge City Council on 15th October 2025. This means that the Council is compliant with the Consumer Standards, with some areas for improvement that require attention.

As part of the inspection, they have removed the Judgement regarding compliance with the Rent Standard, which we are now compliant with.

For context the results from Local Authorities that have had gradings, both through the inspection regime or through responsive engagement (those that have self-reported) provides an overview of the current local authority performance up to September 2025. This outlines that the City Council are within the 38% that are seen as compliant.



2. Reasons for the C2 Judgement

The following three issues were considered material and underpin the C2 grading:

1. Stock condition survey coverage – being addressed through the acceleration programme.
2. Medium-risk remedial actions – 660 actions overdue fire risk actions at the time of inspection with recognition of the focus on high risk over the past 18 months and acknowledgement we are working on these.

3. Health & safety data – Ongoing concerns about the accuracy and storage of key compliance data, with a recognition that a programme of work is already underway to address these.

3. Strengths and positive recognition

The Regulator acknowledged substantial improvement across all Consumer Standards since 2023 within the areas we were already engaged with them on. More broadly, specific areas they reflected on:

- Stock Quality: Acceleration of stock condition surveys and strong Decent Homes position and data triangulation to support.
- Repairs and Maintenance: Compliant service, good satisfaction, strong engagement in policy formation from tenants.
- Compliance: Major improvements in FRA, asbestos, and EICR. Strong DCM management and accessible comms.
- Tenancy Management: Transparent lettings, strong support for tenancy sustainment.
- Engagement and Accountability: Tenant reps actively involved; good visibility of leadership.
- Rent: Council now meets the Rent Standard, with strengthened internal processes and assurance.

4. Provider Improvement Process

The Regulator will continue engagement via a Provider Improvement Process, on a bi-monthly reporting and assurance cycle. The improvement plan must address the following:

Priority Areas:

1. Assurance on delivery of the accelerated stock condition survey programme.
2. Remediate overdue medium-risk fire actions.
3. Continue strengthening data systems and internal assurance.

These will be joined up with key feedback points that the Regulator expects to see built into performance management and delivery reporting:

- Full integration of the TSM Improvement Plan, with visible feedback loops to tenants (“You said, we did”).
- Commissioning and effective use of the Tenant Census.
- Delivery of the Resident Engagement Strategy.
- Clear reporting against quarterly Fire Remediation submissions, including delivery of associated actions.

5. Communications

We proactively emailed those tenants who we have a email address for, with a video link. The email was delivered to 6051 tenants, 3838 were opened and the video link was viewed 382 times.

The housing presses picked up the story but focused more on the Registered Provider who received a C3 judgement, it didn't appear more widely.

6. Reflections on the Process

The Regulator praised the Council's transparency, strategic leadership, and non-defensive culture.

- Documentation was well presented and accessible which allowed for a smooth Inspection.
- CEO and Cabinet Leader presentations gave valuable context.
- Use of third-party audits and clear improvement journey were viewed positively.
- The inspection team appreciated the openness about challenges and commitment to further improvement, reflecting on the culture within the organisation

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Cambridge City Council

Housing Advisory Board Paper

1. Rent Regulation Update

| | |
|---|--|
| Responsible Officer | Samantha Shimmon |
| Contact Details | Tel: 07743 180011 Email: samantha.shimmon@cambridge.gov.uk |
| Purpose of Paper | To provide an update to Housing Advisory Board on the Rent Regulation Project. |
| Brief Summary | Paper provides progress updates on project, communications with affected tenants and risks. |
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| | |

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Rent Regulation Project Update November 2025

Tenant Communications

All current tenants have been sent regular updates letters regarding the progress of the project. Further, tenants who have emailed, former and current, have been sent a digital copy of the most recent updates too. Progress letters have been sent in:

- February 2024
- July 2024
- November 2024
- May 2025
- November 2025

In the November letter, tenants were advised we have split them into four groups:

- **Group 1** Tenants who do not receive any form of housing related benefit
- **Group 2** Tenants who receive Housing Benefit only
- **Group 3** Tenants who receive both Housing Benefit and Universal Credit
- **Group 4** Tenants who receive Universal Credit only

and we would start the first groups refunds in October.

Refunds

We sent the first individual refund letters from Group 1 on 27th October 2025. These tenants have returned their online forms to confirm they agree with the amount owed and we are now processing the payment.

Group 1 has been split down further to allow for immediate processing of those tenants who pay their rent by direct debits. The priority details are as follows:

- **1st priority** Tenants paying by direct debit
325 refunds to process
- **2nd priority** Tenants not paying by direct debit
198 refunds to process
- **3rd priority** Tenants who have terminated since 01/04/2024
46 refunds to process

Amounting to 569 tenancies in Group 1.

Rent Regulation Teams next steps

The second priority groups require the OneID software to be installed. The commercial agreement is in progress, and we look to start the integration with our IEG4 online forms software in the coming weeks.

Alongside this we continue to work on the recalculation of Housing Benefit so we can move to Group 2 as soon as all of Group 1 tenants have been contacted with their individual refund information.

Testing for the Housing Benefit recalculation has been troublesome, as the system is not designed to recalculate such vast amounts of data, or reopen cases over a 20-year period. However, we have been able to overcome each bottleneck and move forward with the process.

DWP

The DWP advised they had discussed their suggested resolutions with the Permanent Secretary, Sir Peter Schofield, and it could now be moved to the Design Authority. However, they are not able to share the information as this is restricted but advised they would provide an update before the next tenant communication.

The council remains liable for the repayment of the Universal Credit overpayments and will remain liable should they choose to refund directly to the tenant. Given they have not started to test the process resolutions, they continue to be our highest risk and as such, further opinion from Senior Counsel is currently being reviewed.

Regulatory Judgement

Nonetheless, we are very happy to report, following an extensive audit and review by the Regulator of Social Housing, they are now satisfied we are compliant with the rent standard. Subsequently, they have removed the judgement they published in July 2024. This has been communicated on our webpage, and we will also include in the November update to the current affected tenants.



Cambridge City Council

Housing Advisory Board Paper

1. Housing Improvement Plan

| | |
|---|--|
| Responsible Officer | Samantha Shimmon |
| Contact Details | Tel: 07743 180011 Email: samantha.shimmon@cambridge.gov.uk |
| Purpose of Paper | To provide an update to Housing Advisory Board on the Housing Improvement Plan |
| Brief Summary | Paper provides progress updates on improvement plan and any additions or completions. |
| Is the paper going to Cabinet or either Scrutiny Committee's? | Update is purely for Housing Advisory Board |
| | |

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| Theme / TSM | Pledge | Actions | Timeline |
|-------------------------------|---|---|--|
| TP02: Repairs Satisfaction | We will make your repairs journey simple and stress-free. | <ul style="list-style-type: none"> • Set up tenant focus group to inform a better repairs process • Use AI to analyse survey feedback • Publish step-by-step repairs guide • Introduce SMS/portal updates | <ul style="list-style-type: none"> • Mar 2026 • Apr 2026 • Jun 2026 • Sep 2026 |
| TP04: Home Maintenance | We will keep you informed about planned maintenance. | <ul style="list-style-type: none"> • Publish annual programme online & in newsletters • Send personalized notifications • Provide FAQs & timelines • Train staff on proactive communication | <ul style="list-style-type: none"> • Jan 2026 • Feb 2026 • Apr 2026 • May 2026 |
| TP06: Listening to Your Views | We will involve you in shaping our services. | <ul style="list-style-type: none"> • Set up working group to develop our Engagement Strategy • Launch surveys & engagement with the new Strategy • Share draft strategy for feedback • Publish final strategy & report back | <ul style="list-style-type: none"> • Feb 2026 • Mar–Jun 2026 • Jul 2026 • Sep 2026 |
| TP08: Fairness and Respect | We will treat every tenant fairly and with respect. | <ul style="list-style-type: none"> • Analyze geographical satisfaction data • Hold local listening sessions • Develop targeted improvement plans • Deliver staff training | <ul style="list-style-type: none"> • Mar 2026 • Apr–Jun 2026 • Aug 2026 • Oct 2026 |
| TP05: Home Safety | We will keep your home safe. | <ul style="list-style-type: none"> • Publish safety updates • Create videos/infographics • Offer drop-in sessions/webinars • Review emergency contact details | <ul style="list-style-type: none"> • Jan 2026 • Mar 2026 • Apr–Jun 2026 • May 2026 |

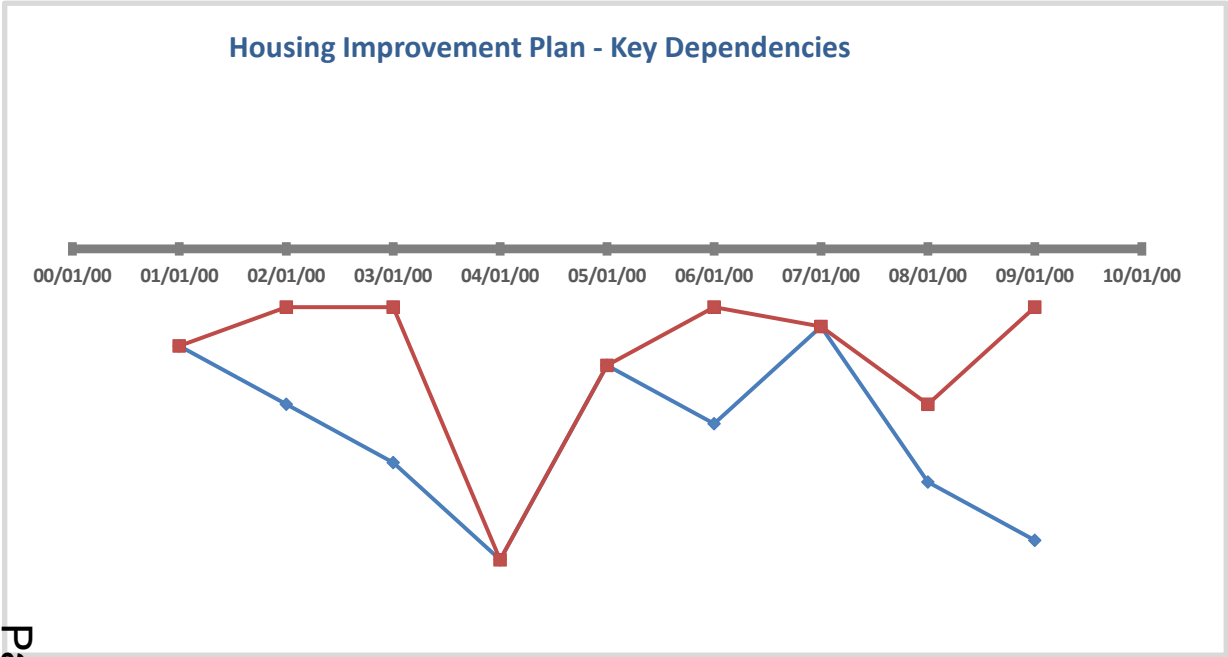
Risk Scoring Matrix

Our risk appetite is illustrated on our Risk Scoring Matrix.

The matrix illustrates where risks sit once their likelihood and impact scores are multiplied.

| Impact | 5 | 5-10 Medium | 5-10 Medium | 12-15 Significant | 16-25 High | 16-25 High |
|------------|---|-------------|-------------|-------------------|-------------------|-------------------|
| | 4 | 1-4 Low | 5-10 Medium | 12-15 Significant | 16-25 High | 16-25 High |
| | 3 | 1-4 Low | 5-10 Medium | 5-10 Medium | 12-15 Significant | 12-15 Significant |
| | 2 | 1-4 Low | 1-4 Low | 5-10 Medium | 5-10 Medium | 5-10 Medium |
| | 1 | 1-4 Low | 1-4 Low | 1-4 Low | 1-4 Low | 5-10 Medium |
| | | 1 | 2 | 3 | 4 | 5 |
| Likelihood | | | | | | |

| Group | Service area | Lead | Responsible Officer | Benefits realisation | Further school | Risk category | Primary risk | Priority | Support required | Relationship to: | Further work required | Complete? |
|-----------------|--|-------------------|----------------------|-------------------------------|----------------|---------------|--------------------------|----------|----------------------|------------------|-----------------------|---------------------------|
| Communities | Asset Management | Ben Binns | Anna Hill | capturing feedback | Y | H | Breach of Regulations | H | Audit | Y | | Y |
| City Services | Housing Operations | James Elms | Ben Binns | cost savings | N | M | Financial | M | Customer Services | N | | N |
| Corporate Hub | Property Compliance & Risk Assurance | Sam Scharf | Brigitte Wilson | Governance and oversight | | L | Health & Safety | L | External Consultancy | | | further action identified |
| Economy & Place | Homelessness prevention | Samantha Shimmmon | Catherine Buckle | Improve customer satisfaction | | | Inaccurate data sets | | Finance | | | |
| | Housing Support | Sean Cleary | Clive De Silva | Improved performance | | | Lack of oversight | | HR | | | |
| | Resident Involvement | | Faye Turner | Improving data | | | Reliability of data | | ICT | | | |
| | City Homes | | James Elms | increased income | | | Customer dissatisfaction | | Legal | | | |
| | Housing Advice | | Kate Grizz | reduced risk | | | | | N/A | | | |
| | Impact, Performance & Strategic Change | | Keryn Jall | Regulatory requirement | | | | | PMO | | | |
| | Public Safety | | Laura Adcock | Staff morale | | | | | Procurement | | | |
| | Delivery Assurance | | Laura Herrera-Martin | staff time savings | | | | | IPSC Team | | | |
| | | | Lorna Winn | streamlined process | | | | | Web Team | | | |
| | | | Mick Burch | | | | | | | | | |
| | | | Peter Gale | | | | | | | | | |
| | | | Sam Scharf | | | | | | | | | |
| | | | Samantha Shimmmon | | | | | | | | | |
| | | | Sarah Steegles | | | | | | | | | |
| | | | Sean Cleary | | | | | | | | | |
| | | | Simon Hunt | | | | | | | | | |
| | | | Simon Penin | | | | | | | | | |
| | | | Sue Ahmer | | | | | | | | | |
| | | | Rania Marsh | | | | | | | | | |
| | | | Vicky Haywood | | | | | | | | | |
| | | | Will Barfield | | | | | | | | | |
| | | | Yvonne O'Donnell | | | | | | | | | |



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Tasks

| Start | End | Duration | Label | Vert. Position | Vert. Line |
|--------------------------------|----------|----------|-----------------------|----------------|------------|
| 01/04/25 | 31/03/26 | 364 | MRI Asset | -25 | -25 |
| 01/04/26 | 20/04/26 | 20 | Task 2Apr 1 - Apr 20 | -40 | -15 |
| 21/04/26 | 14/05/26 | 24 | Task 3Apr 21 - May 14 | -55 | -15 |
| 28/04/18 | 12/07/18 | 76 | Task Label 4 | -80 | -80 |
| 15/06/18 | 04/07/18 | 20 | Task Label 5 | -30 | -30 |
| 05/07/18 | 03/08/18 | 30 | Task Label 6 | -45 | -15 |
| 10/08/18 | 10/09/18 | 32 | Task Label 7 | -20 | -20 |
| 11/09/18 | 15/09/18 | 5 | Task Label 8 | -60 | -40 |
| 16/09/18 | 06/10/18 | 21 | Task Label 9 | -75 | -15 |
| Insert new rows above this one | | | | | |

Milestones

| Date | Label | Position |
|--------------------------------|----------------|----------|
| 02/04/18 | Start, Apr 2 | 30 |
| 14/05/26 | Milestone #1 | 25 |
| 03/08/18 | Milestone #2 | 20 |
| 06/10/18 | Deliver, Oct 6 | 15 |
| Insert new rows above this one | | |



PROJECT TIMELINE by Vertex42.com

<https://www.vertex42.com/ExcelTemplates/project-timeline.html>

About This Template

This template uses a scatter chart with data labels and error bars to create a project timeline that shows both milestones and tasks with durations. Unlike a Gantt chart, which shows each task on a separate row, you control the vertical positioning of tasks within the timeline. You can specify the length of the vertical leader line to help show task dependencies.

This type of project timeline is mainly useful for a general overview of a project rather than showing a detailed work breakdown structure.

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