Cambridge City Council

Housing Advisory Board

Date: Monday, 9 November 2026

Time: 5.30 pm

Venue: Rooms 1 and 2 - The 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 - 14 September 2026	(Pages 5 - 14)
4	Housing Performance Report Qtr 2 2026-27	(Pages 15 - 28)
5	Draft Housing Compliance Policies	(Pages 29 - 98)
6	New Build Working Group	(Pages 99 - 100)
7	Rent Regulation Update	(Pages 101 - 106)
8	Voids - Oral Report	
9	Work Programme and Forward Plan & Scrutiny Work Programmes	(Pages 107 - 126)

Housing Advisory Board Members: Haithcock (Co-Chair), Minns (Co-Chair), Bird (Cabinet Member), Blackburn-Horgan, Davison, Martinelli, Nicmanis, Wade, Best, Ellwood, Powell-Hardy, Wais and Miszk

Alternates: Dalzell, Fisher, Porrer, Smart and Whitmore

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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. 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.

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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.

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HOUSING ADVISORY BOARD 14 September 2026
5.30 - 8.40 pm

Present: Councillors Haithcock (Co-Chair), Bird (Cabinet Member), Blackburn-Horgan, Davison, Wade, Porrer and Whitmore

Elected Tenant and Leaseholder Representatives: Diana Minns (Co-Chair), Mandy Powell-Hardy and Renata Wais

Also present Councillor Nicmanis

Officers:
Assistant Director for Housing and Health: Samantha Shimmon
Resident Engagement Manager: Emily Downey
Democratic Services Officer: Sarah Michael

FOR THE INFORMATION OF THE COUNCIL

26/22/HAB Apologies

Apologies were received from Councillor Martinelli and Councillor Tong. Councillor Porrer and Councillor Whitmore attended as alternates. Apologies were also received from Sean Cleary, Assistant Director Homes and Commercial, and from Diane Best, Tenant Representative.

The Chair advised the Board that Victoria Davies had stepped down as Tenant Representative, and recruitment had begun for a replacement.

Councillor Davison advised the Board that they would be standing down as a Board Member, with Councillor Nicmanis due to take the vacant place.

26/23/HAB Declarations of Interest

Councillor Davison declared that they had become a private tenant since the previous meeting.

26/24/HAB Minutes - 15 June 2026

Matters arising from the minutes:

- Councillor Wade would become a member of the New Build Working Group.

Members noted the following corrections to be made to the text:

- Samantha Shimmon's name to be corrected on page 1.
- The word 'lost' to be changed to 'lots' in the 7th paragraph on page 5.
- The word 'ta' to be changed to 'a' in the first paragraph of 26/20/HAB on page 7.

The minutes of the meeting on 15 June 2026 were then approved as a correct record and signed by the Chair.

26/25/HAB Housing Performance Report Qtr 1 2026-27

The Assistant Director for Housing and Health presented the report and advised members of the following:

- Rent arrears remained an ongoing issue affecting performance, however a new system had been introduced which would automate reminder messages and payment links to tenants via text message. It would also allow tenants to chat with the team via text message to help prevent future issues.
- There had been a lot of focus on voids. Managing voids was a complex process involving multiple teams, who were jointly responsible for the process. The new process was introduced in May with some successes and some challenges. A workshop would take place to address these matters with all teams.
- A balance between managing voids in-house, while sub-contracting some of the major works to prevent longer void times, would be required.
- Recruitment had begun to appoint Housing Officers and Assistant Housing Officers to support tenancy audits. A new Tenancy Operations Manager had been appointed.

In response to Members' Questions, the Assistant Director for Housing and Health said the following:

- It would take 2-3 months for newly appointed officers to have an impact, depending on their level of experience. Training would be delivered by various team members to share the load and get new starters up to speed as quickly as possible.
- The workshop focussed on voids would improve communication between the teams jointly responsible for the voids process. A weekly voids

meeting was also taking place and Managers had oversight of the process.

- Acknowledged the importance of a pre-move visit to establish work required and that some voids were more of a challenge than others. A tenant would give four weeks' notice and the aim was to visit during week one, however it was usual for additional work to be identified once the property became vacant.
- The new technology being introduced for managing arrears should prevent the issue where a snapshot is taken at one point in the month which could show someone as in arrears, when they simply had a different payment schedule in place.
- Personal emergency evacuation plans (PEEP's) were not compulsory but were already in place in sheltered housing schemes. There was a desire to have them for all blocks of flats and tenancy audits could be a way to determine where they are needed. At present, the information on tenants was too limited to allow for this.
- There was currently no way of conducting out-of-hours repair visits as this required a more detailed workforce arrangement covering evening or Saturday working and a change to employment contracts. It could be possible to use a contractor to carry out such work, but this would require substantial contract management. The matter would, however, continue to be considered within the context of Local Government Reorganisation.
- With the introduction of Awaab's Law legislation, there was a requirement to remove the reported Damp, Condensation or Mould (DCM) hazard within 24 hours. This had been achieved in 25% of cases, rising to 95% when tenant unavailability was taken into account. There had also been some issues with a contractor and the regulator was aware of the data. Noted that some tenants did not necessarily want a visit within 24 hours, despite the legal requirement.
- The gap between reports of DCM and live cases was not a backlog. If the work required to address the underlying cause of the DCM was structural, it had to be programmed in and therefore remained live for longer. Monitoring could be challenging as every emergency case was different depending on property type, occupancy and any vulnerabilities.
- Individual staff members did not have targets for meeting DCM requirements as cases could be highly varied. The legislation was complex and would be expanded in November 2026.

Resolved:

i. To note the report

ii. To include the void loss target in future reports.

iii. That the Assistant Director for Housing and Health review the wording on the website regarding tenants could expect a visit following the submission of a DCM report.

iv. To provide information on how many DCM cases had been closed, alongside the ongoing and open cases.

v. To invite the Assistant Director for Homes and Commercial to the next Housing Advisory Board meeting to answer questions on DCM.

vi. To confirm with the Board what the scale of 0-1 related to when monitoring triage within 10 days.

vii. To obtain performance data on the new stores contract with Huws Grey, together with information on any spot-check process and share this with the Board.

26/26/HAB Housing Improvement Plan June Update

The Assistant Director for Housing and Health introduced the report and noted the following:

- A review of the Housing Improvement Plan (HIP) had been undertaken. Following the Senior Leadership Team (SLT) restructure, a self-assessment against the regulator's consumer standards was conducted and a detailed action plan was produced.
- A mock inspection was conducted in January 2025, with the actual inspection taking place in June 2025, and the subsequent reports from both informed the action plan. Completed actions were closed following the Board's approval at the last meeting.
- Business-as-usual actions continued to run in the background, with some project actions requiring more detailed management, and scoping was underway. Work was taking place with the corporate programme office to create the programme.
- There were no actions for the Board to consider, but 11 priority projects had been set out in the report.
- Software was being set up to help with introduction of Awaab's Law Part 2.

During discussion and in response to questions, Officers made the following points:

- Reminded the Board of the importance of encouraging tenants to send Awaab's Law reports to the dedicated email inbox and not to individual officers, as the 24-hour response period starts the moment the email is received. The address is condensation@cambridge.gov.uk
- A briefing session for ward councillors would take place on Awaab's Law Part 2, and the reporting process would be outlined.
- Tenants should also be supported to report their own repairs or complaints as it was helpful to have a first-hand account and the ability to start a dialogue. Reports should be sent to condensation@cambridge.gov.uk for damp, condensation and mould reports and repairs@cambridge.gov.uk for any other repairs as these were tracked and would lead to the creation of target times.
- Contact information was shared with tenants in their information pack upon moving into a property, on the City Council website, and in the 'Open Door' magazine three times per year. Reports could also be made via the tenants' portal.

Resolved:

i. To note the report.

ii. To distribute background information on Awaab's Law to the Board.

26/27/HAB Reasonable Adjustment Policy - August 2026

Councillor Davison left the meeting before this item was considered and did not return.

The Assistant Director for Housing and Health presented the report and sought feedback from the Board on the revised policy.

The Board discussed the policy and provided the following feedback and comments:

- Queried whether the preferred means of communication for tenants had been considered, particularly for those with additional needs. Examples included the use of voice-to-text software, additional processing time during meetings, and allowing for delayed responses.
- Questioned what the literacy support would look like. Officers advised that this would involve signposting to services delivered by the voluntary and community sector.
- Suggested that the policy be referred to the Inclusion and Equity Panel for review.

- Queried the ways in which tenants could request a reasonable adjustment and whether an email address could be added to the policy, along with the possibility of out-of-hours appointments. Officers confirmed that a range of mechanisms existed to request adjustments including direct contact with Housing Officers or Estate Teams on site, scheduled home visits at a convenient time, and Community Engagement Days, which take place at weekends.
- Queried how often evidence would be required to support a reasonable adjustment request. Officers advised that historically, medical information had not been requested; however tenants now had the opportunity to disclose this information through the tenant census if they wished to do so.
- Queried whether it would be possible to ask questions regarding additional support needs at every interaction with a tenant and whether this information could be shared across council and wider neighbourhood services.

Resolved:

i. To note feedback from the Board and amend the policy accordingly.

ii. To investigate whether the report could be submitted to the Inclusion and Equity Panel for review.

26/28/HAB Rent Regulation Update

The Assistant Director for Housing and Health updated the Board on the report and said the following:

- The process of refunding rent payments had begun. All residents who made payment by direct debit and fell into Category 1 had received their refunds.
- Officers would visit any tenant aged over 65 or in receipt of a larger refund to reassure them that the refund was legitimate and not a scam.
- Bank verification software was required for those not in group one to ensure the funds reached the correct recipient.
- Work was underway with the Department for Work and Pensions (DWP) around Universal Credit, however they had not answered the Council's questions.

Councillor Bird noted her thanks to the team for their ongoing hard work on this matter.

Resolved: To note the report

26/29/HAB Tenant Satisfaction Measures Report

Councillor Porrer left the meeting during this item and did not return.

The Resident Engagement Manager presented the report and said the following:

- Tenants and leaseholders had been sent a survey between January and March, to which there had been 2,094 completed responses.
- Free-text responses had been analysed, and the most common themes were timeliness and responsiveness of the repairs service. Acknowledged that negative sentiment was often more prevalent as people are more likely to raise an issue if dissatisfied.
- The rating for staff conduct was positive.
- Leaseholders generally had a lower satisfaction rate; however the Council had less contact with them than tenants.
- Consultants had analysed the results and recommended five core areas of focus:
    1. Managing repairs expectations
    2. Learning from complaints
    3. Neighbourhood management
    4. Consider moving to a tracker survey
    5. How is the council using insight to improve services
- This year, the survey would move from an annual census style to a tracker model, with two surveys completed in the remaining two quarters.
- The Team would be focussed on communication and involving as many residents as possible, along with enabling scrutiny and communicating the actions taken in response to feedback.

During discussion, Board Members:

- Stressed the importance of Community Forums and regular engagement by Housing Officers to facilitate communication.
- Queried whether more services could be delivered closer to where people lived and whether a rolling programme of estate walkabouts could be implemented.
- Noted the low rate of tenant satisfaction with the handling of anti-social behaviour and queried whether the Housing team works with the Police and other agencies on this. Officers confirmed that the Housing team worked with partners, and that established processes were in place, but the housing team did not undertake patrols.
- Advised that there was regular communication with Community Support Officers.

- Queried what the Council could do to improve tenant satisfaction and whether notice boards and other methods could be used to share good news stories.
- Councillor Wade shared positive feedback from a tenant who had recently had a new kitchen installed and had described the improvements as life-changing.

Resolved: To note the report.

26/30/HAB New Build Working Group - Scope

Diana Minns (Co-Chair) presented the report and advised the Board of the following:

- Confirmed membership of the working group and noted the inclusion of Councillor Wade.
- Noted that Councillor Davison would step down from the group, to be replaced by Councillor Nicmanis.
- Updated the Board on progress since the last Housing Advisory Board (HAB) meeting, which had included the production of a scoping document that would be shared with the Board.
- A progress report would be presented to the next HAB meeting.

Resolved

i. To note the report.

ii. To distribute the scoping document to the Board following the meeting.

26/31/HAB Local Government Reorganisation - Oral Update

The Assistant Director for Housing and Health provided the Board with an update on Local Government Reorganisation, following the announcement by the Government to pause the process.

26/32/HAB Work Programme and Forward Plan & Scrutiny Work Programmes

The Democratic Services Officer presented the work programme.

Resolved to approve the programme as outlined.

The meeting ended at 8.40 pm

CHAIR

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Cambridge City Council

Housing Advisory Board Paper

Housing Performance Report – Qtr. 2 2026-27

Responsible Officer	Samantha Shimmon / Sean Cleary Author: Catherine Buckle
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
Appendices	Appendix A - Housing Performance Report - Qtr 2 2026-27 - FINAL

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CAMBRIDGE
CITY COUNCIL

HOUSING PERFORMANCE REPORT - FINAL

2026-27 Qtr. 2

Sam Scharf – Communities Director

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Quarter 2 KPI dashboard

Position at 30 September 2026 • Quarter 1 comparator shown where available

Headline performance		
RENT COLLECTION **102.79%** Q1: 110.3% •Target: 100%	**CURRENT TENANT ARREARS** **3.98%** Q1: 3.84% • Target: 3.9%	**FORMER TENANT ARREARS** **3.75%** Q1: 3.77% • Target: 3.5%
VOID LOSS **3.11%** Q1: 3.18%	**RE-LET TIME** **66.7 days** Q1: 69.7 • Target: 25	**VOID REPAIR TIME** **55.8 days** Q1: 57.2 • Target: 12
DAMP & MOULD **334** Q1: 348 • 4.96% of stock	**DISREPAIR CLAIMS** **8** Q1: 7 • 1.04 per 1,000	**TENANCY AUDITS** **3.8%** Target: 12.5%

Key: Light grey = on track; mid grey = needs attention; dark grey = well below target. More detail is in the main report.

Management priorities
• Let empty homes and finish repairs more quickly.
• Collect unpaid rent and track debt closely.
• Agree who checks and approves safety data.
• Keep a full record of every damp and mould case.

1. Introduction

This report shows how Cambridge City Council's housing services were performing as at 30 September 2026.

The Housing Advisory Board receives a report every three months so it can check that homes are safe, services work well and residents receive the support they need.

The Council's Performance Management Framework gives an overview of how services are doing. It helps the Council:

- Connect the long-term vision to what happens day-to-day
- Keep improving services
- Be open and accountable
- Make decisions based on facts, not guesswork

This report gives more detail for the Housing Advisory Board. It shows what is going well and what needs to improve.

We look at three main areas:

- Efficiency – how well we manage things like rent collection and repairs
- Safety – making sure homes meet all legal standards
- Resident feedback – what tenants are telling us about their experience

We compare our results with similar councils through Housemark, a national housing benchmarking service. This helps us set realistic targets and learn from better-performing services.

Our targets are based on past performance, comparisons with other councils, and the resources we need to keep improving.

2. Operational performance

Ref	Description	Target	Year End 2025/26	Quarter 1 2026/27	Quarter 2 2026/27	Current bench mark Quartile
I1	Rent collected as a percentage of rent due this year	*100*	99.38	110.3	102.79	Q1
I2	Rent owed by current tenants as a percentage of annual rent due	*3.9*	3.94	3.84	3.98	Q4
I3	Rent owed by former tenants as a percentage of annual rent due	*3.5*	3.77	3.77	3.75	Q4
I4	Rent lost while homes are empty as a percentage of annual rent due	*TBC*	3.07	3.18	3.11	Q4
I5	Unpaid leaseholder service charges with no payment plan	*£70,000*	£73,147	£53,447	£53,447	NA
HH1	Tenancy checks completed as a percentage of council homes	*12.5*	3.1	2.3	3.8	NA

What this means

Rent collection: We collected 102.79% of the rent due this year, compared with 99.38% at the end of 2025/26. A result above 100% can be caused by payment dates or late payments from earlier months. It does not necessarily mean that rent debt has fallen, so we track arrears separately.

Rent owed: Current tenants owed 3.98% of the annual rent due (£2,355,718), up from 3.84% in Quarter 1. Former tenants owed 3.75% (£2,216,683), almost unchanged from Quarter 1. Arrears tend to rise at this point each year. The rent project has so far focused on Direct Debit accounts and is now moving to other payment methods. A Housing Benefit decision is still needed on recovering arrears after refunds. New software will help staff identify lower-level debt earlier and offer financial support sooner. Court action currently takes at least six months.

Empty homes: Lost rent was 3.11%, down from 3.18% in Quarter 1 but slightly above the 3.07% year-end result. The total loss was £932,924.47. This includes homes awaiting redevelopment, first letting or energy-efficiency work. A new voids process for general needs and sheltered voids aims to reduce delays and lost rent.

Leaseholder debt: The reported value of unpaid leaseholder service charges on accounts without a Direct Debit or payment plan is £53,447, unchanged from the figure reported for Quarter 1.

Tenancy checks: We completed checks covering 3.8% of council homes against a target of 12.5% for 2026/27 and gave advice or support to 235 households. The main issues were property condition (36%), rent arrears (18%) and anti-social behaviour (17%).

Ref	Description	Target	Year End 2025/26	Quarter 1 2026/27	Quarter 2 2026/27	Current bench mark Quartile
V1	Average re-let time ('key-to-key') (days)	25	56.2	69.7	66.7	Q3
V2	Average time to repair an empty home (days)	12	37.7	57.2	55.8	Q4

What this means

Overall re-let time: It took an average of 66.7 days to re-let a standard empty home. This improved from 69.7 days in Quarter 1 but is still much longer than the 25-day target.

Letting after repairs: Once a general needs home reached the Lettings Team, it took an average of 10.0 days to let, compared with 25.5 days at year end. Sheltered lettings time continues to decrease, with the Independent Living Service now conducting viewings and assessments during the lettings process. The average sheltered lettings time at the end of Quarter 2 was 11 days. First lettings of new-build homes took an average of 59.3 days, based on three properties.

Repairs, Lettings and Housing Support teams are continuing to refine the new empty homes process introduced in May 2026.

Void repair time: Repairs to empty homes took an average of 55.8 days. This improved slightly from 57.2 days in Quarter 1 but remains well above the 12-day target. A working group of officers are looking at ways to track repairs undertaken by operatives or contractors and reduce times accordingly.

Ref	Description	Target	Year End 2025/26	Quarter 1 2026/27	Quarter 2 2026/27	Benchmark position
R1	Appointments kept as a % of appointments made	90	95.7	86.0	91.6	Q3
R2	% of repairs completed at first visit	85	78.4	Not available	68.4	Q3

What this means

Appointments kept: Appointments kept improved from 86.0% in Quarter 1 to 91.6%, exceeding the 90% target. August recorded the highest monthly result at 92.4%, while July and September both exceeded 90%.

First-visit completions: Of the 3,537 repairs completed, 2,420 were resolved on the first visit, resulting in a first-time fix rate of 68.4%. While over two-thirds of repairs were completed without follow-on visits, the team is working to improve diagnosis, materials availability and repair planning to increase this rate.

3. Health and safety in council homes

By law, the Council must publish information about safety checks in council homes. Where a check covers a block, every council-owned flat in that block must be counted, including homes managed by another organisation.

Awaab's Law sets legal deadlines for social landlords to investigate and deal with serious damp, condensation and mould hazards.

3.1 Compliance position on 30 September 2026

The number of homes covered can change when homes are sold, demolished or added.

The figures include council homes run by management companies.

Ref	*Description*	*Target*	*Year End 2025/26*	*Quarter 1 2026/27*	*Quarter 2 2026/27*	*Benchmark position*
C1	Percentage of homes with a satisfactory electrical safety report completed within the last five years	*100*	97.8	97.7	*97.7	Q2
C2	Percentage of homes with all required asbestos checks completed	*100*	100	100	*100	Q1
C3	Percentage of homes with all required shared lift safety checks completed	*100*	100	100	*100	Q1
C4	Percentage of homes with all required fire risk assessments completed	*100*	100	100	*100	Q1
C5	Percentage of homes with all required water hygiene risk assessments completed	*100*	100	100	*100	Q1
C6	Percentage of homes with a valid gas safety certificate	*100*	100	100	*100	Q1

Manager's commentary:

New safety system: Mitti, previously called SafetyCulture, is being introduced across housing safety services. It is already used for fire safety, and staff training is being arranged before it is used more widely.

*We are currently assessing data owners, agreed calculations and undertaking data integrity checks with an outside consultant to be able to confirm our position in relation to compliance.

Some safety information is still held in contractors' systems. No day-to-day problems have been reported, but the Council must be able to access, check and reconcile the information itself.

Mitti should make safety information easier to see and manage. However, the system will only be reliable when the data is checked and approved.

Detector update: No validated Quarter 2 update was available for smoke alarms, carbon monoxide alarms or heat detectors.

3.2 Damp, condensation and mould — Awaab's Law

Awaab's Law came into force in England on 27 October 2025. The first phase sets deadlines for social landlords to investigate and make safe emergency hazards and serious damp and mould. From 30 November 2026, Phase 2 will also cover significant hazards from excess cold or heat, falls, structural problems, fire, electrical faults, and hygiene issues such as pests, drainage and sanitation. Phase 3 is expected in 2027 and will extend the rules to the remaining hazards covered by the Housing Health and Safety Rating System, apart from overcrowding. The Council must keep residents informed and maintain clear records from the first report until the problem is resolved.

A live case is a reported damp or mould problem that is still being investigated or fixed.

Ref	*Description*	*As at Quarter 1 2026/27*	*As at Quarter 2 2026/27*	*As a % of stock*	*Benchmark position*
O9a	Number of damp and mould 'live' cases	348	334	4.34	Q1

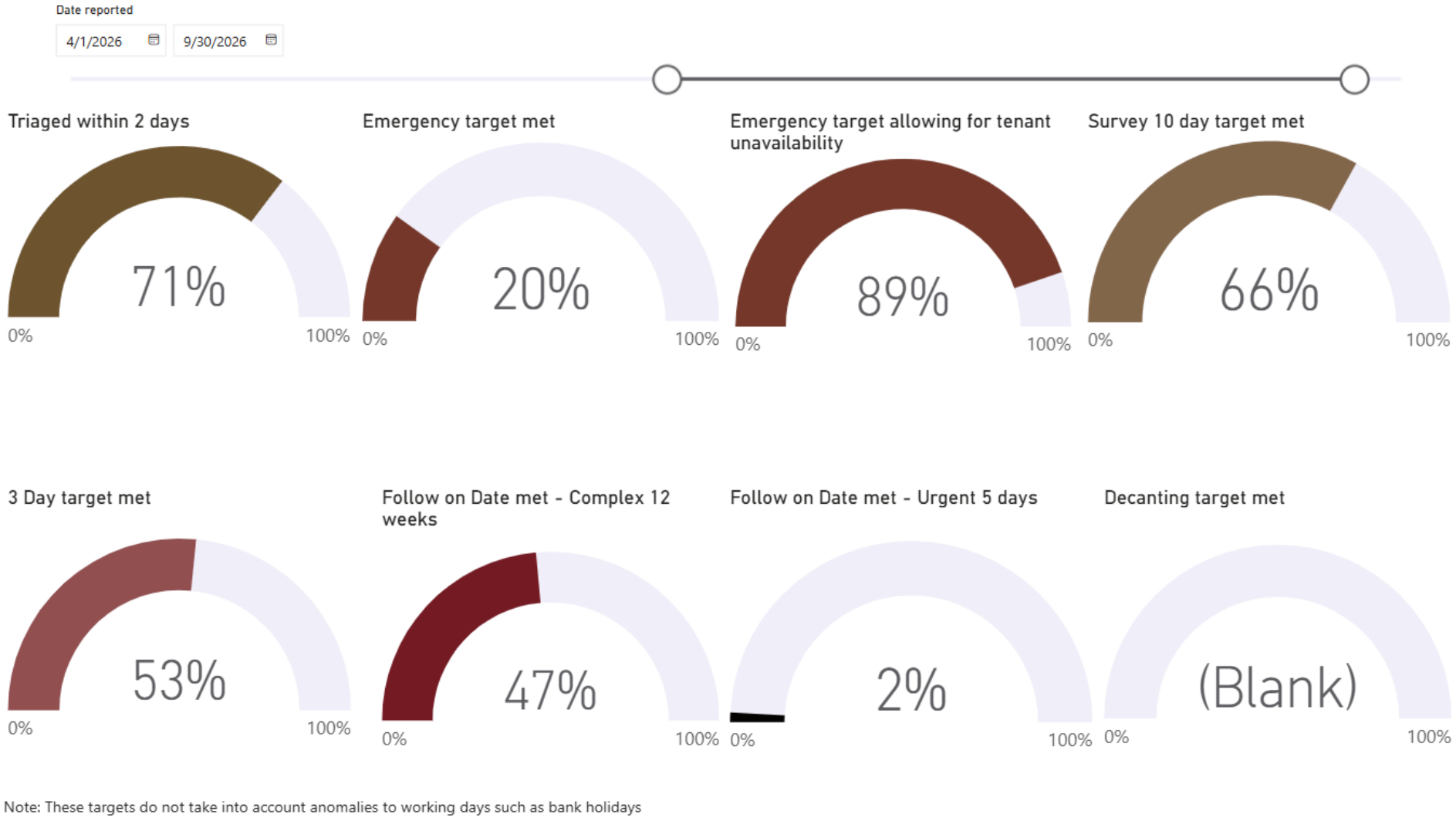
Manager's commentary:

At the end of Quarter 2, there were 334 live damp and mould cases, equivalent to 4.34% of council homes. This is a reduction from 348 cases at the end of Quarter 1, although the overall caseload remains higher than at the end of 2025/26. A further 113 reports of damp and mould were received during the quarter.

The Council continues to monitor cases closely against the requirements of Awaab's Law, focusing on timely inspections, clear communication with tenants and appropriate remedial action. We continue to work with contractors to improve the planning, coordination and delivery of works within the required timescales, while strengthening case management and record-keeping to provide clear oversight of each case from initial report to completion.

Damp, condensation and mould cases update as at 30 September 2026

Note: Cases shown as "triaged within 2 days" were assessed within the Council's reporting period. Under Awaab's Law, emergency hazards must be investigated and made safe within 24 hours of the Council being told.



Note: These targets do not take into account anomalies to working days such as bank holidays

3.3 Disrepair claims

A disrepair claim is a legal claim about poor conditions in a council home that the Council is responsible for repairing.

Ref	*Description*	*As at Quarter 1*	*As at Quarter 2*	*Per 1,000 properties*	*Benchmark position*
O9b	Number of disrepair claims reported in the year	7	8	1.04	Q1

Current Claims Breakdown (as of 23 September 2026)

	Total Live Claims	Awaiting Expert survey	In Progress	No access	Works being completed	Claim issued
2020/21	1					1
2025/26	14		4	4	6	
2026/27	12	7	4	1	0	
Total	27	7	8	5	6	1

Eight disrepair claims were recorded by the end of Quarter 2, with 12 live claims ongoing. Three need major structural work and are likely to take longer and cost more than normal repairs. We will monitor these cases separately.

Expenditure Breakdown (as of 23 September 2026)

Financial Year	*Legal/Consultancy Costs	Compensation payments	Work given to external contractors	Total
2022/23	£12,250	£41,500		£53,750
2023/24	£125,055	£36,526		£161,581
2024/25	£233,622	£49,756	£128,223	£411,601
2025/26	£267,656	£42,599	£189,776	£500,031
2026/27 to date	£99,852	£11,250	£11,663	£122,765

**These costs include the other side's solicitors, legal counsel and surveyors.*

4. Residents' voice

Tenant feedback helps us improve services. We collect feedback soon after residents move into a new-build home, receive support from a domestic abuse situation or receive a repair.

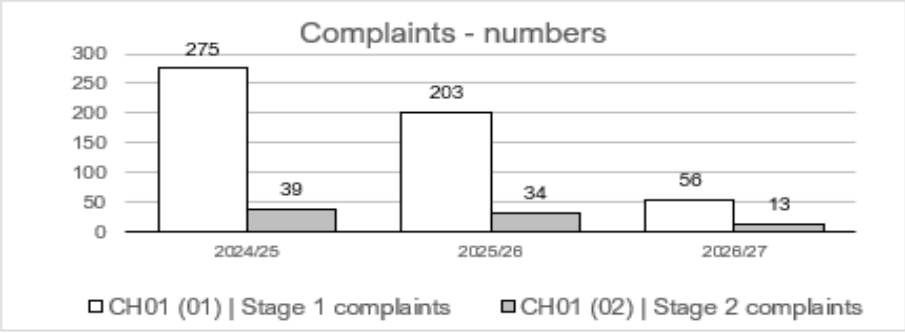
Resident Voice Performance Dashboard

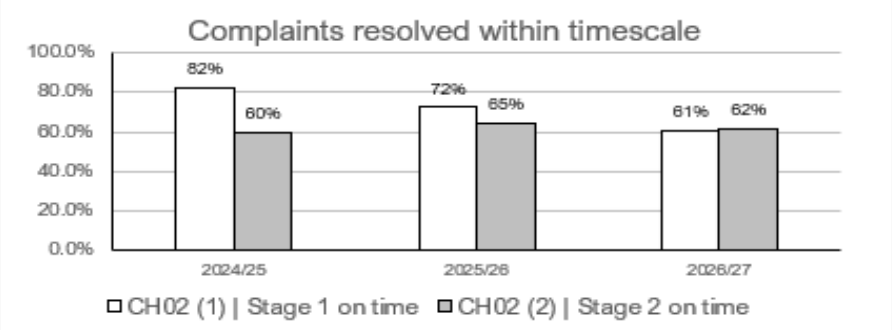
Yearly trends and latest position | current-year figures use the latest populated quarter

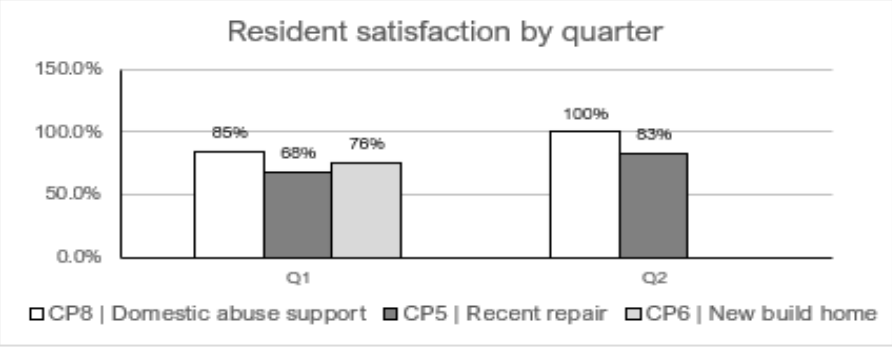
CH01 (01) | 2026/27 STAGE 1 COMPLAINTS	CH02 (1) | STAGE 1 RESOLVED ON TIME	CH02 (2) | STAGE 2 RESOLVED ON TIME	CP5 | REPAIR SATISFACTION
56	**60.7%**	**61.5%**	**83.0%**
Q2 cumulative	Target 92.4%	Target 96.4%	2026/27 Q2 | target 93.0%

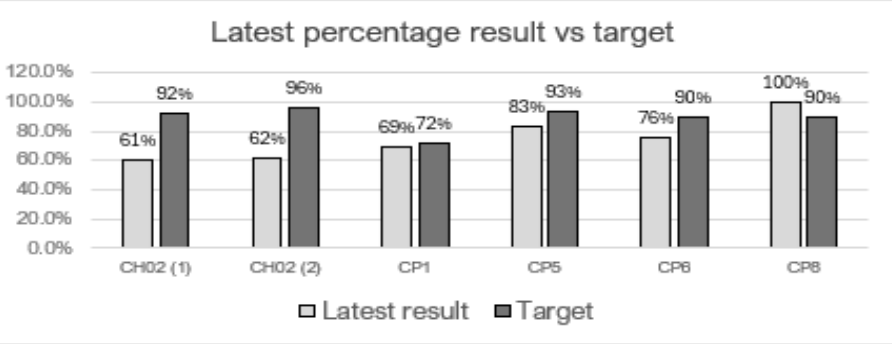
End of Q2 position: Complaint volumes reached 56 at Stage 1 and 13 at Stage 2. Resolution timeliness improved to 60.7% for Stage 1 but fell to 61.5% for Stage 2; both remain well below target. Repair satisfaction recovered to 83.0% from 68.0% in Q1, but is still below the 93.0% target. Domestic abuse support service satisfaction reached 100.0%, while new-build home satisfaction was 76.0% at 30 June; no new homes handed over since then.

YEARLY TRENDS AND LATEST TARGET POSITION









5. Resident engagement

Since April 2026, residents have helped shape the following work:

- **Estate walkabouts:** Seven visits have been held across the city, attended by residents, officers and councillors. Residents raised local issues directly with housing staff.
- **Tenant representatives:** Housing Advisory Board representatives have scrutinised 14 topics at Board meetings.
- **Resident involvement strategy:** The strategy's commitments are being delivered through day-to-day work. A supporting action plan is paused pending the outcome of the Housing Improvement Plan to avoid duplication.
- **Compliance policies:** The Armchair Reviewers will review six compliance policies, with completion expected before the end of November 2026.
- **Tenant Satisfaction Measures:** The 2026/27 Tenant Satisfaction Survey is moving from a census-style survey, conducted at a single point in the year, to a tracker survey sent to a representative proportion of tenants each quarter. This will enable a better understanding of resident satisfaction throughout the year.
- **New-build homes:** Members of the Housing Advisory Board—three councillors and three tenant representatives—have established a working group to review the following question: *How can we ensure that follow-up on repair issues in new-build council homes, once the 12-month snagging period has ended, is effective and understandable for tenants, and that lessons are learnt for future design and development projects?* The findings will go to the Housing Advisory Board, and final recommendations will go to Cabinet through the lead Cabinet Member for Housing.
- **Communication:** Two editions each of Open Door magazine, the Sheltered Housing Herald and the Resident Involvement e-Newsletter have been published. We have also increased our social media presence through Cambridge City Council's corporate accounts.
- **Scrutiny groups:** One Resident Officer Asset Maintenance (ROAM) meeting and two Estate Liaison meetings have taken place to scrutinise contracts delivered on estates.
- **Garden Competition:** The competition was held in July 2026 with 17 participants.
- **Consultations:** Four consultations have been conducted on topics including estate improvements and the future management of a local community room.

Cambridge City Council

Housing Advisory Board Paper

Draft Housing Compliance Policies

Responsible Officer	Samantha Shimmon / Sean Cleary Author: Catherine Buckle
Contact Details	Tel: 01223 457261 Email: catherine.buckle@cambridge.gov.uk
Purpose of Paper	To invite the Committee to consider and provide feedback on the six draft Housing Compliance Policies covering Gas Safety, Water Hygiene, Fire Safety, Asbestos, Lifts and Lifting Equipment, and Electrical Safety.
Brief Summary	**Key messages for Members and representatives:** • Six draft Housing Compliance Policies have been developed and subject to substantial review and assurance, including input from the Compliance Team, subject matter experts and Equalities, consideration of the Corporate Health and Safety Policy, comparison with SCDC policies, and checks against legislation, guidance and wider good practice. • Members and representatives are invited to provide feedback, with further consultation also to take place with Armchair reviewers and Potter Raper. • Feedback from HLB, HAB, reviewers and Potter Raper will be considered and incorporated as appropriate before the final policies are submitted to the Member for Housing for sign-off. • The Compliance Team will develop supporting procedures and delivery arrangements to ensure the policies are implemented consistently and effectively in practice.
Is the paper going to Cabinet or either Scrutiny Committee's?	N/A
Appendices	Appendix A – Draft Housing Compliance Policies

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Appendix A

Housing Compliance Policies

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Housing Asbestos Policy

Accessibility of Document

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- Using larger print, or a specific colour contrast
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Resident Involvement



The Cambridge City Council (the 'council') is committed to consulting residents when reviewing and developing policies, to ensure we consider your views and experiences when delivering landlord services. The following resident groups were consulted and provided feedback on this policy:

- Housing Advisory Board Tenant and Leaseholder Representatives
- Resident 'Armchair' Reviewers

1. Purpose and Summary

Cambridge City Council, as a social landlord, is committed to managing asbestos-containing materials (ACMs) safely across its housing stock, communal areas and other premises where it has responsibility for asbestos management.

This policy sets out the Council's strategic approach to identifying, assessing and managing asbestos risks to protect residents, employees, contractors, visitors and

others who may be affected. The Council recognises that residents may be concerned by the presence of asbestos within their homes and communal areas. In many circumstances, asbestos-containing materials that are in good condition and are unlikely

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to be disturbed can be managed safely in situ through appropriate monitoring and control measures. The Council is committed to ensuring that asbestos risks are assessed and managed appropriately to protect residents and all other persons who may be affected.

It establishes the Council's commitment, as a landlord, to meeting its statutory and regulatory obligations; maintaining accurate and up-to-date asbestos information; undertaking appropriate surveys, inspections and risk assessments; implementing proportionate risk control measures; appointing competent contractors; communicating effectively with tenants, leaseholders and residents; and monitoring performance to ensure the effective management of asbestos risks across its housing stock and retained areas.

The policy should be read alongside the ***Asbestos Management Plan***, which sets out the operational arrangements for implementing these commitments, including surveys, risk assessments, reinspection, incident management, record keeping, training and monitoring.

2. Roles and Responsibilities

This Policy should also be read alongside the Council's ***Health and Safety Policy Handbook***, which sets out the Council's wider health and safety responsibilities, governance arrangements and internal framework. **The Handbook should be referred to for Council-wide roles, responsibilities and health and safety management arrangements rather than duplicated within this Policy.**

3. Scope

This Policy applies to all housing stock owned or managed by the Council, including dwellings, communal areas, retained landlord areas, and other premises where the Council has duties as a landlord to assess, manage and control asbestos risks.

It applies to employees, contractors, consultants, and any other parties carrying out work on the Council's behalf that may affect or encounter asbestos-containing materials.

The detailed survey, register, monitoring and work-control arrangements for each asset category are set out in the *Asbestos Management Plan* and supporting procedures.

4. Definitions

Asbestos-Containing Material (ACM): is any material that contains asbestos fibres. These materials may be found in buildings constructed or refurbished before asbestos was prohibited in the UK.

Asbestos Register: The Council's live record of known or presumed asbestos-containing materials, including information relating to location, condition, risk and management actions.

Duty Holder: For the purposes of Regulation 4 of the Control of Asbestos Regulations 2012, the Council is the dutyholder where it controls maintenance or repair of non-domestic premises and communal parts of multi-occupancy domestic premises. Asbestos risks within individual homes are managed through the Council's wider landlord, employer and client duties. The Council may delegate operational responsibilities to competent officers but retains overall responsibility for ensuring compliance.

Responsible Person: The officer appointed to oversee the day-to-day implementation of asbestos management arrangements on behalf of the Council.

Asbestos Management Plan: A document that sets out operational arrangements, risk assessments, control measures, inspection programmes and local responsibilities for asbestos management.

RIDDOR – Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013: Regulations requiring employers and other responsible persons to report certain specified work-related injuries, diseases, dangerous occurrences and other reportable incidents to the Health and Safety Executive. Asbestos-related incidents will be assessed against the applicable RIDDOR reporting requirements and reported where the relevant criteria are met.

5. Statutory, Legislative and Regulatory Framework

This policy supports compliance with:

- Defective Premises Act 1972.
- Health and Safety at Work etc. Act 1974.
- Landlord and Tenant Act 1985.
- Management of Health and Safety at Work Regulations 1999.
- Housing Act 2004.
- Equality Act 2010.
- Control of Asbestos Regulations 2012.
- Construction (Design and Management) Regulations 2015.
- Housing Health and Safety Rating System (HHSRS).
- Social Housing (Regulation) Act 2023

Housing Services will comply with the applicable Regulator of Social Housing Consumer Standards, including the Safety and Quality Standard. This policy supports the Council's commitment to providing safe, well-maintained homes and to effectively identifying, managing and reducing health and safety risks associated with Asbestos-containing materials.

The Council will also have regard to relevant Health and Safety Executive (HSE) guidance, including ACoP L143 and associated guidance relating to asbestos management, surveying, analysis and licensed asbestos work.

6. Cambridge City Council Responsibilities

Cambridge City Council will manage asbestos risks in accordance with relevant legislation, regulations, approved codes of practice and recognised industry guidance. The Council will ensure appropriate resources, systems and controls are in place to protect residents, visitors, employees and contractors from the risks associated with asbestos exposure.

The Council will identify a senior accountable officer and appointed Responsible Person for asbestos management, supported by appropriate service and asset owners. Material risks, resource gaps or compliance concerns will be escalated through the Council's governance arrangements.

Housing Services will implement the requirements of the Council's Corporate Asbestos Policy across the Council's housing stock and, as a landlord, will:

- Maintain oversight of asbestos risks within Council-owned and managed homes, communal areas and other housing assets.
- Ensure asbestos information is considered when planning and delivering repairs, maintenance, void works, cyclical programmes and capital investment works.
- Provide relevant asbestos information to tenants, leaseholders, residents, contractors and other parties where appropriate.
- Communicate Information relating to asbestos risks, surveys, inspections and works in an accessible and understandable manner, taking account of residents' communication and language needs.
- Ensure appropriate arrangements are in place to protect residents from asbestos-related risks.
- Monitor compliance with landlord asbestos obligations and take corrective action where required.
- Support the delivery of safe, well-maintained homes in accordance with statutory, regulatory and landlord responsibilities.

7. Tenant and Leaseholder Responsibilities

Tenants and leaseholders have an important role in supporting the safe management of asbestos within Council homes and communal areas. They are expected to:

- Take reasonable care not to damage, disturb or interfere with materials that may contain asbestos.
- Follow any asbestos-related information, guidance or instructions provided by the Council.
- Report any suspected asbestos-containing materials (ACMs) that are damaged, deteriorating or have been disturbed as soon as possible.
- Allow reasonable access for asbestos surveys, inspections, monitoring, sampling, repairs, encapsulation, removal works and other asbestos management activities where required.
- Seek the Council's permission, where required, before carrying out alterations, improvements or works that may affect the fabric of the property.
- Ensure that any contractors they appoint are informed of available asbestos information and comply with relevant asbestos safety requirements.
- Stop work immediately and report the matter to the Council if suspected asbestos is discovered or disturbed during resident-led works.
- Cooperate with the Council's asbestos safety services and allow access where required to support the safe management of asbestos within homes and communal areas.

The Council recognises that some residents may experience barriers to providing access due to disability, health conditions, vulnerability, communication needs or other individual circumstances. Where such barriers are identified, the Council will consider reasonable adjustments and proportionate alternative arrangements to facilitate access, while ensuring compliance with its statutory duties and the effective management of asbestos risks.

For leasehold properties, responsibilities may vary depending on the terms of the lease. Leaseholders remain responsible for ensuring any works they commission within areas under their control comply with relevant asbestos legislation and Council requirements.

8. Surveys, Re-inspection and Asbestos Information

The Council will maintain accurate, up-to-date and accessible information on the presence, location, condition and management of asbestos-containing materials (ACMs) within properties in the scope of this policy to support the effective management of asbestos risks and the protection of residents, employees, contractors and others who may be affected.

The Council will ensure that:

- Appropriate asbestos surveys, inspections and reassessments are undertaken by competent persons in accordance with relevant legislation, approved codes of practice and recognised guidance.
- A corporate asbestos register is maintained and kept under review to ensure asbestos information remains accurate, current and accessible to those who require it.
- ACMs are monitored and re-inspected on a risk-based basis, taking account of their condition, location, likelihood of disturbance and any changes in circumstances.
- Appropriate action is taken where inspections identify deterioration, damage or an increased risk associated with ACMs.
- Where asbestos information is unavailable, incomplete or inconclusive, a precautionary approach is adopted and materials are presumed to contain asbestos until appropriate investigation confirms otherwise.
- Relevant asbestos information is made available to employees, contractors, consultants and other persons who may be affected by the presence of ACMs.
- Asbestos information is considered before repairs, maintenance, void, compliance, refurbishment, improvement, structural alteration, demolition and other works are undertaken.
- No intrusive work that may disturb the building fabric will commence until relevant asbestos information has been reviewed and any necessary surveys, investigations or control measures have been completed.
- Appropriate arrangements are in place to review, update and assure the quality of asbestos information and asbestos management records.
- The *Asbestos Management Plan* will be reviewed at least annually by the Responsible Person, and earlier where there is a significant incident, legislative change, new survey information or identified control failure.

Detailed requirements relating to asbestos surveys, re-inspections, register management, information provision, pre-work checks and operational controls are set out within the Council's *Asbestos Management Plan* and supporting procedures.

9. Risk Assessment and Control

The Council will adopt a risk-based approach to the management of asbestos-containing materials (ACMs) within properties covered by this policy.

The Council will ensure that:

- Asbestos risks are identified, assessed and managed in accordance with relevant legislation, approved codes of practice and recognised guidance.

- Management decisions are proportionate to the level of risk and take account of the condition, location, accessibility and likelihood of disturbance of ACMs.
- Appropriate control measures are implemented to prevent or minimise exposure to asbestos fibres and protect residents, employees, contractors and others who may be affected.
- ACMs are managed, monitored, repaired, encapsulated or removed as appropriate, based on the assessed risk and the nature of any proposed works.
- Relevant asbestos information is reviewed before works are undertaken and appropriate control measures are established where ACMs may be affected.
- Contractors and other persons undertaking work on behalf of the Council are provided with relevant asbestos information and are required to work in accordance with applicable asbestos legislation and control measures.
- Asbestos risks are considered as part of the Council's wider approach to maintaining safe, healthy and well-maintained homes and meeting its responsibilities as a social landlord.
- Appropriate information relating to asbestos risks and asbestos-related works is communicated to tenants, leaseholders and residents where relevant.

Detailed arrangements relating to asbestos risk assessment methodologies, control measures, contractor requirements, pre-work checks and operational procedures are set out within the Council's *Asbestos Management Plan* and supporting procedures.

Review

Risk assessments will be reviewed when:

- the condition of an ACM changes;
- an ACM is damaged or disturbed;
- new survey or inspection information becomes available;
- the use or occupancy of an area changes;
- planned works could affect an ACM;
- an incident or near miss occurs; or
- there is a relevant change in legislation, guidance or other circumstances.

The Council will use the findings of risk assessments, inspections, audits and incidents to continually improve its asbestos management arrangements.

10. Incident Management

The Council will maintain arrangements for the effective management of asbestos-related incidents, emergencies and potential exposures in properties within the scope of this policy.

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The Council will ensure that:

- Asbestos-related incidents are reported, assessed and managed in accordance with relevant legislation, approved codes of practice and the Council's procedures.
- Appropriate action is taken to protect residents, employees, contractors and others from potential exposure to asbestos fibres.
- Access to affected areas is controlled and appropriate measures are implemented to manage any identified risks.
- Competent specialist advice is obtained where required to support incident assessment, remediation and recovery.
- Incidents are investigated proportionately to identify causes, assess the effectiveness of existing controls and determine any corrective actions required.
- Relevant regulatory notifications are made where required by law.
- Tenants, leaseholders, residents and other stakeholders are provided with appropriate information where incidents may affect them.
- Compliance with incident management arrangements is monitored through the Council's assurance and governance framework.

Detailed arrangements for incident response, escalation, investigation, regulatory reporting, communication and record management are set out within the Council's *Asbestos Management Plan* and supporting procedures.

11. Related Documents and Legal Obligations

This policy forms part of the Council's wider health and safety and asset compliance framework and should be read in conjunction with the Council's corporate asbestos management arrangements and other relevant policies, plans and procedures.

The Council will maintain a clear document hierarchy to ensure roles, responsibilities and operational requirements relating to asbestos management are defined and consistently applied.

Related documents include:

- Corporate Management of Asbestos Policy.
- Asbestos Management Plan.
- Asbestos Procedures, Guidance and Safe Systems of Work.
- Corporate Health and Safety Policy Handbook.
- Asset Compliance Framework.
- Repairs, Maintenance, Voids and Planned Works Procedures.
- Contractor Management and Procurement Procedures.
- Incident Reporting and Investigation Procedures.

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The Council will maintain arrangements to ensure that associated asbestos management documents are subject to version control, periodic review and clearly identified ownership.

Applicable legislation, regulations and statutory requirements take precedence over this policy. No internal approval may authorise departure from a legal duty. Any conflict between internal documents must be escalated to the Responsible Person and resolved through the Council's document-control and governance arrangements.

12. Resident Communication and Engagement

The Council is committed to providing residents with clear, accurate and accessible information regarding asbestos risks and how they are managed.

Where asbestos-containing materials are identified within a resident's home or communal areas, the Council will provide appropriate and accessible information about their location, condition and how they are being managed. The presence of asbestos-containing materials does not necessarily present a risk to health. Where ACMs are in good condition and unlikely to be disturbed, they can often remain safely in place and be monitored through the Council's asbestos management arrangements.

Residents will be advised of any precautions they should take and will be kept informed about significant remedial works, including the expected timescales and any temporary arrangements where applicable.

Where relevant, the Council will:

- Inform residents of known ACMs.
- Provide advice where ACMs remain safely in situ.
- Notify residents before planned asbestos-related works.
- Explain the nature, purpose and expected duration of works.
- Maintain arrangements for residents to raise concerns and request information.
- Keep residents informed during significant remediation projects.
- When new tenants move in, the Council will provide residents with a summary and fact sheet with clear explanations of asbestos-related findings, the actions being taken to manage any identified risks, and any precautions residents should follow to help ensure their continued safety.

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13. Training and Competence

The Council will ensure that:

- Employees and managers are provided with appropriate information, instruction, training and supervision to enable them to fulfil their asbestos-related responsibilities.
- Housing Services identifies and monitors asbestos training requirements relevant to its activities and responsibilities as a landlord.
- Appropriate arrangements are in place to verify the competence of employees, contractors and consultants undertaking work that may affect or involve asbestos-containing materials.
- Contractors and other persons undertaking work on behalf of the Council are required to demonstrate appropriate competence, qualifications, accreditation, training and experience relevant to the services being provided.
- Compliance with asbestos training and competence requirements is monitored through the Council's assurance, contract management and governance arrangements.

The detailed requirements relating to asbestos training, refresher training, competence assessment, accreditation requirements and contractor approval arrangements are set out within the Council's corporate health and safety arrangements, asbestos management procedures and contractor management processes.

14. Monitoring and Assurance

The Council will monitor the effectiveness of asbestos management arrangements through:

- Internal audits and compliance reviews.
- Monitoring of asbestos-related performance indicators.
- Contractor performance monitoring.
- Review of incidents, near misses and complaints.
- Review of asbestos records and inspection programmes.
- Regular governance reporting through Housing Service management arrangements.

The Council will retain asbestos registers, including superseded entries, survey and re-inspection reports, risk assessments, work records, waste documentation and evidence of remedial completion for the life of the premises, and thereafter in accordance with the approved corporate retention schedule, maintaining a complete audit trail.

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The Council is committed to continuous improvement and will use audit findings, resident feedback, performance information and lessons learned to strengthen asbestos management arrangements.

15. Safeguarding

The Council recognises that some residents may be children, vulnerable adults, or individuals with additional support needs. When delivering asbestos-related services, surveys, inspections or works, employees and contractors will have regard to the Council's safeguarding responsibilities and procedures. Any safeguarding concerns identified during the course of asbestos management activities will be reported and managed in accordance with the Council's Safeguarding Policy and associated procedures.

16. Equality, Diversity and Accessibility

The Council will comply with the Equality Act 2010 and consider equality, diversity and accessibility in the delivery of Asbestos safety services.

The Council will consider individual circumstances when arranging asbestos surveys, inspections and remedial works and, where appropriate, will provide reasonable adjustments to support residents with disabilities, vulnerabilities, communication needs or other protected characteristics.

Equality Impact Assessments: We carry out an equality impact assessment each time we develop or review a policy, procedure or service. The assessment helps ensure decisions are fair, advance equality of opportunity, and identify potential impacts on people who share protected characteristics. An Equality Impact Assessment for this policy was completed in October 2026.

17. Complaints and Feedback

It’s nice to know when we get things right. But we also want to know when we get things wrong and where there might be things we can do better. Comments we receive will be communicated to our staff and the information will be used to continue improving our services. All formal complaints will be handled according to the council’s Complaints Policy.

The Council will comply with the Housing Ombudsman’s statutory Complaint Handling Code in policy and practice, complete and publish the required self-assessment, maintain appropriate senior oversight, and record and act on learning from complaints.

Complaints will also be considered in line with relevant Regulator of Social Housing expectations. Learning from complaints and feedback will be used to improve asbestos management services.

Please contact us if you have concerns regarding asbestos within your home, communal areas, or how asbestos-related work has been managed. We will do our best to make things right to improve our services and reduce the likelihood that it happens to you again or someone else. You can report any complaints or provide comments and feedback:

Council Repairs email: housing.repairs@cambridge.gov.uk
Online: www.cambridge.gov.uk/compliments-complaints-and-suggestions
By phone: 01223 457000
In writing: The Complaints and Feedback Team, PO Box 700, Cambridge CB1 0JH

18. Update History and Schedule

Department: City Services Group
Policy owner: Compliance Manager, Housing Services
Responsible service: Operations
Last reviewed and updated by: [Name/role to be confirmed]

This Policy will be reviewed every three years or sooner following legislative or regulatory change, a serious incident, material non-compliance, an adverse audit finding, or a significant service or housing-stock change.

Version No.	Date	Comments
1	September 2026	Initial policy developed.
2	October 2026	Updated after consulting with staff members
3		

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Housing Electrical Safety Policy

Accessibility of Document

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Resident Involvement



The Cambridge City Council (the 'council') is committed to consulting residents when reviewing and developing policies, to ensure we consider your views and experiences when delivering landlord services. The following resident groups were consulted and provided feedback on this policy:

- Housing Advisory Board Tenant and Leaseholder Representatives
- Resident 'Armchair' Reviewers

1. Purpose and Summary

This policy sets out how Cambridge City Council, as a social landlord, will manage electrical safety across its housing stock and communal areas, in accordance with applicable legislation, regulations, standards and guidance.

The Council will take all reasonable steps to ensure electrical installations and equipment are safe, maintained and appropriately inspected and tested. This includes ensuring electrical works are carried out by competent persons, electrical risks and defects are identified and addressed, and accurate records are maintained.

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The policy supports the protection of tenants, leaseholders, occupiers, visitors, staff and contractors from risks associated with electricity and provides a framework for effective compliance, assurance and continuous improvement.

2. Roles and Responsibilities

This Policy should be read alongside the Council's ***Health and Safety Policy Handbook***, which sets out the Council's wider health and safety responsibilities, governance arrangements and internal framework. **The Handbook should be referred to for Council-wide roles, responsibilities and health and safety management arrangements rather than duplicated within this Policy.**

3. Scope

This Policy applies to residential properties owned or managed by the Council where the Council has responsibility for electrical safety compliance. This includes general needs housing, sheltered housing, temporary accommodation, hostels and other residential accommodation where the Council retains the relevant electrical safety duty.

It also applies to communal areas, landlord electrical installations and Council-supplied electrical equipment where the Council has maintenance or compliance responsibilities. Shared ownership, leasehold and other arrangements are subject to the terms of the lease or agreement and applicable legislation.

4. Definitions

Electrical Inspection and Testing: is an inspection of the condition of an existing electrical installation, to identify any deficiencies against the current national standard for electrical installations.

Portable Appliance Testing (PAT) is the process of checking electrical appliances for safety by completing a series of visual inspections and electronic tests.

Electrical Installation Condition Report (EICR), sometimes called a 'landlord safety test' or 'homebuyers test,' refers to a formal document produced following a Electrical Inspection and Testing, which documents the condition of the electrical installation that was examined.

5. Statutory, Legislative, and Regulatory Framework

The Council will comply with all applicable legal and regulatory requirements relating to electrical safety, including but not limited to:

- The Health and Safety at Work etc. Act 1974;
- The Electricity at Work Regulations 1989;
- The Landlord and Tenant Act 1985;
- The Housing Act 2004;
- The Defective Premises Act 1972;
- The Building Safety Act 2022;
- The Social Housing (Regulation) Act 2023;
- The Electrical Safety Standards in the Private Rented Sector and Social Rented Sector (England) Regulations 2020, as amended;
- The Building Regulations 2010, including Approved Document P, where relevant to electrical installation work; and
- Any other relevant legislation, approved codes of practice and recognised industry standards.

The Council will comply with the applicable Regulator of Social Housing Consumer Standards, including the Safety and Quality Standard. This policy supports the Council's commitment as a social landlord to providing safe, well-maintained homes and to effectively identifying, assessing, managing and reducing risks associated with electrical installations, systems and equipment.

The Council will ensure that electrical safety risks identified through inspections, repairs reports, complaints or property condition information are assessed and addressed promptly, supporting wider statutory obligations relating to housing safety and emerging requirements under Awaab's Law.

6. Cambridge City Council Responsibilities

6.1. The Council will:

- inspect and test installations at intervals of no more than five years or sooner where the previous report specifics.
- Where inspections, incidents, complaints, repairs data, contractor reports or other information identify emerging risks, the Council may;
- complete an Electrical Installation Condition Report (EICR) in accordance with applicable legislation and regulatory requirements;
- undertake electrical inspections when properties are re-let, following a change of tenancy, or when there is a specific safety concern or identified risk;
- inspect electrical installations in communal areas and landlord supplies at appropriate intervals;

- undertake appropriate inspection and testing of Council-supplied electrical equipment; and
- ensure remedial works identified through inspection and testing are appropriately prioritised and completed.

Electrical inspections, testing, certification and remedial works will be undertaken in accordance with the current edition of BS 7671 Requirements for Electrical Installations and other applicable industry standards.

6.2. Repairs and Planned Works

The Council will ensure that:

- electrical repairs, maintenance and planned works are undertaken by competent and appropriately qualified persons;
- electrical installations and equipment are maintained in accordance with applicable legislation, standards and manufacturers' requirements;
- new or replacement electrical equipment supplied by the Council is safe and fit for use; and
- electrical safety is considered as part of planned maintenance, refurbishment and other works that may affect electrical installations.

6.3. Access

The Council will take reasonable steps to obtain access to properties where electrical inspections, testing or remedial works are required and will follow its approved no-access procedure where access is not obtained.
Where necessary, the Council may use the access provisions available under the tenancy or lease and applicable legislation.

6.4. Records and Assurance

The Council will:

- maintain accurate and up-to-date records of electrical installations and inspections;
- retain EICRs, certificates, remedial actions and completion records;
- monitor compliance with inspection and testing programmes;
- monitor contractor performance and competence;
- provide appropriate assurance and reporting to senior management and Members; and
- investigate significant failures, incidents and non-compliance and take appropriate action.
- Utilise asset data, stock condition information and compliance records to inform inspection programmes, investment planning and risk management activity.

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6.5. Contractors and Competence

The Council will ensure that contractors and other persons undertaking electrical work on its behalf:

- are suitably qualified, competent and appropriately accredited;
- comply with applicable legislation, standards and Council requirements;
- provide accurate inspection, testing and certification information; and
- report defects, risks and remedial actions promptly.

The Council will monitor contractor performance and may undertake independent inspection and assurance of electrical works.

7. Tenant and Leaseholder Responsibilities:

7.1. Tenants:

- use electrical installations and appliances safely and in accordance with manufacturers' instructions;
- report electrical faults, damage, exposed wiring, burning smells, sparks or other electrical safety concerns to the Council promptly;
- allow access for electrical inspections, testing, repairs and remedial works;
- not carry out, or arrange for others to carry out, electrical alterations or installations without the Council's prior permission where required;
- ensure that electrical equipment they own or bring into the property is safe and suitable for use;
- not tamper with electrical installations, smoke alarms, carbon monoxide alarms or other safety equipment; and
- follow reasonable electrical safety advice provided by the Council.

Tenants remain responsible for the safety and condition of their own electrical appliances and equipment.

7.2. Leaseholders:

- maintain electrical installations and equipment within the part of the property for which they are responsible under the terms of their lease;
- ensure any electrical alterations, installations or works they undertake comply with applicable legislation, regulations and standards and obtain the Council's consent where required;
- use competent and appropriately qualified contractors for electrical works;
- provide relevant electrical certificates or other information to the Council where required under the lease or for compliance purposes;

- report electrical defects or risks affecting communal areas or Council-owned installations promptly;
- allow reasonable access where the Council is responsible for inspection, testing, repairs or remedial works; and
- ensure electrical appliances they own or provide are safe and maintained appropriately.

The Council's responsibilities in leasehold properties will be determined by the terms of the lease and applicable legislation.

8. Inspection and Testing

Electrical installations will be inspected and tested by a qualified person at intervals of no more than five years, or sooner where the previous report specifies. The Council will maintain and monitor a documented programme for existing tenancies to meet all applicable commencement and transitional requirements.

An EICR will be completed following the inspection and will identify the condition of the installation and any remedial action required. Required remedial or further investigative work will be completed within 28 days of the inspection, or sooner where the report specifies. Any immediate danger will be made safe without delay.

Additional inspections may be undertaken where changes in occupancy, alterations, property condition information, risk assessment findings or other circumstances indicate a need to assess electrical safety.

Where a new installation or complete rewire has been undertaken, the appropriate electrical certification will be provided.

Copies of relevant electrical safety reports and certificates will be provided to tenants in accordance with applicable legislation and regulatory requirements. The Council will provide reports to existing tenants following inspection, to new tenants before occupation, and to prospective tenants and the local authority following a request, within the applicable statutory timescales.

9. Risk-Based Approach

9.1. Risk-Based Prioritisation

The Council will adopt a risk-based approach to electrical safety and may apply enhanced inspection, monitoring and remedial arrangements where higher levels of risk are identified.

When determining inspection frequencies and priorities, the Council will take account of factors including:

- the type and age of the property;
- the condition and age of the electrical installation;
- the findings of previous Electrical Installation Condition Reports (EICRs);
- the vulnerability of residents;
- the use and occupancy of the building;
- the presence of communal electrical systems and landlord supplies;
- previous incidents, defects or reports of electrical safety concerns; and
- any significant alterations, refurbishment works or change in building use.

9.2. Higher-Risk Accommodation

The Council may apply enhanced monitoring and inspection arrangements to higher-risk accommodation, including:

- sheltered housing schemes;
- supported housing schemes;
- temporary accommodation;
- houses in multiple occupation (HMOs);
- buildings with extensive communal electrical installations;
- properties containing specialist electrical equipment;
- buildings with electric vehicle charging infrastructure; and
- any property identified through risk assessment as requiring additional controls.

9.3. Responsive Risk Management

Where emerging risks are identified, the Council will take proportionate action to manage and mitigate those risks.

10. Communal Areas and Portable Appliances

The Council will ensure that electrical installations and equipment within communal areas are inspected, tested and maintained at appropriate intervals based on statutory requirements and risk.

Council-supplied electrical equipment, including white goods, portable heaters, kitchen appliances and specialist equipment, will receive risk-based visual inspection and testing by a qualified person. Inspection records, unsafe-equipment actions and evidence of repair or replacement will be retained and shared where required.

Where Council-provided electrical equipment is identified as unsafe, it will be removed from use and repaired or replaced as appropriate.

Where appliances are gifted to tenants, responsibility for their ongoing safe use and maintenance will transfer to the tenant, unless otherwise agreed.

11. Incidents and Non-Compliance:

Electrical safety incidents, significant defects and non-compliance will be recorded, investigated and managed in accordance with the Council's relevant health and safety, repairs and incident procedures.

Where an immediate electrical safety risk is identified, appropriate action will be taken to make the installation or equipment safe as soon as reasonably practicable.
The Council will use incidents, complaints, inspection findings and performance information to identify learning and improve electrical safety management.

12. Related Policies and Documents

This policy should be read alongside relevant Council policies, procedures and plans, including:

- Corporate Health and Safety Policy handbook
- HRA Asset Management Strategy;
- Complaints Policy;
- Mutual Exchange Policy;
- Tenancy Agreement;
- Leaseholder Agreement;
- Voids Management Policy; and
- Tenant Sign-up Handbook

13. Monitoring and Assurance

The Council will monitor electrical safety compliance through:

- Completion of electrical inspection and testing programmes.
- Monitoring of EICR completion rates and outstanding remedial works.
- Review of electrical safety incidents and non-compliance.
- Monitoring of outstanding remedial works and compliance actions.
- Contractor performance monitoring.
- Quality assurance, audits and independent inspection where appropriate.

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- Regular reporting through Housing governance arrangements.

The Council will use compliance data, risk information, asset intelligence and performance reporting to identify higher-risk properties and ensure resources are prioritised towards areas of greatest electrical safety risk.

Monthly assurance reporting will include valid in-date EICRs, overdue inspections, satisfactory outcomes, overdue remedial actions, no-access cases, equipment checks, data exceptions, quality failures and reports issued within statutory timescales. Measure owners, definitions, targets and escalation thresholds will be set in the compliance framework, including any applicable electrical-safety Tenant Satisfaction Measure.

14. Safeguarding

The Council recognises that electrical safety risks may disproportionately affect residents who are vulnerable due to age, disability, ill health, mental capacity, domestic circumstances or other support needs.

Where electrical safety inspections, repairs, incidents or access arrangements identify potential safeguarding concerns, these will be managed in accordance with the Council's safeguarding policies and procedures. Appropriate referrals may be made to relevant services where there is a concern that an adult or child is experiencing, or is at risk of, abuse, neglect or harm.

15. Equality, Diversity and Accessibility

The Council is committed to ensuring that electrical safety services are delivered fairly and do not unlawfully discriminate against any person in accordance with the Equality Act 2010.

In delivering this policy, the Council will consider the needs of residents with protected characteristics and will make reasonable adjustments where required. The Council recognises that barriers relating to disability, language, communication needs, digital access, vulnerability or personal circumstances may affect a resident's ability to engage with electrical safety services and will take reasonable steps to reduce those barriers.

Equality Impact Assessments: We carry out an equality impact assessment each time we develop or review a policy, procedure or service. The assessment helps ensure decisions are fair, advance equality of opportunity, and identify potential impacts on people who share protected characteristics. An Equality Impact Assessment for this policy was completed in October 2026..

16. Complaints and Feedback

It's nice to know when we get things right. But we also want to know when we get things wrong and where there might be things we can do better. Comments we receive will be communicated to our staff and the information will be used to continue improving our services. All formal complaints will be handled according to the council's Complaints Policy.

The Council is committed to providing safe homes and will manage complaints relating to electrical safety in accordance with the Housing Ombudsman Complaint Handling Code and applicable legal and regulatory requirements. Complaints, feedback and expressions of dissatisfaction relating to electrical safety will be reviewed and used to inform continuous improvement of electrical safety compliance, service delivery and resident safety. The Council will also have regard to relevant expectations of the Regulator of Social Housing when considering complaint outcomes and service improvements.

Please contact us if you think we have not completed the required electrical safety inspections in your home within an appropriate timeframe or if it has not been completed properly. We will do our best to make things right to improve our services and reduce the likelihood that it will happen to you again or someone else. You can report any complaints or provide comments and feedback:

Council Repairs online: housing.repairs@cambridge.gov.uk
Online: www.cambridge.gov.uk/compliments-complaints-and-suggestions
By phone: 01223 457000
In writing: The Complaints and Feedback Team, PO Box 700, Cambridge CB1 0JH.

17. Update History and Schedule

Department: City Services Group
Policy owner: Compliance Manager, Housing Services
Responsible service: Operations
Last reviewed and updated by: [Name/role to be confirmed]

This Policy will be reviewed every three years or sooner following legislative or regulatory change, a serious incident, material non-compliance, an adverse audit finding, or a significant service or housing-stock change.

Version No.	Date	Comments
1	September 2026	Initial policy developed.
2	October 2026	Updated after consulting with staff members

Housing Fire Safety Policy

Accessibility of Document

Our aim is to make documents and guidance easy to use and accessible for everyone. We will take steps to make any reasonable adjustments needed for you to receive the information outlined below in other formats. Depending on your needs, these might include, but are not limited to:

- Using larger print, or a specific colour contrast
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If you would like to contact us about having a copy of this document, or in alternative formats, please call us on 01223 457000, or write to us at Cambridge City Council, PO Box 700, Cambridge CB1 0JH.

Resident Involvement



The Cambridge City Council (the ‘council’) is committed to consulting residents when reviewing and developing policies, to ensure we consider your views and experiences when delivering landlord services. The following resident groups were consulted and provided feedback on this policy:

- Housing Advisory Board Tenant and Leaseholder Representatives
- Resident ‘Armchair’ Reviewers

1. Purpose and Summary

Cambridge City Council, as a social housing landlord, is committed to protecting tenants, leaseholders, occupiers, visitors, staff, contractors and others from fire safety risks across its housing stock.

This policy sets out the Council’s risk-based approach to managing fire safety and meeting its statutory and regulatory responsibilities as a landlord, including where it acts as the Responsible Person. The Council will:

- Identify, assess, control and monitor fire risks.
- Maintain effective fire prevention measures, fire safety systems, equipment and protected escape routes.

- Provide residents with clear, accessible fire safety information and appropriate evacuation support, including reasonable adjustments where required.
- Maintain accurate fire safety records and monitor compliance.
- Promote a positive fire safety culture and continuous improvement across Housing Services.

2. Roles and Responsibilities:

This Policy should be read alongside the Council's ***Health and Safety Policy Handbook***, which sets out the Council's wider health and safety responsibilities, governance arrangements and internal framework. **The Handbook should be referred to for Council-wide roles, responsibilities and health and safety management arrangements rather than duplicated within this Policy.**

3. Scope

This policy applies to all Council-owned and managed residential buildings and communal areas for which the Council has landlord responsibility. The extent of the Council's responsibilities will vary depending on the type of building, tenure arrangements, and the relevant legal duties applicable to the premises.

Where responsibilities are shared with other Responsible Persons, Accountable Persons or Principal Accountable Persons, the Council will cooperate and coordinate to ensure fire safety risks are appropriately managed and legal duties are fulfilled.

For buildings containing communal areas, Housing Services will fulfil its responsibilities as the Responsible Person under fire safety legislation. Where applicable, Housing Services will also fulfil its duties as an Accountable Person or Principal Accountable Person under the Building Safety Act 2022.

Residents remain responsible for fire safety within their own homes, including the safe use of electrical equipment and appliances and maintaining safe conditions within the dwelling. This does not remove the Council's responsibilities as landlord under relevant housing, fire safety and building safety legislation.

It applies to tenants, leaseholders, occupiers, staff, contractors and visitors, as relevant to their responsibilities.

4. Definitions

For the purposes of this policy:

Responsible Person: The person or organisation with duties under the Regulatory Reform (Fire Safety) Order 2005 for ensuring fire safety requirements are met in relevant premises.

Competent Person: A person with sufficient training, experience, knowledge and other qualities to undertake fire safety duties appropriately.

Fire Risk Assessment (FRA): A systematic assessment of fire hazards, risks to people and the measures required to prevent fire and protect people from its effects.

Fire Safety Management Plan (FSMP): A building-specific document setting out the arrangements for managing fire safety, including fire safety measures, inspections, maintenance and evacuation arrangements.

Residential Personal Emergency Evacuation Plan: A record prepared for a relevant resident following a person-centred fire risk assessment in a specified residential building, in accordance with the Fire Safety (Residential Evacuation Plans) (England) Regulations 2025.

Evacuation Strategy: The building-specific approach for evacuating occupants safely in the event of fire.

Compartmentation: The subdivision of a building into fire-resistant compartments designed to restrict the spread of fire and smoke.

5. Statutory, Legislative, and Regulatory Framework

The Council will comply with applicable legislation, regulations and relevant standards and guidance, including:

- Health and Safety at Work etc. Act 1974.
- Management of Health and Safety at Work Regulations 1999.
- Housing Act 2004, including the Housing Health and Safety Rating System (HHSRS).
- Regulatory Reform (Fire Safety) Order 2005 (as amended by the Fire Safety Act 2021 and the Building Safety Act 2022).
- Equality Act 2010.
- Building Regulations 2010.
- Smoke and Carbon Monoxide Alarm (England) Regulations 2015 (as amended).
- Construction (Design and Management) Regulations 2015.
- Fire Safety Act 2021.
- Fire Safety (England) Regulations 2022.

- Building Safety Act 2022, where applicable.
- Social Housing (Regulation) Act 2023.
- Fire Safety (Residential Evacuation Plans) (England) Regulations 2025.
- Relevant British Standards, government guidance and National Fire Chiefs Council guidance.

Housing Services will comply with the applicable Regulator of Social Housing Consumer Standards, including the Safety and Quality Standard. This policy supports the Council's commitment to meeting its statutory and regulatory fire safety responsibilities as a landlord and to effectively identifying, assessing, managing, and reducing fire safety risks across its residential properties and communal areas.

6. Cambridge City Council Responsibilities

6.1. Fire Risk Assessment and Risk Management

The Council will :

- Ensure suitable and sufficient Fire Risk Assessments (FRAs) are undertaken by competent persons for buildings and premises within its fire safety responsibilities.
- Fire Risk Assessments will be reviewed periodically and where there is reason to believe that the assessment is no longer valid or where significant changes occur that could affect fire safety risks.
- Ensure FRA actions are recorded, prioritised, monitored and completed within appropriate timescales.
- Implement proportionate interim measures where immediate remedial action is not possible.

6.2. Fire Safety Systems and Equipment

The Council will :

- Maintain fire safety systems and equipment in accordance with applicable legislation, the FRAs and building fire strategy.
- Ensure fire safety measures, including fire doors, emergency lighting, smoke control, alarms, risers, firefighting equipment and evacuation alert systems, are appropriately inspected, maintained and tested.
- Appoint approved competent contractors.

6.3. Fire Doors

The Council will :

- Undertake required inspections of communal fire doors, including quarterly checks in residential buildings where applicable.

- Use best endeavours to undertake annual checks of flat entrance fire doors in residential buildings taking into consideration fire risk assessments.
- Ensure identified defects are appropriately managed and remedied.

6.4. Resident Fire Safety and Evacuation

The Council will :

- Provide residents with clear, accessible and appropriate fire safety information in accordance with legislative requirements.
- Maintain appropriate building-specific fire safety and evacuation arrangements, including arrangements for identifying and managing residents' evacuation needs and, where required by legislation, preparing and maintaining building emergency evacuation plans.
- The Council will identify and manage residents' evacuation needs in accordance with legal requirements.
- Engage with residents and relevant support services to promote fire safety and effective evacuation arrangements.

6.5. Repairs, Refurbishment and Major Works

- Ensure fire safety is considered and appropriately managed throughout repairs, refurbishment, planned maintenance and major works projects.
- Assess and manage any changes that may affect fire safety, including alterations to building layouts, services, fire protection systems, means of escape, fire stopping or compartmentation.
- Protect, maintain and, where necessary, reinstate fire stopping, compartmentation, fire doors and other passive fire protection measures affected by works.
- Ensure contractors and other parties undertaking works are competent, appropriately qualified and comply with relevant fire safety requirements.
- Control activities that present an increased fire risk, including hot works, through suitable permit-to-work and management arrangements.
- Require contractors to identify, record and promptly report any fire safety defects or concerns identified during works.
- Verify that completed works comply with applicable fire safety requirements and do not compromise the building's fire safety strategy or the safety of residents, employees, contractors and other relevant persons.
- Maintain records of any repair or remedial works.

7. Tenant and Leaseholder Responsibilities

Tenants and leaseholders are expected to:

- Keep communal areas and escape routes clear as per our Fire Safety in Communal Areas Policy.

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- Follow fire safety instructions and building-specific evacuation arrangements.
- Not tamper with fire safety equipment.
- Not alter or compromise flat entrance fire doors without appropriate approval.
- Report fire safety concerns, defects and damage promptly.
- Not store prohibited or hazardous items in communal or escape routes.
- Keep fire doors closed when required and not wedge or prop them open.
- Cooperate with fire safety inspections, checks and works.
- Comply with the Council's requirements for mobility scooter storage and charging where applicable.

8. Record Keeping and Compliance Information

The Council will maintain accurate and appropriate records relating to:

- Fire Risk Assessments.
- Fire door inspections.
- Fire safety system maintenance.
- Repairs and remedial actions.
- Evacuation strategies and arrangements.
- Resident fire safety communications.
- Fire incidents and investigations.

For any higher-risk building for which the Council is an accountable person or principal accountable person, prescribed building-safety information will be kept accurate, up to date, secure and accessible, with changes and transfers recorded through the approved golden-thread arrangements.

9. Related Policies and Documents

This policy and its delivery are intended to be compatible and work in conjunction with the following council policies and documents:

- Complaints Policy
- Fire Safety in Communal Areas Policy
- Fire safety in flats - Cambridge City Council
- HRA Asset Management Strategy
- Mutual Exchange Policy
- Re-Let Standard
- Tenancy Agreement
- Tenant Sign-Up Pack
- Voids Management Policy

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10. Monitoring and Assurance

The Council will maintain arrangements to monitor fire safety compliance, the completion of required inspections and assessments, the implementation of corrective actions, and the quality of fire safety data.

Performance information, compliance exceptions, overdue actions and emerging risks will be reported through appropriate governance arrangements to provide assurance that statutory obligations are being met and that corrective action is taken where required. Performance will be reviewed through Housing compliance governance arrangements and reported through appropriate management and member oversight.

The Council will maintain accurate fire safety and compliance records, support and cooperate with Fire and Rescue Services as required, take appropriate action in response to relevant recommendations, review fire safety arrangements, and promote continuous improvement. Lessons learned from incidents, audits, inspections and compliance activities will be used to improve fire safety management arrangements.

11. Safeguarding

The Council recognises that some residents may be at increased risk of harm due to age, disability, illness, mental health needs, vulnerability, or other personal circumstances.

Where fire safety activities, inspections, risk assessments, resident engagement, or reports of fire safety concerns identify potential safeguarding risks, these will be referred through the Council's safeguarding procedures and, where appropriate, relevant partner agencies.

Housing Services will work collaboratively with internal services and external partners, where lawful and appropriate, to help ensure residents receive suitable support in relation to fire safety risks.

12. Equality, Diversity and Accessibility

The Council is committed to ensuring that services delivered under this policy are fair, accessible and do not unlawfully discriminate against any person.

In delivering fire safety services, the Council will have due regard to its duties under the Equality Act 2010 and will consider the needs of residents with protected characteristics and those who may experience barriers to accessing services or information.

Reasonable adjustments will be made where required to ensure residents can access fire safety information, services and support, including assistance with evacuation arrangements where appropriate.

Equality Impact Assessments: We carry out an equality impact assessment each time we develop or review a policy, procedure or service. The assessment helps ensure decisions are fair, advance equality of opportunity, and identify potential impacts on people who share protected characteristics. An Equality Impact Assessment for this policy was completed in October 2026.

13. Complaints and Feedback

It's nice to know when we get things right. But we also want to know when we get things wrong and where there might be things we can do better. Comments we receive will be communicated to our staff and the information will be used to continue improving our services. All formal complaints will be handled according to the council's Complaints Policy.

The Council will comply with the Housing Ombudsman's statutory Complaint Handling Code in policy and practice, complete and publish the required self-assessment, maintain appropriate senior oversight, and record and act on learning from complaints. Complaints will also be considered in line with relevant Regulator of Social Housing expectations. Learning from complaints and feedback will be used to improve Fire Safety services.

Please contact us if you believe we have not met our fire safety responsibilities, if fire safety concerns have not been addressed, or if fire safety inspections, maintenance, repairs or remedial works have not been completed appropriately. We will do our best to make things right, improve our services and reduce the likelihood of similar issues occurring in the future.

You can report any complaints or provide comments and feedback:

Council Repairs email: housing.repairs@cambridge.gov.uk
Online: www.cambridge.gov.uk/compliments-complaints-and-suggestions
By phone: 01223 457000
In writing: The Complaints and Feedback Team, PO Box 700, Cambridge CB1 0JH

14. Update History and Schedule

Department: City Services Group
Policy owner: Compliance Manager, Housing Services
Responsible service: Operations
Last reviewed and updated by: [Name/role to be confirmed]

This Policy will be reviewed every three years or sooner following legislative or regulatory change, a serious incident, material non-compliance, an adverse audit finding, or a significant service or housing-stock change.

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Housing Gas Safety Policy

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Resident Involvement



Cambridge City Council (the 'council') is committed to consulting residents when reviewing and developing policies, to ensure we consider your views and experiences when delivering landlord services. The following resident groups were consulted and provided feedback on this policy:

- Housing Advisory Board Tenant and Leaseholder Representatives
- Resident 'Armchair' Reviewers

1. Purpose and Summary

The purpose of this Policy is to set out how Cambridge City Council, as a social housing landlord, will manage gas safety risks within its housing stock and fulfil its statutory duties as a landlord.

The Council is committed to ensuring that all gas installations, appliances, flues and associated equipment within properties for which it has responsibility are maintained in a safe condition, inspected at the required intervals, and managed in a way that protects tenants, residents, employees, contractors and visitors.

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This Policy provides the framework for achieving legal and regulatory compliance, maintaining resident safety, managing contractor performance, and demonstrating effective governance of gas safety across the Council's housing portfolio.

2. Roles and Responsibilities

This Policy should be read alongside the Council's ***Health and Safety Policy Handbook***, which sets out the Council's wider health and safety responsibilities, governance arrangements and internal framework. **The Handbook should be referred to for Council-wide roles, responsibilities and health and safety management arrangements rather than duplicated within this Policy.**

3. Scope

This Policy applies to all Council-owned or managed housing properties and associated premises where the Council, as a social housing landlord, has gas safety responsibilities, including homes, temporary accommodation, communal areas, plant rooms and communal heating systems. It covers gas appliances, installations, flues and related equipment for which the Council is responsible for.

The Policy applies to Council employees, contractors and anyone acting on the Council's behalf in relation to gas safety. It also outlines the responsibilities of tenants, leaseholders and other residents in supporting compliance with gas safety requirements.

Responsibility for gas installations and appliances will be determined by tenancy agreements, lease agreements and relevant legislation. Resident-owned gas appliances remain the responsibility of the resident unless the Council has expressly accepted responsibility for them.

4. Definitions

Gas Safe Register: The official register of engineers legally permitted to undertake gas work.

Gas Safety Inspection: The annual inspection and testing of gas appliances, flues and associated installations required by Regulation 36 of the Gas Safety (Installation and Use) Regulations 1998.

Landlord Gas Safety Record (LGSR): The certificate produced following completion of a gas safety inspection.

No Access Case: A property where access cannot be obtained to complete a gas safety inspection within required timescales.

5. Statutory, Legislative and Regulatory Framework

The Council will comply with applicable legislation, regulations, regulatory standards and guidance, including:

- Health and Safety at Work etc. Act 1974.
- Management of Health and Safety at Work Regulations 1999.
- Landlord and Tenant Act 1985.
- Gas Safety (Installation and Use) Regulations 1998 (as amended), including Regulations 36 and 39.
- HSE, Safety in the installation and use of gas systems and appliances – Gas Safety (Installation and Use) Regulations 1998 (as amended), Approved Code of Practice and guidance, L56, Fifth edition.
- Housing Act 2004.
- Equality Act 2010.
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013, where applicable.
- Consumer Rights Act 2015.
- Homes (Fitness for Human Habitation) Act 2018.
- Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022.
- Social Housing (Regulation) Act 2023.
- HSE INDG285 – Landlords: A guide to landlords' duties.
- Housing Health and Safety Rating System (HHSRS), where applicable to the assessment and management of hazards in Council housing.

Housing Services will comply with the applicable Regulator of Social Housing Consumer Standards, including the Safety and Quality Standard. This policy supports the Council's commitment to providing safe, well-maintained homes and to effectively identifying, managing and reducing health and safety risks associated with Gas-related risks.

The Council will maintain a controlled legal register for gas safety and will seek legal confirmation, where required, on the relevance of Building Regulations, CDM 2015, the Defective Premises Act 1972 and current social-housing hazard-remediation requirements.

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6. Cambridge City Council Responsibilities

The Council recognises gas safety as a critical landlord health and safety responsibility and will maintain effective arrangements to protect tenants, residents, employees, contractors and visitors.

The Council will:

- Comply with applicable gas safety legislation, regulatory requirements and relevant guidance.
- Complete statutory landlord gas safety checks within required timescales.
- Ensure that a valid **Landlord Gas Safety Record (LGSR)** is maintained for every property where the Council has a gas safety responsibility. Gas safety inspections will be completed within the legally permitted period, including use of the statutory flexibility to carry out a check up to two months before the due date while retaining the existing deadline date, so that the interval between required checks does not exceed 12 months.
- Maintain gas appliances, installations and flues for which it is responsible in a safe condition.
- Ensure gas safety services are delivered by competent and appropriately qualified contractors and engineers through the Council's contractor management arrangements.
- Identify, assess and address gas safety risks, defects and unsafe conditions promptly.
- Gas safety defects and unsafe situations will be managed in accordance with the current IGEM/G/11 Gas Industry Unsafe Situations Procedure, including documented warning, consent and isolation steps, emergency-provider referral where applicable, follow-up repairs, restoration of heating or hot water where needed, and verification that the case has been closed before reinstatement.
- Ensure appropriate gas safety checks and remedial works are completed before properties are re-let where required.
- Provide and maintain carbon monoxide and smoke detection in accordance with legal requirements.
- Retain Landlord Gas Safety Records until two further checks have been completed, and where an appliance or flue is removed, retain the final record for two years; provide a copy to existing tenants within 28 days of the check; and provide a valid record to new tenants before occupation, in accordance with statutory requirements.
- Consider residents' individual circumstances, vulnerabilities and reasonable adjustment requirements.
- Maintain appropriate governance, assurance and performance monitoring arrangements.

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7. Resident Responsibilities

7.1. Residents and Tenants

Residents and tenants are expected to:

- Provide reasonable access for statutory gas safety checks, servicing, repairs and essential safety work.
- Report suspected gas leaks or other gas safety concerns promptly.
- Not interfere with gas appliances, installations, flues, ventilation or safety devices.
- Maintain gas appliances for which they are responsible.
- Obtain the Council's permission where required before installing, altering or removing gas appliances or associated installations.
- Ensure permitted gas work is undertaken by an appropriately qualified Gas Safe registered engineer.

Failure to provide reasonable access may result in the Council taking legal or other proportionate steps to obtain access in accordance with the tenancy agreement and the Council's approved Gas Safety Access and Enforcement Procedure. The Council will normally provide the notice required by the tenancy agreement unless there is an emergency.

The Council will provide appropriate information and advice to support residents in meeting these responsibilities.

7.2. Leaseholders

Leaseholders are responsible for complying with the gas safety requirements set out in their lease and for maintaining gas appliances, installations and associated equipment that are their responsibility.

Leaseholders are expected to:

- Maintain and safely operate gas appliances and installations for which they are responsible.
- Arrange appropriate servicing and repairs of leaseholder-owned gas appliances and installations.
- Ensure gas work is undertaken by an appropriately qualified Gas Safe registered engineer.
- Comply with any Council requirements relating to gas safety and alterations to the property.
- Obtain any required Council consent before installing, altering or removing gas appliances or gas installations.

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- Provide reasonable access where the Council requires access to Council-owned or managed gas installations, communal systems or other equipment for which the Council is responsible.
- Promptly report suspected gas leaks, unsafe conditions or defects affecting communal or Council-owned gas installations.
- Comply with reasonable safety requirements where gas safety risks affect other residents or Council property.

The extent of the Council's responsibility for gas installations and equipment within leasehold properties will be determined by the relevant lease, applicable legislation and the nature of the installation or equipment.

7.3. Resident-Owned Appliances

Residents and leaseholders remain responsible for gas appliances they own, unless the Council has expressly accepted responsibility.

Where an unsafe resident-owned gas appliance or installation is identified, the Council and its appointed engineer will act in accordance with the current Gas Industry Unsafe Situations Procedure to protect residents and make the situation safe. The resident remains responsible for arranging repair or replacement by a suitably qualified Gas Safe registered engineer.

8. No Access and Enforcement

The Council will take and record all reasonable steps to secure voluntary access before considering formal enforcement action. Its approach will be tailored to the circumstances of each case and will reflect Health and Safety Executive guidance, the tenancy agreement and legal advice received by the Council.

The Council will follow the approved Gas Safety Access and Enforcement Procedure, using reasonable and proportionate measures to secure access and escalating action where necessary.

Forced Entry

Clause 22.1 of the Council’s tenancy agreement reserves a contractual right to force access solely to enable the Council to complete its legal gas safety obligations where access has not been obtained, despite written requests made in accordance with the approved procedure.
However, before taking any steps to legal entry, we will seek legal advice and establish clear audit trail.

Forced entry will only be considered as a last resort where it is lawful, necessary and proportionate; all reasonable attempts to obtain voluntary access have failed; the required authorisation and notices are in place; and the resident's circumstances, vulnerabilities and reasonable adjustment needs have been considered.

The Council reserves the right to recharge reasonable costs incurred where tenants have failed to provide access in accordance with the tenancy agreement.

9. Contractor Management and Competence

The Council will appoint competent gas contractor(s) to deliver landlord gas servicing, inspection, maintenance and related gas safety activities on its behalf. Details of the current contractor(s) will be maintained within the relevant contract and operational procedures. The Council retains overall responsibility for ensuring compliance with its statutory and regulatory gas safety obligations as landlord.

The Council will ensure that appointed contractors:

- Are appropriately qualified, competent and adequately resourced to deliver gas safety services.
- Employ Gas Safe registered engineers with the relevant qualifications and competencies for the work undertaken.
- Comply with applicable legislation, Council policies, procedures and contractual requirements.
- Maintain effective arrangements for training, supervision, quality assurance and competency assessment.
- Complete gas safety inspections, servicing, maintenance and remedial works within required timescales and to the required safety and quality standards.
- Maintain accurate records and provide timely compliance information to support the Council's monitoring and assurance activities.

The Council will monitor contractor performance through contract management arrangements, compliance reporting, audits, quality inspections and regular performance reviews. Where performance, compliance or safety concerns are identified, the Council will take appropriate action to ensure risks are managed and statutory obligations continue to be met.

10. Operational Delivery and Control Standards

The Council will maintain clear, documented and auditable arrangements for the operational delivery of gas safety services. These controls will be set out in the Gas

Safety Management Plan and supporting procedures and will include the following commitments:

- **Accountability:** The Property Compliance and Risk Manager will maintain the Gas Safety Management Plan and confirm the officer authorised to approve any use of contractual forced entry.
- **Inspection programme:** the Council will plan annual inspection and servicing activity from the tenth month after the previous check, using the statutory flexibility that preserves the existing expiry date and ensures no applicable property exceeds the permitted interval.
- **Change of tenancy and empty homes:** once the Council has possession, appointed contractors will complete the required gas safety inspection, appliance function testing and risk controls before re-letting. The gas supply will be safely capped or isolated during works where required; open-flued appliances will be assessed and removed or isolated where necessary; alterations and replacements will be tested; a valid LGSR will be available before occupation; and recommissioning arrangements will be completed safely for the incoming tenant.
- **Resident-owned appliances:** engineers will visually assess resident-owned appliances and associated connections or flues where relevant to the landlord safety check and will act on unsafe situations in accordance with the current Gas Industry Unsafe Situations Procedure. The detailed response is set out in Appendix A.
- **Carbon monoxide detection:** The Council will meet the statutory minimum by providing a carbon monoxide alarm in each room used as living accommodation that contains a fixed combustion appliance, excluding gas cookers, and will repair or replace alarms when informed that an alarm is faulty.
- **Leaseholder assurance:** the Council will provide periodic gas safety reminders to leaseholders and shared owners and, where the lease requires it, seek evidence that relevant gas appliances and installations have been serviced by a suitably qualified Gas Safe registered engineer.
- **Gas safety records:** LGSRs will be stored centrally in electronic form and linked to the relevant property record using the Council's approved property or asset identifier. Records will be retained for at least the statutory period, with additional records retained where required by the Council's retention schedule.
- **Gas Safety Management Plan:** the controlled plan will define roles and responsibilities, the property and appliance register, inspection and servicing arrangements, LGSR administration, contractor competence, training, emergency and incident response, no-access escalation, enforcement, data quality, quality assurance and reporting.
- **Training and competence:** relevant employees and contractors will receive role-appropriate induction, instruction, refresher training and competency assessment. Training and competence records will be maintained and reviewed.
- **Compliance target and escalation:** the Council's target is for 100% of applicable properties to hold a valid LGSR. Compliance will be reviewed monthly, and every

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overdue or potentially overdue case will be subject to documented escalation, senior oversight and corrective action.

- **Monthly compliance dashboard:** reporting will define the denominator and approved exceptions and will include applicable stock, valid records, checks due in 60, 30 and 7 days, overdue cases, access stage, unsafe classifications, overdue remedial work, records issued within 28 days, new lets supplied before occupation, audit defects and contractor trends.
- **Quality assurance:** The Gas Safety Management Plan will set the approved risk-based methodology, minimum sample, selection criteria, auditor competence and independence, defect grading, reinspection and escalation arrangements.
- **Emergency information:** residents will be provided with accessible information explaining what to do if they suspect a gas leak or carbon monoxide incident, including how to contact the National Gas Emergency Service and the Council.
- **Scope and exceptions:** any Council-owned or managed homes excluded because another organisation holds the landlord or management responsibility will be identified in the Gas Safety Management Plan, together with the assurance arrangements for those properties.

11. Records and Information Management

The Council will maintain accurate, complete and auditable gas safety information, including records relating to:

- Properties requiring statutory checks.
- Gas safety inspection and expiry dates.
- Landlord Gas Safety Records.
- Gas appliances, installations and flues.
- Defects and remedial works.
- Access attempts and outcomes.
- Contractor performance and assurance activity.

Gas safety information will be managed in accordance with the Council's information governance and records management requirements.

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12. Incidents and Non-Compliance

The Council will promptly respond to significant gas safety incidents, unsafe conditions and compliance failures.

The Council will ensure immediate notification, evidence preservation, RIDDOR assessment, regulator or HSE notification where required, root-cause analysis, clear action ownership, agreed timescales and closure verification.

Where appropriate, the Council will investigate incidents to identify causes, corrective actions and lessons learned and will make any statutory or regulatory notifications required.

The Council will use incident and compliance information to reduce the likelihood of recurrence and strengthen gas safety arrangements.

13. Related Documents and Legal Obligations

This Policy should be read alongside relevant Council procedures, standards and frameworks, including:

- Corporate Health and Safety Policy Handbook.
- Tenancy Agreement
- Housing Compliance Framework – overall compliance governance and assurance.
- Access Licence Policy.
- Tenant and Leasehold Alterations and Improvements Policy.
- Decant Policy.
- Voids Management Policy and Re-Let Standard.
- Fire Safety in Communal Areas Policy.
- Damp, Condensation and Mould Policy.
- Complaints Policy.
- Safeguarding procedures.
- Tenancy Policy and applicable tenancy conditions.

14. Monitoring and Assurance

The Council will monitor gas safety compliance, contractor performance and service delivery through reporting, audits, inspections and quality assurance activities.

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Compliance information, incidents, complaints, resident feedback and audit findings will be used to identify risks, address non-compliance, drive continuous improvement and provide assurance through the Council's governance arrangements.

Significant risks, compliance failures and safety concerns will be escalated appropriately to ensure effective oversight and corrective action.

15. Safeguarding

The Council recognises that some residents may be at increased risk of harm due to age, disability, ill health, mental capacity, hoarding, self-neglect, domestic abuse or other vulnerabilities.

Where gas safety activities identify safeguarding concerns, barriers to engaging with residents, or circumstances that may place individuals at risk, these concerns will be managed in accordance with the Council's safeguarding arrangements and information-sharing protocols.

The Council will work with relevant internal teams and external agencies, where appropriate, to support residents and enable gas safety obligations to be delivered safely and effectively.

16. Equality, Diversity and Accessibility

The Council is committed to ensuring that gas safety services are delivered fairly and do not unfairly disadvantage any person or group.

When delivering this policy, the Council will have due regard to its duties under the Equality Act 2010 and will consider residents' diverse needs, vulnerabilities and accessibility requirements. Reasonable adjustments will be made where necessary to support access to services and information.

The Council recognises that barriers to access may affect a resident's ability to engage with gas safety inspections, servicing and remedial works. Where barriers are identified, reasonable steps will be taken to support engagement and maintain compliance with gas safety requirements.

Where gas safety works result in a temporary interruption to heating or hot water services, the Council will consider the needs of vulnerable residents and take reasonable and proportionate steps to mitigate risks arising from the loss of essential services.

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Equality Impact Assessments: We carry out an equality impact assessment each time we develop or review a policy, procedure or service. The assessment helps ensure decisions are fair, advance equality of opportunity, and identify potential impacts on people who share protected characteristics. An Equality Impact Assessment for this policy was completed in October 2026.

17. Complaints and Feedback

It's nice to know when we get things right. But we also want to know when we get things wrong and where there might be things we can do better. Comments we receive will be communicated to our staff and the information will be used to continue improving our services. All formal complaints will be handled according to the council's Complaints Policy.

Complaints will be considered in line with the Housing Ombudsman Complaint Handling Code and relevant Regulator of Social Housing expectations. Learning from complaints and feedback will be used to improve gas safety services.

Please contact us if you think we have not completed the required **gas safety inspection, servicing, maintenance or remedial works** within an appropriate timeframe or if these have not been completed properly. We will do our best to make things right to improve our services and reduce the likelihood that it will happen to you again or someone else. You can report any complaints or provide comments and feedback:

Council Repairs Email: housing.repairs@cambridge.gov.uk
Online: www.cambridge.gov.uk/compliments-complaints-and-suggestions
By phone: 01223 457000
In writing: The Complaints and Feedback Team, PO Box 700, Cambridge CB1 0JH

18. Update History and Schedule

Department: City Services Group
Policy owner: Compliance Manager, Housing Services
Responsible service: Operations
Last reviewed and updated by: [Name/role to be confirmed]

This Policy will be reviewed every three years or sooner following legislative or regulatory change, a serious incident, material non-compliance, an adverse audit finding, or a significant service or housing-stock change.

Version No.	Date	Comments
1	September 2026	Initial policy developed.
2	October 2026	Updated after consulting with staff members.
3		

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Housing Lifts and Lifting Equipment Policy

Accessibility of Document

Our aim is to make documents and guidance easy to use and accessible for everyone. We will take steps to make any reasonable adjustments needed for you to receive the information outlined below in other formats. Depending on your needs, these might include, but are not limited to:

- Using larger print, or a specific colour contrast
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If you would like to contact us about having a copy of this document, or in alternative formats, please call us on 01223 457000, or write to us at Cambridge City Council, PO Box 700, Cambridge CB1 0JH.

Resident Involvement



The Cambridge City Council (the ‘council’) is committed to consulting residents when reviewing and developing policies, to ensure we consider your views and experiences when delivering landlord services. The following resident groups were consulted and provided feedback on this policy:

- Housing Advisory Board Tenant and Leaseholder Representatives
- Resident ‘Armchair’ Reviewers

1. Purpose and Summary

1.1. Cambridge City Council, as a social housing landlord, is responsible for managing and maintaining lifts and lifting equipment within its housing stock.

1.2. This policy sets out the Council's approach to managing the safety, maintenance, inspection and examination of lifting equipment for which Housing Services has responsibility.

1.3. This policy sets the strategic framework for managing lift and lifting equipment safety. Detailed operational controls, processes and responsibilities will be set out in a separate Lift and Lifting Equipment Safety Procedure.

1.4. The Council will:

- Protect residents, visitors, employees and contractors from risks associated with lifting equipment.
- Maintain equipment in a safe and serviceable condition.
- Meet applicable statutory and regulatory requirements.
- Maintain appropriate inspection, examination, servicing and maintenance arrangements.
- Manage defects, incidents and safety risks effectively.
- Consider accessibility and the needs of residents who rely on lifting equipment.
- Use competent persons and suitably qualified contractors.
- Maintain appropriate asset and compliance information.

2. Roles and Responsibilities

This Policy should be read alongside the Council's Health and Safety Policy Handbook, which sets out the Council's wider health and safety responsibilities, governance arrangements and internal framework. **The Handbook should be referred to for Council-wide roles, responsibilities and health and safety management arrangements rather than duplicated within this Policy.**

3. Scope

This Policy applies to lifts and lifting equipment within Council-owned or managed housing where the Council has responsibility for their safety and maintenance, including communal areas and equipment provided as part of Council adaptations or works.

This includes passenger, platform, accessibility, evacuation and goods lifts, as well as stairlifts, through-floor lifts, hoists and ceiling tracking systems.

The Policy applies to tenants, leaseholders, shared owners, household members, visitors, employees and contractors. Unless otherwise agreed *in writing*, or where the Council retains a landlord, statutory or contractual responsibility, this Policy does not apply to privately owned lifting equipment, equipment provided solely through private arrangements, equipment in non-Housing corporate premises outside the responsibility of Housing Services, or equipment managed by third parties.

4. Definitions

LOLER – Lifting Operations and Lifting Equipment Regulations 1998.

PUWER – Provision and Use of Work Equipment Regulations 1998.

Thorough examination – A systematic examination of lifting equipment undertaken by a competent person and supported by a written report.

Competent Person – A person with the appropriate knowledge, training, qualifications and experience to undertake the relevant activity.

Domestic lifting equipment – Lifting equipment installed within an individual dwelling, such as a stairlift or through-floor lift.

Entrapment – A person becoming trapped within a lift.

5. Legislation, Guidance and Regulatory Standards

Housing Services will manage lifts and lifting equipment in accordance with applicable legislation, regulations, statutory guidance and recognised industry standards.

The principal legislation and regulatory requirements include:

- Health and Safety at Work etc. Act 1974.
- Workplace (Health, Safety and Welfare) Regulations 1992, where relevant to workplaces and communal/service areas.
- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER).
- Provision and Use of Work Equipment Regulations 1998 (PUWER).
- Management of Health and Safety at Work Regulations 1999.
- Housing Act 2004.
- Equality Act 2010.
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).
- Construction (Design and Management) Regulations 2015, where lift installation, replacement, refurbishment or major works are undertaken.
- Lifts Regulations 2016.
- Homes (Fitness for Human Habitation) Act 2018, where relevant to safe and suitable housing conditions.
- *Regulatory Reform (Fire Safety) Order 2005, where applicable to the common parts of residential buildings.*
- Fire Safety (England) Regulations 2022, where applicable to communal residential buildings.
- Building Regulations.
- Supply of Machinery and product safety requirements, where relevant to the supply, installation or commissioning of lifting equipment.
- Building Safety Act 2022.
- Relevant British and European standards, including the BS EN 81 series for lifts, where applicable.
- Social Housing (Regulation) Act 2023.

Relevant guidance includes HSE Approved Code of Practice L113, HSE guidance on Thorough Examination of lifting equipment and lifts, and relevant industry guidance and recognised good practice.

Housing Services will comply with the applicable Regulator of Social Housing Consumer Standards, including the Safety and Quality Standard. This policy supports the Council's commitment to providing safe, well-maintained homes and to effectively identifying, managing and reducing health and safety risks associated with lifts and lifting equipment.

LOLER and PUWER will be applied according to the legal status, use and control of each asset. Their applicability will be assessed asset by asset, recognising that Council ownership or management alone does not mean that LOLER automatically applies to equipment used solely in a resident's home. Wider landlord, product-safety and contractual duties will continue to apply where relevant.

6. Cambridge City Council Responsibilities

Cambridge City Council, through Housing Services, will:

- Maintain an accurate register of lifts and lifting equipment for which the Council is responsible.
- Ensure appropriate inspection, examination, servicing and maintenance arrangements are in place.
- Ensure statutory examinations are completed within the required timescales.
- Ensure defects and remedial works are appropriately managed.
- Appoint suitably competent persons and contractors.
- Maintain arrangements for responding to breakdowns, entrapments and safety incidents.
- Maintain appropriate compliance and safety records.
- Monitor compliance, risks and contractor performance.
- Communicate significant safety issues and service interruptions to affected residents.
- Consider the needs of residents who may be disproportionately affected by loss of access.
- Escalate significant risks and non-compliance through appropriate management arrangements.
- Where equipment presents an immediate or significant safety risk, Housing Services may remove it from service until the risk has been appropriately addressed.

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7. Resident Responsibilities and Reporting Safety Concerns

7.1. Residents are expected to:

- Report lift breakdowns, defects, unusual operation, entrapments and any other safety concerns promptly.
- Use lifts and lifting equipment safely and appropriately.
- Follow safety instructions provided by the Council.
- Not misuse, vandalise, interfere with or deliberately damage lifting equipment.
- Allow reasonable access for inspection, servicing, maintenance and repair.
- Report accidents, incidents and near misses involving lifting equipment.
- Inform Housing Services and Occupational Therapy services where their mobility or accessibility needs change and this may affect their use of lifting equipment.
- Residents must not attempt to repair, alter or interfere with lifts or lifting equipment.

7.2. Where a defect presents a significant or immediate safety risk, Housing Services may:

- Remove the lift or equipment from service.
- Display appropriate warning notices.
- Arrange emergency repairs or other mitigation.
- Restrict access where necessary.
- Inform affected residents.
- Consider alternative arrangements for residents who may be particularly affected by the loss of the lift.

7.3. Residents will be kept informed about significant disruption and, where reasonably practicable, expected timescales for restoration of service.

7.4. Where reasonable access is repeatedly refused, the Council may take appropriate action to fulfil its statutory and landlord safety responsibilities.

8. Lift Safety and Statutory Compliance

8.1. Housing Services will maintain a planned programme of inspection, thorough examination, servicing and preventative maintenance for lifts and lifting equipment.

8.2. Thorough examinations will be undertaken:

- before commissioning where required;
- at the required statutory frequency;

- Thorough examinations will normally be undertaken every six months for lifting equipment used to carry people, in accordance with LOLER requirements, unless an alternative written examination scheme specifies otherwise;
- Lifting accessories and other lifting equipment may require different examination frequencies depending on statutory requirements, any written scheme of examination, manufacturer guidance, equipment type, use, condition and risk assessment;
- Following substantial alterations where required;
- Following exceptional circumstances where required;
- In accordance with an examination scheme prepared by a competent person, where applicable;
- All examination reports will be recorded and retained in accordance with Council requirements;

8.3. The frequency and scope of servicing will take account of:

- Manufacturer recommendations.
- Equipment type.
- Age and condition.
- Usage.
- Applicable statutory requirements.
- Contractual requirements.
- Risk and operational considerations.

8.4. Housing Services will maintain clear arrangements for responding to lift entrapments, breakdowns and emergency safety incidents. This will include access to a suitable emergency response service, clear instructions for residents and staff, prompt communication with any trapped person, escalation where attendance or release is delayed, consideration of resident welfare and vulnerability, and recording of the incident, response time, outcome and any corrective actions. Entrapments, repeat breakdowns and significant emergency incidents will be reviewed to identify learning, reduce recurrence and inform contractor performance management.

8.5. Where a lift or lifting equipment is unavailable for a prolonged period, Housing Services will complete and record a risk assessment. This will consider the impact on affected residents, particularly those with mobility, disability, health or care needs, and identify appropriate mitigations, communication arrangements, escalation requirements and welfare considerations.

8.6. Housing Services will identify, record, prioritise and complete remedial works arising from inspections, thorough examinations, servicing, maintenance visits, resident reports, incidents and other safety assessments.

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8.7. Remedial works will be prioritised according to the level of risk and applicable statutory or operational requirements.

8.8. Maintain accurate, up-to-date and evidenced records relating to lifts and lifting equipment, including asset information, inspection, examination, servicing, maintenance and remedial actions.

8.9. For high-rise residential buildings, the Council will ensure monthly routine checks are completed for firefighters' lifts, evacuation lifts and essential firefighting equipment. Relevant faults will be rectified promptly and, where a fault cannot be rectified within 24 hours, the fire and rescue authority will be notified electronically and informed when the fault is resolved.

9. Accessibility, Adaptations and New Installations

The Council will consider accessibility and equality requirements when providing, installing or managing lifting equipment.

New equipment will be:

- Suitable for its intended purpose and the assessed needs of residents.
- Compliant with applicable legislation, standards and manufacturer requirements.
- Installed and maintained by competent persons or contractors.
- Considered in terms of safety, accessibility, maintenance and whole-life requirements.

Where lifting equipment is provided within an individual home, the equipment will be suitable for the resident's assessed needs and linked, where appropriate, to the Council's Disabled Adaptations arrangements and Occupational Therapy assessment process. Residents, carers or advocates will be provided with relevant handover information on safe use, servicing, reporting faults and responsibilities for access.

10. Domestic Lifting Equipment

Domestic lifting equipment installed within individual dwellings presents different operational and management considerations to communal lifting equipment. The Council will ensure that any domestic lifting equipment for which it is responsible is managed, maintained, inspected and repaired in accordance with relevant legislation, applicable standards, manufacturer recommendations and resident needs.

10.1. **Domestic lifting equipment will be reviewed:**

- Where a resident's needs or circumstances change.

- When equipment reaches the end of its useful life.
- Following significant defects, failures or safety concerns.
- When a tenancy ends.
- As part of the void property process and prior to reletting.

10.2. **The review will consider:**

- The needs of the current or prospective resident.
- Accessibility requirements and reasonable adjustments.
- The safety, condition and reliability of the equipment.
- Compliance requirements and associated risks.
- The future use and suitability of the property.
- Value for money, including ongoing maintenance and replacement costs.

10.3. **Following review, the Council may decide to:**

- Retain the equipment in service.
- Upgrade or modify the equipment.
- Replace the equipment.
- Remove the equipment where it is no longer required, suitable or economically viable to maintain.

Any domestic lifting equipment retained in service will be subject to appropriate inspection, testing, maintenance and repair arrangements to ensure it remains safe, compliant and fit for purpose.

11. Resident-Owned Lifting Equipment

Residents may install lifting equipment through private arrangements, grants or other external funding.

Where resident-owned lifting equipment is proposed or installed, the resident may be required to obtain the Council's written permission in accordance with the tenancy, lease or other applicable requirements.

Unless otherwise agreed in writing:

- Responsibility for servicing and maintenance remains with the resident.
- Responsibility for examination remains with the resident where applicable.
- Responsibility for insurance remains with the resident.
- The resident must ensure that the equipment is installed and maintained safely.
- The Council may request evidence of servicing, examination or other safety certification.
- The Council may impose reasonable conditions where the equipment affects the Council's building, communal areas or other residents.

Where the Council becomes aware that resident-owned lifting equipment presents a significant safety risk, Housing Services may take appropriate action to protect residents, visitors, contractors and the building.

12. Asset Management, Records and Competence

12.1. Cambridge City Council will maintain accurate records, including:

- Asset registers
- Service and maintenance logs
- Thorough examination reports
- Certificates of conformity and compliance
- Records will be retained in line with organisational retention policies and legal requirements.

12.2. Information will be maintained in accordance with Council information management and retention requirements.

12.3. Only suitably competent persons and qualified contractors will undertake lift-related activities on behalf of Housing Services.

12.4. Contractor competence, qualifications, insurance and performance will be appropriately assessed and monitored. Evidence checks will include, where relevant, qualifications, accreditation, insurance, relevant experience, impartiality and independence for examination activity, method statements, risk assessments, performance management information, and evidence of suitable technical competence. This may include UKAS ISO/IEC 17020 inspection competence for inspection bodies and Lift and Escalator Industry Association (LEIA) affiliation for lift contractors, where appropriate to the work being undertaken.

12.5. Thorough examinations will be undertaken by competent persons with suitable practical and theoretical knowledge and sufficient independence and impartiality. The examiner should not normally assess their own maintenance work; accreditation or trade affiliation alone will not be treated as proof of competence or independence.

12.6. Employees responsible for managing or overseeing lift safety will receive training and information appropriate to their roles.

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13. Related Documents and Legal Obligations

This policy should be read alongside relevant Cambridge City Council Housing Services policies, procedures and guidance, including, where applicable:

- Housing Compliance Framework.
- Repairs and Maintenance Policy.
- Adaptations Policy.
- Health and Safety policies.
- Resident Engagement arrangements.
- Contractor Management procedures.
- Incident Reporting procedures.
- Emergency Response procedures.
- Reasonable Adjustments Policy.
- Equality and Diversity policies.
- Relevant tenancy and lease conditions.

14. Resident Communication

Effective communication is an important part of managing lift safety within Council housing.

Housing Services will:

- Encourage residents to report lift defects and safety concerns.
- Provide information about lift safety where appropriate.
- Communicate planned servicing, maintenance and improvement works.
- Inform residents about significant service interruptions.
- Consider the communication needs of residents who require additional support.
- Use appropriate communication channels.
- Consider the needs of residents particularly affected by lift failures or prolonged outages.

15. Monitoring and Assurance

15.1. The Council will monitor compliance with this policy and the effectiveness of its lift safety arrangements through appropriate governance, assurance and performance management processes.

15.2. Assurance activities will be undertaken to verify that lift and lifting equipment assets are being managed in accordance with legal, regulatory and Council requirements, and that identified risks are effectively controlled.

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15.3. Compliance performance, significant risks, incidents, enforcement actions, complaints, audit findings and other relevant matters will be reported through the Council's governance arrangements to provide oversight and assurance.

15.4. Where monitoring, assurance activities, incidents, complaints or audits identify deficiencies or opportunities for improvement, appropriate corrective action will be taken and learning incorporated into service delivery, policy review and continuous improvement activities.

15.5. The Council will maintain accurate, up-to-date and evidenced records to demonstrate compliance with statutory, regulatory and landlord responsibilities for lift safety.

16. Safeguarding

The Council recognises that lift safety issues, lift failures and restricted access to homes or communal facilities may disproportionately affect residents who are vulnerable or at increased risk of harm.

When delivering its lift safety responsibilities, the Council will have regard to its safeguarding responsibilities and will take appropriate action where lift-related circumstances give rise to concerns about the safety, wellbeing or welfare of a resident.

Safeguarding concerns identified through lift safety activities, inspections, incidents, complaints or service delivery will be managed and escalated in accordance with the Council's safeguarding policies and procedures.

The Council will work with relevant services, partners and agencies, where appropriate, to support residents whose safety or wellbeing may be affected by lift-related risks.

17. Equality, Diversity and Accessibility

The Council is committed to promoting equality, valuing diversity and ensuring services are accessible to all residents. When delivering this policy, the Council will have due regard to its duties under the Equality Act 2010 and will seek to identify and remove barriers that may affect access to services or safety information.

The Council will make reasonable adjustments where required and provide information in accessible formats to support residents with disabilities, vulnerabilities or other

specific needs. Equality, diversity and accessibility considerations will be taken into account when planning, delivering and reviewing lift safety activities and services.

Resident circumstances will be considered on an individual basis when managing significant lift failures, planned outages, adaptations and other circumstances affecting access to homes or communal facilities.

Equality Impact Assessments: We carry out an equality impact assessment each time we develop or review a policy, procedure or service. The assessment helps ensure decisions are fair, advance equality of opportunity, and identify potential impacts on people who share protected characteristics. An Equality Impact Assessment for this policy was completed in October 2026.

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The Council will comply with the Housing Ombudsman's Complaint Handling Code and relevant Regulator of Social Housing requirements. Learning from complaints, feedback and service failures will be used to improve lift and lifting equipment safety, compliance and service delivery.

Please contact us if you think we have not fulfilled our responsibilities relating to the inspection, examination, servicing, maintenance or safety management of lifts and lifting equipment within an appropriate timeframe, or if these activities have not been completed satisfactorily. We will do our best to make things right to improve our services and reduce the likelihood that it will happen to you again or someone else. You can report any complaints or provide comments and feedback:

Council Repairs email: housing.repairs@cambridge.gov.uk
Online: www.cambridge.gov.uk/compliments-complaints-and-suggestions
By phone: 01223 457000
In writing: The Complaints and Feedback Team, PO Box 700, Cambridge CB1 0JH.

19. Update History and Schedule

Department: City Services Group
Policy owner: Compliance Manager, Housing Services
Responsible service: Operations
Last reviewed and updated by: [Name/role to be confirmed]

This Policy will be reviewed every three years or sooner following legislative or regulatory change, a serious incident, material non-compliance, an adverse audit finding, or a significant service or housing-stock change.

Version No.	Date	Comments
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2	October 2026	Updated after consulting with staff members

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Housing Water Safety Policy

Accessibility of Document

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- Housing Advisory Board Tenant and Leaseholder Representatives
- Resident ‘Armchair’ Reviewers

1. Purpose and Summary

Cambridge City Council, as a social landlord, is committed to managing water safety risks across its housing stock, communal areas and other premises where it has responsibility for water systems and water safety management.

This Policy sets out the Council's strategic approach to identifying, assessing and managing water safety risks to protect residents, employees, contractors, visitors and others who may be affected. The Council recognises that water systems can present risks to health where they are not appropriately maintained and controlled, including risks associated with Legionella and other waterborne hazards. The Council is committed to ensuring that water safety risks are assessed and managed appropriately to protect residents and all other persons who may be affected.

It establishes the Council's commitment, as a landlord, to meeting its statutory and regulatory obligations; maintaining accurate and up-to-date information regarding water systems and associated risks; undertaking appropriate risk assessments; implementing proportionate risk control measures; appointing competent contractors; communicating effectively with tenants, leaseholders and residents; and monitoring performance to ensure the effective management of water safety risks across its housing stock and retained areas.

The Policy should be read alongside the **Legionella Management Plan**, which sets out the operational arrangements for implementing these commitments, including risk assessments, inspections, monitoring, testing, maintenance, incident management, record keeping, training and performance monitoring.

While Legionella represents the principal water hygiene risk addressed through this policy, the Council will also manage other water safety hazards where relevant to its landlord responsibilities.

2. Roles and Responsibilities

This Policy should also be read alongside the Council's **Health and Safety Policy Handbook**, which sets out the Council's wider health and safety responsibilities, governance arrangements and internal framework. **The Handbook should be referred to for Council-wide roles, responsibilities and health and safety management arrangements rather than duplicated within this Policy.**

The Council’s designated health and safety lead will receive assurance on water-safety compliance and significant risks. Operational responsibility will remain with the appointed dutyholder and Responsible Person under the documented governance structure, including defined reporting and escalation arrangements.

3. Scope

This Policy applies to all Council-owned and managed housing properties, communal areas and associated premises where the Council, as a social landlord, is responsible for water systems.

It covers the management of water safety and water hygiene risks, including Legionella risks, within hot and cold-water systems across the housing stock.

It applies to Council employees, contractors and other parties working on the Council's behalf whose activities may affect water systems. Residents are responsible for maintaining any appliances they install. This does not affect the Council’s statutory,

contractual or regulatory responsibilities for installations and systems it retains or manages, or for addressing disrepair, fitness and known hazards.

The Council will manage all water safety risks using a proportionate and risk-based approach.

4. Definitions

Water Safety Management: The arrangements, controls, monitoring and maintenance activities used to identify and manage water hygiene risks.

Legionnaire's Disease: Legionnaires' disease is a potentially serious form of pneumonia caused by inhaling airborne water droplets contaminated with Legionella bacteria.

Legionella Risk Assessment: A systematic assessment of water systems to identify Legionella risks and determine appropriate measures to prevent or control those risks.

Responsible Person: A person with appropriate authority, competence, knowledge and experience who is appointed to oversee the management and control of Legionella risks.

5. Statutory, Legislative and Regulatory Framework

The Council will manage water safety in accordance with applicable legislation, regulatory requirements and recognised guidance, including:

- Defective Premises Act 1972
- Health and Safety at Work etc. Act 1974.
- Landlord and Tenant Act 1985.
- Management of Health and Safety at Work Regulations 1999.
- Control of Substances Hazardous to Health Regulations 2002.
- Housing Act 2004.
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013, where applicable.
- Homes (Fitness for Human Habitation) Act 2018.
- Housing Health and Safety Rating System (HHSRS)
- Building Safety Act 2022 (where applicable)
- Social Housing (Regulation) Act 2023
- Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025, as amended (Awaab's Law), including applicable investigation, written-summary, safety-work, communication and temporary-accommodation

requirements. The status and application of any 2026 amending instrument will be verified by Legal Services before approval.
- HSE Approved Code of Practice L8: *Legionnaires' disease: The control of Legionella bacteria in water systems*.
- HSG274: *Legionnaires' disease – Technical guidance*.

Housing Services will manage water safety risks in a manner that supports compliance with the Regulator of Social Housing Consumer Standards and wider housing health and safety requirements. Where water-related hazards could adversely affect residents' health or contribute to conditions that fall within the scope of *Awaab's Law* and associated regulatory requirements, the Council will take appropriate action to investigate, assess and address those risks.

6. Cambridge City Council Responsibilities

Cambridge City Council will manage water safety risks in accordance with relevant legislation, regulations, approved codes of practice and recognised industry guidance.

The Council will ensure appropriate resources, systems and controls are in place to protect residents, visitors, employees and contractors from water safety risks.

Housing Services will implement the requirements of the Council's Corporate Water Safety arrangements across the Council's housing stock and, as a landlord, will:

- Maintain oversight of water safety risks within Council-owned and managed homes, communal areas and other housing assets.
- Ensure water safety considerations are incorporated into repairs, maintenance, voids, cyclical programmes and investment works.
- Provide relevant water safety information to tenants, leaseholders, residents, contractors and other parties where appropriate.
- Ensure appropriate arrangements are in place to protect residents from water safety risks.
- Monitor compliance with landlord water safety obligations and take corrective action where required.
- Support the delivery of safe, well-maintained homes in accordance with statutory, regulatory and landlord responsibilities.
- Ensure that contractors undertaking works affecting water systems are competent and appropriately qualified for the activities undertaken.
- The Council will maintain appropriate governance, control and assurance arrangements for the management of water safety risks.

7. Tenant and Leaseholder Responsibilities

Tenants and leaseholders are expected to:

- Report problems with boilers, hot water systems, cold water supplies, leaks or plumbing promptly.
- Report unusual water temperature, discolouration, debris or other water quality concerns.
- Allow reasonable access for inspections, monitoring, maintenance, testing and remedial works.
- Follow water safety information and instructions provided by the Council. Check our Housing safety compliance - Cambridge City Council webpage for further information.
- Residents are responsible for the maintenance of any water appliance, fitting or equipment they have installed themselves, except where the Council has adopted maintenance responsibility. This does not limit any statutory, contractual or regulatory duty of the Council, including duties concerning retained installations, communal systems, disrepair, fitness or known hazards.

The Council will provide residents with appropriate information on water hygiene, including guidance on maintaining water systems within their homes and actions to take following periods of non-use.

8. Risk Management and Control

Potential hazards will be triaged under the Awaab's Law procedure; emergency hazards will be investigated and made safe within the applicable statutory period, and residents will receive required written findings, updates and safety advice.

Risk assessments will be undertaken by competent persons and used to determine the level of risk and any required control measures.

The Council will ensure that identified risks are managed through proportionate and appropriate control measures designed to minimise the likelihood of harm.

Risk assessments and associated control measures will be reviewed when there is reason to suspect they are no longer valid, including following system or use changes, an incident, monitoring outside control limits, evidence of ineffective controls or relevant legal or guidance changes, including:

- Changes to water systems.
- Changes to occupancy or building use.

- Significant refurbishment works.
- Following incidents or emerging risks.
- Changes to legislation or guidance.

The Legionella Management Plan will specify record content, owners, retention periods and assurance checks, including risk assessments, schematics, control parameters, monitoring results, exceptions, remedial actions and evidence of completion.

9. Incident Management

The Council will maintain arrangements for managing water safety incidents and complying with any relevant reporting requirements.

Appropriate corrective and preventative actions will be implemented to reduce risks, restore compliance and support continuous improvement.

Incident reporting, investigation and escalation arrangements are managed in accordance with the Council's Corporate Health and Safety framework and associated procedures.

10. Related Council Policies and Documents

This Policy should be read alongside relevant Council policies, plans, procedures and guidance, including:

- Water safety/Legionella Management Plan.
- Corporate Health and Safety Policy Handbook.
- Housing Asset Management Strategy.
- Compliance Management Framework.
- Void Management Procedures.
- Corporate Equality and Accessibility policies.
- Complaints Policy
- Mutual Exchange Policy
- Re-Let Standard
- Tenancy Agreement
- Tenant Sign-Up Pack
- Voids Management Policy
- Water hygiene in your home: A tenant's guide

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11. Training and Competence

The Council will ensure that individuals undertaking duties relating to water safety are competent to carry out their responsibilities.

Appropriate information, instruction, training and supervision will be provided to employees and others whose roles involve water safety responsibilities.

The management of competence and training requirements shall be undertaken in accordance with the Corporate Health and Safety framework and the Legionella Management Plan.

12. Monitoring and Assurance

The Council will maintain arrangements for monitoring compliance, managing risks and obtaining assurance regarding the effectiveness of water safety controls.

Water safety performance, compliance levels and significant risks will be reported through established governance arrangements.

Monitoring and assurance activities will be used to identify opportunities for improvement and provide confidence that water safety risks are being effectively managed.

13. Safeguarding

The Council recognises that water safety issues may have a disproportionate impact on residents who may be vulnerable due to age, disability, physical or mental health conditions, temporary illness, communication needs or other circumstances.

Where water safety risks, service disruptions, access requirements or remedial works could affect a resident's wellbeing or ability to remain safe within their home, the Council will take a person-centred approach and consider appropriate safeguarding measures.

The Council will work with relevant internal services and external agencies where safeguarding concerns are identified and will manage information in accordance with data protection and safeguarding requirements.

Staff and contractors undertaking water safety activities are expected to report safeguarding concerns through the Council's safeguarding procedures.

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14. Equality, Diversity and Accessibility

The Council is committed to delivering water safety services fairly, consistently and in a way that promotes equality, diversity and inclusion. In implementing this policy, the Council will have due regard to its duties under the Equality Act 2010 and will seek to eliminate discrimination, advance equality of opportunity and foster good relations between people who share a protected characteristic and those who do not.

Equality Impact Assessments: We carry out an equality impact assessment each time we develop or review a policy, procedure or service. The assessment helps ensure decisions are fair, advance equality of opportunity, and identify potential impacts on people who share protected characteristics. An Equality Impact Assessment for this policy was completed in October 2026.

15. Complaints and Feedback

It's nice to know when we get things right. But we also want to know when we get things wrong and where there might be things we can do better. Comments we receive will be communicated to our staff and the information will be used to continue improving our services. All formal complaints will be handled according to the council's Complaints Policy.

The Council will comply with the Housing Ombudsman's statutory Complaint Handling Code in policy and practice, complete and publish the required self-assessment, maintain appropriate senior oversight, and record and act on learning from complaints. Complaints will also be considered in line with relevant Regulator of Social Housing expectations. Learning from complaints and feedback will be used to improve water safety management services.

Please contact us if you have concerns regarding the management of water safety risks within your home or communal areas. We will do our best to make things right to improve our services and reduce the likelihood that it will happen to you again or someone else. You can report any complaints or provide comments and feedback:

Council Repairs email: housing.repairs@cambridge.gov.uk
Online: www.cambridge.gov.uk/compliments-complaints-and-suggestions
By phone: 01223 457000
In writing: The Complaints and Feedback Team, PO Box 700, Cambridge CB1 0JH

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16. Update History and Schedule

Department: City Services Group
Policy owner: Compliance Manager, Housing Services
Responsible service: Operations
Last reviewed and updated by: [Name/role to be confirmed]

This Policy will be reviewed every three years or sooner following legislative or regulatory change, a serious incident, material non-compliance, an adverse audit finding, or a significant service or housing-stock change.

Version No.	Date	Comments
1	September 2026	Initial policy developed.
2	October 2026	Updated after consulting with staff members

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Cambridge City Council

Housing Advisory Board Paper

New Build - Working Group Scope

Responsible Officer	Alejandra Amor / Emily Downey Author: Alejandra Amor
Contact Details	Email: alejandra.amor@cambridge.gov.uk
Purpose of Paper	The purpose of the working group is to explore alongside officers and Tenant Representatives, how can we ensure that follow-up to repairs issues in new build council homes, once the 12-month snagging period has ended, is effective and understandable for tenants, and that lessons are learnt for future design and development projects
Brief Summary	The members of our working group are, with Councilor Rachel Wade joining us as a new member: • Diana Minns • Renata Wais • Mandy Powell-Hardy • Cllr Rachel Wade • Cllr Anthony Martinelli The working group has convened three times, together with officers from the Housing/Asset teams, Development Team. Looking at the council homes developed by Hill, including under the CIP. Where the aim from the data and discussions collected is to propose a set of practical, resident-focused recommendations for Cabinet. **Key Progress:** • **Data (Hill new-build developments):** Development Officers presented the data Hill holds on its new-build developments. Key points: a. Hill record snags in the same system, so the data includes both and should be read with caution. The group also discussed why there are gaps in the data b. Across all schemes, the most commons defect titles were door faults, plumbing and electrical faults. c. Development Officer has a defect management and report, which members found useful.

	Plan for fieldwork and resident engagement: The group discussed an approach built around 2-3 Hill developments, chosen using a RAG rating: a. Developments discussed: The Meadows and Clay Farm (not CIP) and Aylesborough Close (new build). b. Combine an estate walkabout with the people who live there, using the community centre at The Meadows as a base c. Invite expressions of interest by letter, with flexibility to meet residents in person, alongside online engagement d. The development team holds a post-occupation evaluation meetings: Ross to circulate the report **The Outcome:** The group wants to flag a particular trend if problems arising after the 12-month period, which is the point at which the Repairs and Maintenance team takes over. The resident engagement above will help explore this. **New Ideas:** The group will review how wasy it is for tenants to understand the information they receive then whty sign up: a. Review the sign-up packs from the lettings team to see how clear the instructions are b. Ross to share the latest resident pack: a brief A4 guide to the key information and how to operate each feature, which has been rationalised.
Is the paper going to Cabinet or either Scrutiny Committee's?	No
Appendices	NA

Cambridge City Council

Housing Advisory Board Paper

Rent Regulation Update

Responsible Officer	Samantha Shimmon
Contact Details	Tel: 07743 180011 Email: samantha.shimmmon@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.
Is the paper going to Cabinet or either Scrutiny Committee's?	Update is purely for Housing Advisory Board
Appendices	Appendix A - Rent Regulation Project Update October 2026

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Rent Regulation Project Update October 2026

Tenant Communications

Tenants from Group 1 were last updated on 21st August (priority 1) and 24th August (priority 2) and all other tenants were last updated on 30th September 2026. The dedicated webpage is in the process of being updated and expected to be completed by the first week of November. The next general update is scheduled for 15th January 2027.

Refunds

All tenants in Group 1 have had their calculations processed. However, when receiving the returned forms, the team were recognising:

- common mistakes being made by the tenants
- out of date or missing information held on record
- successions not notified or missed
- maintenance issues arising
- safeguarding concerns

which caused an unexpected delay in processing the final steps of the refund.

Consequently, the team wrote to outstanding tenants in priority 1 to apologise their letter would not be with them by the end of August and subsequently, telephoned them in later September to keep them updated. Likewise, they sent a letter to priority 2 to advise we would not start to send their letters until 15th September. However, some tenants advised they did not use online banking. Hence, we also added a further software to the bank verification process to add better financial protection for these tenants as well. Currently, the team are telephoning these tenants to:

- advise the new bank verification details being installed
- ask if they use online banking
- checking email addresses and/or missing data
- ask if they require a home visit and support to complete the form

with the aim to reduce the common mistakes being made with the form and allow the final steps to become more efficient.

Rent Regulation Teams Next Steps Progress

Over the next 6 weeks the team will continue:

- to visit tenants to assist with processing their refund forms
- process the returned online forms
- send the tenants remittances when the payment is made
- update the tenancy file on MRI
- close the case and archive the records
- advise finance of the accrual release

for all the affected current tenants in Group 1.

Additionally, the team have been able to start calculating the refunds in Group 2 and have already identified potentially a further 150 cases whose Housing Benefit does not occur during their refund period and can have their refunds processed.

DWP

The pre-action protocol letter for Judicial Review was sent to the DWP. They have acknowledged and asked for an extension until Friday 13th November to provide a substantial response. Notably, this was an endeavour. Therefore, we asked for this to be given their most urgent attention to avoid further delays.

Group 1 Case Refund Information:

Group 1 Cases	No	Refund Amoun	Arrears as of w/e 30/10/2026
Priority 1 - pay by direct debit	275	181609.11	-523.43
Priority 2 - do not pay by direct debit	176	124726.32	-15491.89
Priority 3 - former tenants after 01/04/2024	78	48095.54	-6112.43
Move to other group request	45	13996.82	-1985.15
Total Cases	**574**	**368427.79**	**-24112.90**
Priority 1 Breakdown			
Refunded tenant & case closed	156	131423.32	-479.14
Claimed refund & AP processing refund	38	16576.65	0.00
Appointment booked	5	3753.47	-44.29
Awaiting tenant response to refund	57	23558.43	0.00
Further investigations required	16	5549.89	0.00
Estate or LPA	3	747.35	0.00
Total Priority 1	**275**	**181609.11**	**-523.43**
Priority 2 Breakdown			
Arrears Letter Required/Sent	5	1710.55	-1452.48
Estate or LPA	3	3549.17	-1568.32
Go Live Letter	168	119466.60	-12471.09
Total Priority 2	**176**	**124726.32**	**-15491.89**
Priority 3 Breakdown			
Estate or LPA	3	4606.70	-2734.64
Waiting managers authorisation	75	43488.84	-3377.79
Total Priority 3	**78**	**48095.54**	**-6112.43**
Case Group Adjustment			
Move to Group 2 as HB found	28	9690.25	-1271.23
Move to Group 3 as HB & UC found	3	372.04	0.00
Move to Group 4 as UC found	14	3934.53	-713.92
Total cases moved	**45**	**13996.82**	**-1985.15**

- All the cases have been calculated and reviewed for transfer to other groups
- Previous tenants have not been contacted yet
- Tenants who have not completed their form have been contacted and offered support
- Work being undertaken to ensure the priority 2 tenants get sent correct letter first time to avoid delays and need to investigate further

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Cambridge City Council

Housing Advisory Board Paper

Work Programme, Forward Plan & Scrutiny Work Programmes

Responsible Officer	Matthew Hussey, Democratic Services Officer
Contact Details	Tel: 01223 457377 Email: matthew.hussey@cambridge.gov.uk
Purpose of Paper	To inform the Housing Advisory Board of its outline work programme and future meeting dates to enable it to plan its work in 2026/27.
Recommendation(s)	The Housing Advisory Board is recommended to note the contents of the report and comment as necessary.
Brief Summary	The draft work programme for future meetings of the Board is attached at **Appendix A**. The latest Forward Plan is attached as **Appendix B.** The most up-to-date plan will be provided nearer the time if updated. Members are requested to review the documents and determine the items they wish to include on the future programme. The Forward Plan lists the decisions that need to be taken at upcoming Cabinet Meetings or by the relevant Cabinet Members. The Scrutiny work programmes are also attached at Appendices C & D **The HAB future meeting dates for 2026/27 are as follows:** • 25 January 2027
Is the paper going to Cabinet or either Scrutiny Committee's?	Update is purely for Housing Advisory Board
Appendices	Appendix A – Housing Advisory Board Work Programme Appendix B - Forward Plan Appendix C – Performance, Assets and Strategy Overview & Scrutiny Work Programme – None this time Appendix D – Services, Climate and Communities Overview & Scrutiny Work Programme – None this time

HOUSING ADVISORY BOARD

WORK PROGRAMME - MUNICIPAL YEAR 2026/27

(This work programme is updated regularly following each meeting of the committee and as required, in consultation with the Chair. Unallocated potential future items are listed at the end of this document)
consultation with the Chair. Unallocated potential future items are listed at the end of this document)

Reminder Date:	30/12/26 (22/12/26)
Deadline for Titles:	06/01/27
Deadline for Reports submission:	13/01/27
Democratic Services Officer:	**Matthew Hussey**

Agenda Items	Report Author/Format/Comments
Housing Performance Report	**Catherine Buckle** Written Report
Housing Improvement Plan update	**Catherine Buckle** Written Report
Rent Regulation Update	**Samantha Shimmon** Written Report
New Build Working Group - Update	**Emily Downey** Written Report
Appointment of Independent Members (Moved from 14/09/26 and 09/11/26)	**Samantha Shimmon** Written Report
Work Programme (Standing item)	**Democratic Services Officer** Written Report
Dates of Future Meetings: •	Democratic Services Officer

Future Items:

- Tenant and Leaseholder Involvement Strategy 2026-28 Annual Report – Future Meeting
- Lift breakdowns, the average time for repair, supply issues and iron works – Briefing note.
- Risk Based Report - Future meeting
- Comparison Report on how Cambridge City Council compared with other Local Authorities on the disrepair of its properties – Future meeting
- GCP Tenants Forum – January 2027
- Future of the Bermuda Community Room – Future Meeting

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Appendix B

Cabinet Forward Plan of Key and Non-Key Decisions for Cambridge City Council

November 2026

Introduction

This Forward Plan sets out the key and non-key decisions to be taken by the Cabinet. This includes any decisions that are due to be taken in private.

Published 16 October 2026

Executive Forward Plan and Notices required by the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

There is a legal requirement for local authorities to publish a notice setting out the key decisions that will be taken by the Cabinet or Individual Cabinet Member at least 28 clear days before such decisions are to be taken. This Forward Plan incorporates the Notice of Intention to make Key Decision and sets out the decisions which are intended to be taken at Cambridge City Council by Cabinet or Individual Cabinet Members. Whilst this document provides details of known decisions for the following month, where details of decisions to be made after this period are known, they are provided for information.

The Plan also sets out where, if at all, it is anticipated that part of a Cabinet meeting will be held in private. This is where confidential or exempt information (as defined in the constitution) is likely to be made known. Notice is hereby given that it may be necessary for part of a Cabinet meeting to be held in private because it becomes apparent at the meeting that confidential or exempt information will otherwise be made known. Should this become apparent at the meeting the relevant part of the meeting will only be held in private upon the passing of a resolution which (where exempt information will be made known) describes the description of exempt information pursuant to Schedule 12A of the Local Government Act 1972.

The Forward Plan will be updated and rolled forward on a monthly basis. As this takes place, the programme will be adjusted and further decisions will be added or anticipated ones may be rescheduled or removed.

If a key decision is not included in the published Forward Plan for 28 clear days before a decision needs to be taken the Chairman of the Overview and Scrutiny Committee must be notified and a supplement to the Forward Plan published at least 5 clear days before the date on which the decision is proposed to be taken. If the date by which the decision has to be made makes compliance with this requirement impracticable the decision can only be made with the consent of the Chairman of the Overview and Scrutiny Committee who must be satisfied that the making of the decision is urgent and cannot reasonably be deferred.

If it is necessary to discuss an issue in private and 28 days' notice has not been given the decision may only be taken or the item discussed in private with the agreement of the Chairman of the Overview and Scrutiny Committee who must be satisfied that the need for the item to be taken to the meeting is urgent and cannot reasonably be deferred

Key Decisions

The Key decision thresholds at Cambridge City Council are:

- The decision is likely to result in the City Council incurring expenditure or making savings in excess of £500,000 (excluding procurement decisions or decisions relating to land acquisition or disposal). Excluded from this definition are all loans to banks or other financial institutions made in accordance with the Treasury Management Policy.
- Procurement decisions involving expenditure of £1,000,000 or more. In relation to letting contracts the key decision is seeking authority to procure (and delegate authority to award).

Or

- An acquisition or disposal of land or an interest in land with a value in excess of £600,000.

Or

- The decision is likely to be significant in terms of its effects on communities living or working in an area comprising one or more wards in the City.

Part 1 – Key Decisions						
Decision Title	**Decision Description**	**Decision Maker**	**Date of Decision**	**Contact Officer**	**Documents to be considered**	**Relevant Scrutiny**
Update on the Civic Quarter Project	To approve a capital budget for the delivery of the Civic Quarter Project	Cabinet Cllr Gawthrope Wood Cllr Nester	16 November 2026	Ben Binns, Assistant Director, Development Director of Economy and Place (Lynne Miles)	The Council previously committed to returning to Cabinet with an update on Civic Quarter project following submission of planning designs this year. Cabinet is now requested to consider options to approve a capital budget for the delivery of the Civic Quarter project.	Performance, Assets and Strategy Overview and Scrutiny Committee
Cambridge City Council position on the updated EHRC Code of Practice	The paper will make recommendation for a clear response to the updated EHRC Code of Practice for Services, Public Functions and Associations, as laid in Parliament on 21 May 2026 and which came into force on 5 August 2026. In particular this relates to the updates that public services	Cabinet Cllr Todd-Jones	16 November 2026	Keryn Jalli, Community Safety Manager Helen Crowther, Equity and Community Power Manager Director, Communities	For the Council to establish a clear position regarding the updated EHRC Code of Practice for Services, Public Functions and Associations, with specific regard to the updates that services and facilities provided on a single-sex basis are done so on the basis of biological sex at birth.	Performance, Assets & Strategy - Local Plan documents

	provided on a single-sex basis are done so on the basis of biological sex at birth. This has implications for the Council's provision of public toilets, and facilities such as changing rooms, also for single-sex activities and classes.			Group (Sam Scharf)		
Submission of Greater Cambridge Local Plan	Agree to recommend to Full Council to submit the Greater Cambridge Local Plan and supporting documents to Government for independent Examination.	Cabinet Cllr Thornburrow	17 November 2026	Jonathan Dixon, Planning Policy Manager Joint Director, Planning and 3C Building Control (Stephen Kelly)	Report presenting submission before being agreed at Full Council.	Performance, Assets and Strategy Overview and Scrutiny Committee
Community Grants 2027-2030	The approval of the 2027-30 Community Grants scheme funding	Cabinet Cllr Todd-	19 January 2027	Julie Cornwell, Community Funding and	Grant funding decisions where the award is over £5,000 must be made by Cabinet. Therefore, in order to award and process	Performance, Assets and Strategy Overview and

	recommendations for 'Large' and 'Organisation Support' grants to voluntary and community groups, subject to budget approval in February 2027 and any further satisfactory information required of applicant organisations.	Jones		Voluntary Sector Manager Director, Communities Group (Sam Scharf)	the community grant funding for 2027-30 by 1 April 2027, the Community Investment team need Cabinet approval of the recommendations at Appendix 1 in January 2027.	Scrutiny Committee
Community Infrastructure Levy	Agree to recommend to Full Council to adopt the Community Infrastructure Levy and instalment policy	Cabinet Cllr Thornburrow	11 February 2027	James Fisher, Team Leader Joint Director, Planning and 3C Building Control (Stephen Kelly)	Report presenting submission before being agreed at Full Council.	Performance, Assets and Strategy Overview and Scrutiny Committee
Draft Greater Cambridge Non-Immediate Article 4 Direction for HMOs	To report the outcome of consultation and consider adoption of the Non-Immediate Article 4 Direction for	Cabinet Cllr Thornburrow	23 March 2027	Jonathan Dixon, Planning Policy Manager Joint Director,	Report and associated appendices following consultation.	Performance, Assets and Strategy Overview and Scrutiny Committee

	HMOs.			Planning and 3C Building Control (Stephen Kelly)		

Non-Key Decisions

Non-key decisions are those that do not have a significant impact on the local community or budget but still need to be documented for transparency. These decisions are typically taken by senior officers or delegated decision-makers.

Part 2 – Non-Key Decisions

Decision Title	Decision Description	Decision Maker	Date of Decision	Contact Officer	Documents to be considered	Relevant Scrutiny
S106 Projects	To allocate the last of the Generic S106 funds and to delegate to Officers spending of final generic contributions on smaller local projects. To release site specific S106 funds to local projects	Cabinet Cllr Todd-Jones – Cllr Smart	16 November 2026	Alistair Wilson, Assistant Director for Public Realm and Environment Ian Ross, Recreation Development Manager Sarah Morrell Programme Manager Director, Communities Group (Sam Scharf)	To allocate the last of the Generic S106 funds that need to be spent before they expire in Dec 2027 and allocate the last of the unilateral sums to projects. To delegate to Officers the spending of final generic contributions on smaller local projects under £20,000 to ensure spends within expiry time limits. To release site specific S106 contributions to local projects at Chesterton Sports Centre, Romsey Mill, Parkers Piece [and Netherhall School]	Services, Climate and Communities Overview and Scrutiny Committee
Allia Investment Bond	To consider a new investment bond with Allia Ltd upon maturity	Cabinet Cllr Gawthrope	16 November 2026	Jody Etherington, Chief Finance	The current investment bond matures in December 2026, and we have been approached by Allia with a proposal for a	Performance, Assets and Strategy Overview and

	of the existing bond in December 2026 and make a recommendation to Full Council	Wood		Officer Chief Operating Officer (Jane Wilson)	new investment bond	Scrutiny Committee
Treasury Management Outturn Report 2025/26	To report on the treasury management activities undertaken in 2025/26	Cabinet Cllr Gawthrope Wood Full Council	16 November 2026	Joanna Taylor, Capital Accountant Chief Operating Officer (Jane Wilson)	To recommend the report to Full Council to accept the report	Performance, Assets and Strategy Overview and Scrutiny Committee
Amendment to Flag Flying Policy	That the Committee consider officer advice on potential implications of the Council Flag Flying Policy including the Palestine flag to mark the UN's International Day of Solidarity with the Palestinian People	Cabinet Cllr Todd-Jones –	16 November 2026	Dan Kalley, Head of Governance & Democracy Keryn Jalli, Community Safety Manager	An officer assessment has been recommended by Civic Affairs and Audit Committee held on 5th October 2026. That the Cabinet recommendations be submitted to Full Council 26 November 2026 meeting.	Services, Climate and Communities Overview and Scrutiny Committee

	on 28 Nov 2026.			Chief Executive (Robert Pollock)		
Greater Cambridge Authority Monitoring Report 2024-25	To agree to publish the Greater Cambridge Authority Monitoring Report 2024-25	Cabinet Cllr Thornburrow	23 March 2027	Jonathan Dixon, Planning Policy Manager Joint Director, Planning and 3C Building Control (Stephen Kelly)	Annual report for monitoring.	Performance, Assets and Strategy Overview and Scrutiny Committee

Exemptions and Confidential Decisions

If any decision is to be taken in private (i.e., exempt from public access), a brief explanation of the grounds for the exemption must be provided. A link to those can be found here Local Government Act 1972

Part 3 – Decisions That Are Confidential						
Decision Title	**Decision Description**	**Decision Maker**	**Date of Decision**	**Contact Officer**	**Documents to be considered**	**Relevant Scrutiny**

Cabinet Dates 2026/27:

2026: 7 July, 23 September, 20 October, 17 November, 15 December

2027: 18 January, 11 February, 23 March

Members of Cabinet

Cllr Thornburrow	Leader of the Council, Planning and Transport
Cllr Moore	Deputy Leader of the Council, Climate Action & Environment
Cllr Smart	Nature, Open Spaces & City Services
Cllr Todd-Jones	Communities
Cllr Bird	Housing
Cllr Gawthrope Wood	Finance and Corporate Operations
Cllr Nestor	Inclusive Economy and Skills

Overview & Scrutiny Committees:

Performance & Assets:	**Services, Climate & Communities**
23 June 2026 **15 July 2026** **8 September 2026** **3 November 2026** **27 January 2027** **2 March 2027**	**18 June 2026** **24 September 2026** **19 November 2026** **4 February 2026** **11 March 2027**

Leader, Planning and Transport	Deputy Leader, Climate & Environment
Housing	Communities
Finance and Corporate Operations	Nature, Open Spaces and City Services
Inclusive Economy and Skills	

Contact Details

For more information on any of the decisions listed, please contact:

Contact Name: Dan Kalley
Email Address: democratic.services@cambridge.gov.uk
Phone Number: 01223 457000

Appendix A

Performance, Assets and Strategy OSC Work Programme – October 2026

Provisional Date	Topic Title	Lead Contact / Cabinet Member	Purpose and Target Outcomes
3 November	Civic Quarter	Assistant Director, Development	To consider plans for a capital budget for the delivery of the Civic Quarter project
28 January	Draft Budget	Chief Finance Officer	To consider the draft budget proposals
28 January	CIL (Community Infrastructure Levy)	Team Leader (Delivery)	To consider plans for the introduction of a CIL ahead of a decision by Cabinet and Full Council
2 March	Greater Cambridge Development Corporation	Senior Public Affairs and Engagement Manager (Development Corporation)	To receive an update on the work of the Dev Co

Additional Items (to be agreed, scoped and timetabled)

- Recurring Item – Performance Reports (Q1 considered in October). Q2 to include information on complaints.
- Assets
- Council homes (retrofitting, damp and mould, voids, housing audit)
- CIP (Cambridge Investment Partnership)

Committee Remit

The Performance, Assets and Strategy Overview and Scrutiny Committee is responsible for the scrutiny of the following Cabinet portfolios:

- Planning and Transport
- Finance and Corporate Operations
- Housing
- Leader

The Committee will also have oversight of the Council's functions relating to Cambridgeshire and Peterborough Combined Authority.

Meeting Dates

6 October 2026, 3 November 2026, 28 January 2027, 2 March 2027

Please contact Justin Long (Senior Overview and Scrutiny Officer) justin.long@cambridge.gov.uk for more information.

Appendix D

Services, Climate and Communities OSC Work Programme – October 2026

Provisional Date	Topic Title	Lead Contact / Cabinet Member	Purpose and Target Outcomes
19 November	Herbicide-Free Weed Management Programme	Assistant Director – Public Realm and Environment / Cabinet Member for Cabinet Member for Nature, Open Spaces and City Services	To receive an update on the programme following the October 2025 report
TBC 19 November	Cultural Events	Director of Communities	To consider the establishment of a Task & Finish Group

Additional Items (to be scoped and added to the Work Programme)

- Climate Change Strategy – performance
- Open Space Usage
- ASB Enforcement
- Empty Homes (requested by PAS Committee)
- Impact of reorganisation on Public Realm / City Services (requested by Committee pre-election)

Committee Remit

The Services, Climate and Communities Overview and Scrutiny Committee is responsible for the scrutiny of the following Cabinet portfolios:

- Climate Action and Environment
- Communities
- Nature, Open Space & City Services
- Inclusive Economy and Skills

In addition, the Committee is responsible for scrutiny of crime and disorder strategies, safeguarding and RIPA.

Meeting Dates

21 September 2026, 19 November 2026, 4 February 2026, 11 March 2027

Please contact Justin Long (Senior Overview and Scrutiny Officer) justin.long@cambridge.gov.uk for more information.