



HOUSING PERFORMANCE REPORT

2024-2025 summary

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Housing Services performance reporting

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Introduction

This report outlines how key areas of the Housing Service has performed over the last financial year.

The service keeps an oversight of several operational, management and stress indicators.

Monitoring and review take place quarterly at Housing Leadership Board. Compliance data has historically been taken to Housing Scrutiny Committee each quarter over the last few years but going forward, will be shared at this Housing Board and Cabinet alongside the other key performance updates.

Performance measures have been presented in the following way:

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

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

TSM's, produced each year are also benchmarked against the national standard – you can find more information about how tenant perception measures compare to others on page 15.

Benchmarking quartiles are calculated based on the peer group's scores against these indicators (where available). Our position in this group is determined by using the latest benchmark data available; in this report year-end 2023-24. Those who fall in quartile 1 are the best performers and those in quartile 4 are the poorer performers.

Targets are decided by factoring in previous performance, comparison to our peer group scores and the resource required to maintain or improve performance. The performance targets for 2025-26 are included in this report, and feedback on these is welcomed from Housing Advisory Board.

Operational efficiencies

Ref	Description	Target 24/25	Year End 24/25	Target 25/26	Current benchmark Quartile
I1	Rent collected from current and former tenants, as a % of the annual rent due (excluding arrears bought forward)	100.00%	100.15 %	100.00 %	Q1
I2	Current tenant arrears as a % of the annual rent due	3.30%	3.27%	3.50%	Q2
I3	Former tenant arrears as a % of the annual rent due	1.80%	3.03%	2.00%	Q4
I4	Void loss as a % of rent due	N/A	3.22%	N/A	Q3
I5	Leasehold service charge arrears (no payment plan in place)	<£40,000	£49,968	<£50,000	NA
HH1	Tenancy audits completed (% of overall stock)	10%	9.7%	10%	NA

Manager's commentary:

I2 & I3 - Due to the current rent regulation work, the team are not able to take enforcement action. Whilst they continue to try and engage with tenants who are in arrears, these KPIs are predicted to continue rising until the team can start enforcement work again.

I4 - Shows the total loss in rent and service charges due to void properties, and this amounted to £1,804,732. The service also measures just rent loss due to a void and this value has been assigned to individual properties, to see where the rent loss occurred. In 2024-25, 52% (£826,900) of rent loss was due to properties left empty for redevelopment, 17% (£268,800) due to general needs properties undergoing works and/or awaiting relet and 5.7% (£90,700) on properties where major works were required prior to re-letting, including a cladding programme.

I5 – The total arrears are £245,596, the majority of which are being paid under an agreed payment plan. There are 51 accounts with no payment plan or dd set up, which are the arrears shown here - 12 cases are currently with the legal team and 19 cases where the leaseholder is deceased.

HH1 - The priority for the Housing service is less on the number of audits completed, but rather the scope of support, advice and services provided to tenants arising from the tenancy audit visits. In 2024/25, the Tenancy Audits visits achieved the following:

- ✓ Over 700 I.D.'s and use of properties checked, leading to 27 actions against tenants misusing their social housing property.
- ✓ Nearly 500 problems addressed by Housing Officers on behalf of tenants relating to the condition of their home, including organising repairs, chasing up adaptations, offering support for hoarding cases and finding and reporting damp and mould.
- ✓ Over 150 actions for tenants relating to anti-social behaviour, including help and support for domestic violence, 'cuckooing' (having your home taken over by drug dealers) and helping with neighbourhood disputes.
- ✓ Over 50 safeguarding referrals.
- ✓ 220 referrals for tenants requiring support, such as financial, food, grass cutting and occupational therapy.

Housing Services performance reporting

Our tenancy audit work ensures tenants who require support receive this either directly by the Council or via the referrals that are made. We can make sure homes are repaired and well maintained and tenants educated on the importance of reporting repairs. We can also make best use of our stock by finding social housing fraud, such as subletting, and supporting tenants to move to homes that better suit their needs.

Ref	Description	Target 24/25	Year End 24/25	Target 25/26	Current benchmark Quartile
R1	Appointments kept as a % of appointments made	90.0%	97.2%	90.0%	Q2
R4	Percentage of repairs completed at first visit	85.0%	79.1%	85.0%	Q3
V1	Average time in days to let a general needs void	45	38.3	35	Q1
V2	Average time in days to repair a void (general needs & sheltered)	20	24.8	20	Q2

Manager's commentary:

V1 - The time taken from handover to letting of a new build property during 2024/25 was 46.7 days, a general needs property was 12.7 days, and a sheltered property was 43.1 days. The relet times for sheltered housing are longer than general needs partly due to the need to complete assessments for each individual to ensure that their needs can be met prior to an offer being made, and partly due to capacity within the team. We do however recognise that there is scope to review this and reduce this time, and a review will be taking place in 25/26.

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

Ref	Description	Target	Year End 24/25	Target 25/26	Current benchmark Quartile
R1	Appointments kept as a % of appointments made	90.0%	97.2%	90.0%	Q2
R4	Percentage of repairs completed at first visit	85.0%	79.1%	85.0%	Q3

Manager's commentary:

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

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

Health & Safety in council homes

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

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

Awaab's Law, which comes into force in October 2025, sets strict timescales for social landlords to investigate and address damp, condensation and mould (DCM) hazards in their properties.

Compliance as at 31/03/2025

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

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

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

The data includes properties run under the Management Companies.

TSM Ref/CCC Ref.	Description	Total units (denominator)	Number non- decent	% non-decent
RP01	% of homes that do not meet the Decent Homes Standard	7639	38	0.5%

Manager's commentary:

RP01 - Between 2023/24 and 2024/25, non-decency has risen from 5 to 38 properties. This is due to some external doors identified at 31/03/2025 as being old and requiring replacement. The doors are already either being replaced or are scheduled for replacement in 2025/26.

Housing Services performance reporting

TSM Ref	Description	Affected units (denominator)	*Number compliant (numerator)	% compliant (Year End)
BS01	% of homes for which all required gas safety checks have been carried out.	7003	7002	100%
BS02	% of homes for which all required fire risk assessments have been carried out.	4042	3480	86.1%
BS03	% of homes for which all required asbestos management surveys or re-inspections have been carried out	3188	3164	99.2%
BS04	% of homes for which all required legionella risk assessments have been carried out	911	911	100%
BS05	% of homes for which all required communal passenger lift safety checks have been carried out	1225	1154	94.2%
C2	% of domestic properties with a satisfactory Electrical Installation Condition Report (EICR) up to five years old	7472	7184	96.1%

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

Manager's commentary:

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

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

All outstanding compliance actions as at May 2025

Outstanding Actions	Total Number of actions identified	Closing position March 2025		Closing position May 30/5/2025			
		Completed	Outstanding	Outstanding	Completed	% of actions completed	Additional comments
Housing – General Needs & Sheltered							
EICR - 5 Year Electrical Test	0	0	0	0	0	100%	No outstanding actions
ASB - Asbestos Surveys	182	164	11	14	168	92.3%	Still outstanding and with Asset to arrange access to the site
L8 - Water Risk Assessments	248	165	88	56	192	77.4%	Orders have been placed with contractors to complete works

Housing Services performance reporting

Outstanding Actions	Total Number of actions identified	Closing position March 2025		Closing position May 30/5/2025			
		Completed	Outstanding	Outstanding	Completed	% of actions completed	Additional comments
Housing – General Needs & Sheltered							
FRA - Fire Risk Assessments	4003	3042	1334	1227	2776	69.3%	Orders have been placed with contractors to complete works.
LGSR - Gas Safety	0	0	0	0	0	100%	No outstanding actions
Lifts Servicing	0	0	0	0	0	100%	No outstanding actions
Lifts Insurance	0	0	0	0	0	100%	No outstanding actions
Smoke Alarms	0	0	0	0	0	100%	No outstanding actions
All Electric Properties	0	0	0	0	0	100%	No outstanding actions

FRA outstanding actions as at May 2025

FRA Outstanding Actions	Total Number of actions identified	Closing position March 2025		Closing position May 30/5/2025			
		Completed	Outstanding	Outstanding	Completed	% of actions completed	Additional comments
Fire Risk Assessment Actions							
FRA Actions High Priority	831	799	52	49	782	94.1%	The numbers change daily as we complete FRA's
FRA Actions Medium Priority	1,986	1,246	837	778	1,208	60.8%	As above.
FRA Actions Low Priority	1,186	806	405	400	786	66.3%	As above.
	4,003	2851	1294	1227	2,776		

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

Ref	Description	Target	result	% installed	Notes
	Smoke Alarms in place	7472	7089	94.7%	<i>Properties due for redevelopment have been removed from the denominator</i>
	CO Alarms in place	7472	6317	84.4%	
	Heat Detectors in place	7472	6274	83.9%	
	All Electric Properties (no gas)	N/A	503	N/A	

Commentary:

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

Health and Safety indicators relating to Awaab's Law:

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

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

Ref	Description	Year End	As a % of stock	Benchmark position	Notes
O9a	Number of damp and mould 'live' cases	216	2.82%	Q3	See report below for details
Ref	Description	Year End	Per 1000 properties	Benchmark position	Notes
O9b	Number of disrepair claims	27	3.5	Q2	See report below for details

Damp, Condensation & Mould update as at June 2025

This report tracks the progress of Damp, Condensation, and Mould (DCM) cases and Disrepair claims. A major focus has been on managing the influx of cases, streamlining processes, and collaborating with various teams to improve efficiency and outcomes.

DCM cases Progress

Total cases received since 2023: 474 Completed

2024	Reported	Completed	N/Access	Asset/ Planned	Work in progress	Number of 'live' cases
Apr	63	63	0	0	0	0
May	50	47	2	0	1	3
Jun	53	51	1	0	1	2
Jul	61	56	0	0	5	5
Aug	33	26	0	0	7	7
Sep	49	26	0	0	23	23
Oct	60	46	0	0	15	15
Nov	99	65	1	0	33	34
Dec	71	39	0	0	32	32
Jan	99	82	0	0	17	17
Feb	84	82	0	0	2	2
Mar	67	44	0	0	23	23
Total	789	627	4	0	159	163
2025	Reported	Completed	N/Access	Asset/ Planned	Work in progress	Number of 'live' cases
Apr	49	23	0	0	26	26
May	37	2	0	0	35	35
Tally	1349	1126	4	0	220	224

Following the triage process, the council is instructing the contractor assigned to carry out the works to undertake either a mould wash or a mould treatment, depending on the severity of the risk. The key differences lie in the chemicals used and the application of stain block. A full mould treatment is more intensive and may take 2–3 days to complete, while a mould wash is a temporary measure aimed at immediately removing visible mould and reducing physical health risks.

There continues to be several cases requiring the decanting of tenants due to health and safety concerns. This risk is fully acknowledged and being actively managed. From Monday 9 June 2025, the Lettings Team took responsibility for coordinating all decanting arrangements. The Operations Team will provide the necessary technical knowledge and guidance to tenants, ensuring they understand the nature of the work being carried out.

The DCM team continues to lay the groundwork for the implementation of Awaab's Law, due to come into effect in October 2025. The primary focus remains on delivering emergency treatments within the expected 24-hour timescale to ensure tenant safety and compliance.

Housing Services performance reporting

In preparation for these changes, we are currently tendering for a RICS-accredited surveyor agreement. Under the new requirements, the appointed surveyor will be responsible for identifying the main causation of the damp and mould issue, assessing the potential need for decanting, and providing a copy of the report to the tenant to support transparency and informed decision-making.

Internal Audit: The DCM team are currently waiting for the report from the recent internal audit and welcome any recommendations contained within.

DCM automation project: The DCM team are working with project officers and managers to work towards an automated system to work by.

Disrepair Cases Progress

Current Case Breakdown

Year	Total Cases	In Progress	Works being completed	post-completion inspections
2021/22	2	0	2	0
2022/23	3	0	3	0
2023/24	6	1	3	2
2024/25	9	3	4	2
2025/26 to date	13	3	10	0
Total	33	7	22	4

Expenditure Breakdown

Financial Year	Legal Costs	Compensation payments	Work given to external contractors
2022/23	£12,250	£41,500	
2023/24	£125,055	£36,526	
2024/25	£233,622	£49,756	£128,223
2025/26 to date	£66,775	£20,831	£18,306

Overall Live Claims: 33 claims remaining

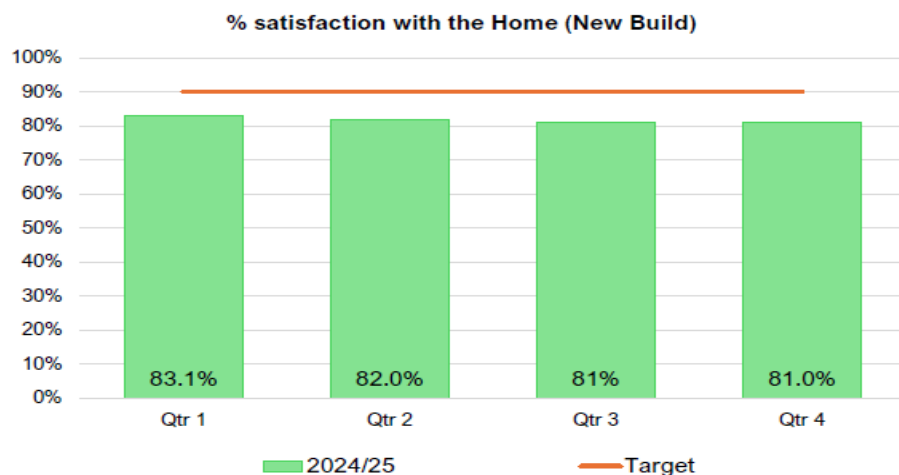
Long-Standing Cases: 4 unresolved older cases

Pending Post-Completion Inspections: 4

The Service Improvement Officer in City Services is working closely with the Legal team to resolve access issues that are preventing the contractor from carrying out the necessary works. If access continues to be denied, the council will begin contacting tenants to initiate injunction proceedings.

The Tenant's Voice

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

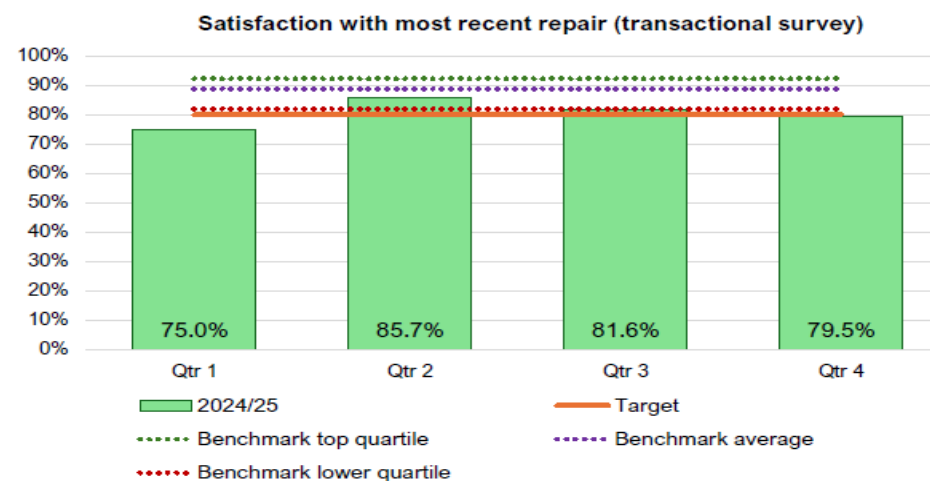


% satisfaction with the new home (transactional survey)

Although the ambitious target was missed for 2024-25, satisfaction has remained high and steady throughout the year. Positive feedback from the 172 tenants who responded to the survey included; fresh, bright rooms with lots of natural light, well insulated, warm and easy to manage, much nicer than the previous home, spacious, with good access to shops and services (pharmacy, doctors etc)

Negative feedback included; heavy doors that are difficult to manage, the lifts are not always working, repairs being passed to the Developer take months for a response, understanding how to use the heating systey, higher than expected utility bills high levels of ASB, vandalism (in some areas)

Suggestions made by tenants included it would be good to understand which team is responsible for what issue on the sites, clearer guides on using the home, CCTV in communal areas, cigarette bins in the gardens, access to the meters and the option of an allocated parking space.



satisfaction with most recent repair (transactional survey)

Results are based on 78 surveys, completed by tenants after the work was complete, in 2024/25. Tenants are asked to provide feedback on their experiences of the service and where the service could improve. In 2024/25, this feedback highlighted:

- a need for better communication between the council and the tenant regarding delays and/or changes to the job.
- Ensuring the repair team has a the right tools and equipment to undertake the work (right first time).
- Reminder training for staff on cultural sensitivity.
- the service is performing well in terms of politeness and efficiency of the team.

Housing Services performance reporting

% of complaints resolved within timescale

There has been a slight increase in complaints overall in housing (361 to 372), the most significant increases in planned works and compliance (74 to 102). The number of complaints moving to Stage 2 however has also shown an increase - this was expected corporately, as the requirements for escalating a complaint to the second stage of the process were simplified in 2024/25. With over 7700 units of relevant stock receiving a service, this equates to a rate of 4.8%.

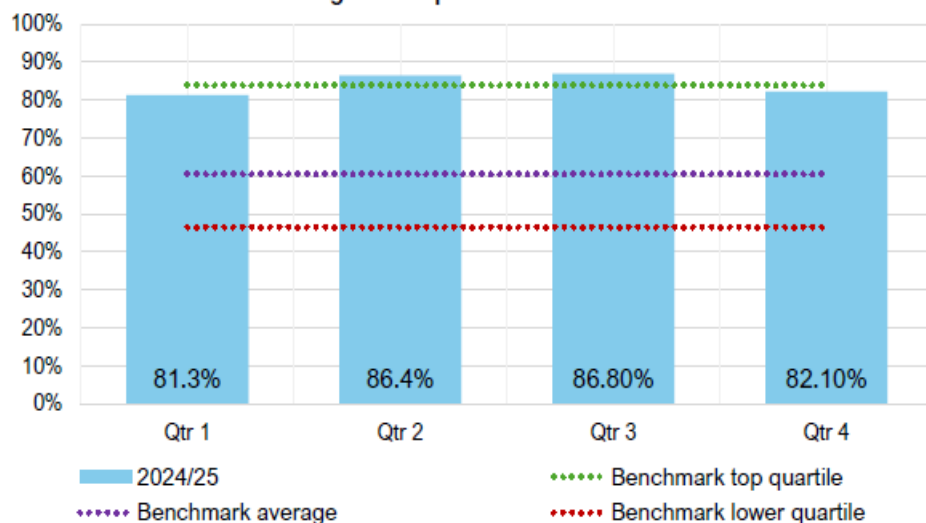
The Housing Service has however seen a significant overall improvement in the number of complaints being responded to within timescale in 2024-25. Cambridge's Annual Customer Feedback Report provides the detail of how complaints are managed across the Council. This is the summary for Housing Services:

- An overall reduction in the number of complaints received in Repairs; down from 184 in 2023-24 to 162 in 2024-25.
- A decision to pass complaints directly to key service staff has significantly improved response times within the Repairs team to 86% in 2024-25, up from 46% in 2023-24.
- A slight reduction in complaints received by City Homes since 2023/24 (85 down to 80) and training delivered to staff on the complaint closure process, ensuring consistency across the team.
- The introduction of a specialist damp, mould and condensation team in Operations to manage cases, offer support and advice online and face to face is helping combat the rise in complaints in this area.
- An increase in *compliments* for the repair service, up from 0 in 2023-24 to 9 in 2024-25, as well as a rise in satisfaction with the repairs service in the TSM Perception Measures survey results in 20024/25.

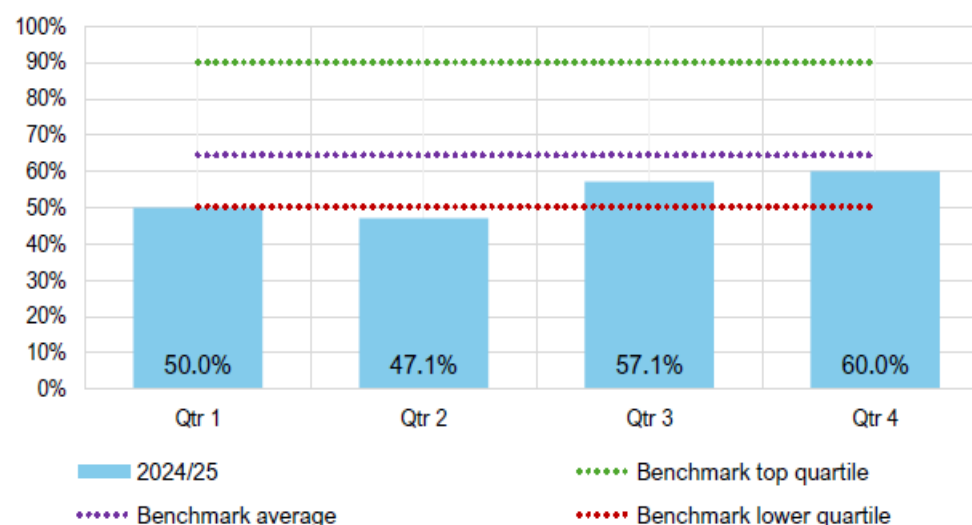
going forward, the Housing Service will continue to:

- Respond to complaints promptly and within Ombudsman timescales
- Ensure the response to a stage 1 complaint is appropriate and tackles the cause of the complaint.
- Monitor the root cases of complaints within services, to better understand where improvements should be made.

% of Stage 1 complaints resolved within timescale



% of Stage 2 complaints resolved within timescale



Engagement with tenants

Engagement activity has had significant influence on a number of key services:

1. Tenant Satisfaction Survey Action Plan: Residents' recommendations for service improvement were added to the TSM action plan following the 2023/24 survey results - 6 HSC Reps were involved and there was an online briefing on 02/07/2024;
2. Reasonable Adjustments Policy: the 6 HSC Reps provided feedback on the draft of our new policy to ensure our housing services and communication are as accessible and inclusive as possible. The final policy was published in Dec 2024.
3. Fire Safety in Communal Areas Policy Review: a review of the 'Zero Tolerance Policy' and the co-development of new Fire Safety in Communal Areas policy. The 6 HSC Reps were vital in the first iteration of the policy and helped shape the updated work, a series of online meetings took place, culminating in the new Policy approved at HSC on 17/09/24.
4. Parking and Garage Charge Review: a review of the charging structure of parking spaces and garages on HRA land included a working group that involved Councillors, Officers and a Tenant Rep undertaking a series of online meetings, with changes approved at HSC on 17/09/24.
5. Damp, Condensation and Mould (DCM) Policy Review: a resident review of the DCM Policy following tenant Rep request and incorporating anticipated changes from Awaab's Law - 6 HSC Reps, our Resident and Officer Asset Management Group and group of approx. 20 'Armchair Reviewers' undertook a series of online meetings and a survey in Feb 2025 – ready for approval.
6. Repairs and Planned Maintenance Policy: was co-developed by 6 HSC Reps, our Resident and Officer Asset Management Group and a group of approx. 20 'Armchair Reviewers' using a series of online meetings and a survey in Feb 2025 – ready for approval.
7. Estate Walkabouts: a refreshed initiative to bring together council staff, contractors and residents in walking through our estates to examine service standards regarding communal area/window cleaning and grounds maintenance as well as identifying estate improvements. A test-run period began in May 2025.
8. External Planned Maintenance Contract: will be re-procured with tenants on the evaluation panel for contract of an estimated value of £35 million – this began in Jun 2025.

Tenants Satisfaction Measures (TSM) Results 2024/25

From April 2024, the government required all landlords with more than 1000 social housing properties to report on and publish annually 12 tenant perception and 14 performance measures. The results for 2024-25 will be published in the summer edition of 'Open Door' magazine and on the council website by 30th June 2025.

Performance Measures

TSM	Description	2023/24	2024/25
BS01	Proportion of homes for which all required gas safety checks have been carried out	100.0%	100.0%
BS02	Proportion of homes for which all required fire risk assessments have been carried out	96.8%	85.6%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	98.9%	99.2%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	91.9%	100.0%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100.0%	93.4%
NM01 (1)	Number of anti-social behaviour cases opened per 1,000 homes	51.4	44.2
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	1.4	1.6
RP01	Proportion of homes that do not meet the Decent Homes Standard	0.1%	0.5%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale	77.2%	92.4%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale	97.8%	94.8%
CH01 (1)	Number of stage one complaints received per 1,000 homes	31.1	36.8
CH01 (2)	Number of stage two complaints received per 1,000 homes	3.7	5.2
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	62.1%	82.2%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	42.8%	60.0%

TSM	Description	2023/24	2024/25	% change
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TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord	67.2%	73.0%	↑ 5.8%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	73.7%	77.6%	↑ 3.9%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	70.9%	75.6%	↑ 4.7%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained	64.4%	70.8%	↑ 5.8%
TP05	Proportion of respondents who report that they are satisfied that their home is safe	67.2%	72.5%	↑ 5.3%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	52.2%	56.1%	↑ 3.9%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	64.0%	64.4%	↑ 0.4%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	66.2%	69.9%	↑ 3.7%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	29%	28.4%	↓ 0.6%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	60.2%	63.7%	↑ 3.5%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	55.9%	56.7%	↑ 0.8%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	48.0%	50.3%	↑ 2.3%

Perception Measures

The 2024/25 survey took place between the beginning of February and end of March of this year using a census approach. A mixed mode method was used for responses - first all tenants with email addresses were invited to take part online, followed by a full postal survey to non-respondents. The final stage of the survey involved a telephone survey to 200 non-respondents to balance representation within the results. By the close of the fieldwork period, 1,573 responses were achieved which equates to just over 20% of our tenant population.

For this year's perception measures, it is important to note that overall satisfaction is at its highest level in four years – 73%. Two measures received satisfaction scores of above

Housing Services performance reporting

75%, these are the time taken with repairs (76%) and the repair service in the last 12 months (78%), which is the highest scoring metric in this year's TSM survey.

In comparison to the survey in 2023/24, all measures have seen a rise in satisfaction, with the exception of keeping tenants informed which maintained the same score, and complaints handling which fell by 1 percentage point.

These are considered as positive changes for Cambridge City Council, particularly when seen against the general trend of falling satisfaction across the sector.

Compared to the performance of other local authorities and based on Regulator benchmarking from 2023/24 submissions, we have six measures above median levels, two of which are in the top quartile – the repairs measures previously referenced above. There are still six measures which are below the group medians, although one of these measures, tenants having a home that is well maintained, underwent the biggest year on year increase for us and has risen by 7 percentage points to 71% from last year's survey.