



HOUSING PERFORMANCE REPORT

2025-26 as at Qtr. 2

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Introduction

This report outlines how key areas of the Housing Service has performed over the first 2 quarters of 2025/26.

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

Performance measures have been presented in the following way:

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

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

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

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

Operational efficiencies

Ref	Description	Target 25/26	Quarter 1 2025-26	Quarter 2 2025-26	Current benchmark Quartile
I1	Rent collected from current and former tenants, as a % of the annual rent due (excluding arrears bought forward)	100.00%	104.76%	101.69%	Q1
I2	Current tenant arrears as a % of the annual rent due	3.50%	3.64%	3.82%	Q3
I3	Former tenant arrears as a % of the annual rent due	2.00%	2.99%	3.34%	Q4
I4	Void loss as a % of rent due	N/A	4.16%	4.21%	Q4
I5	Leasehold service charge arrears (no payment plan in place)	<£50,000	£62,071	£48,581	NA
HH1	Tenancy audits completed (% of overall stock)	10%	1.62%	2.2%	NA

Manager's commentary:

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

I4 – Shows the total rent and service charges lost due to voids - as at end of qtr. 2, this amounts to £1.21 million. Included in this figure are properties set aside for redevelopment, any bulk handover of new build properties that were waiting to be let and those undergoing energy efficiency works.

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

HH1 – Due to a significant rise in the workload coming into the Tenancy Management team, most of which is of an increasingly complex nature, as well as unforeseen resource shortages; the number of properties receiving tenancy audits has significantly reduced. It is likely this this will continue for the foreseeable future, and we will not be able to meet the 10% target this year. Discussions are on-going regarding a long-term solution for this. To date however, the team have supported 131 households with advice and support during and following a tenancy audit.

Housing Services performance report to Housing Advisory Board

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

Manager's commentary:

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

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

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

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

Manager's commentary:

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

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

Health & Safety in council homes

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

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

Awaab's Law, which came into force on 31st October 2025, sets strict timescales for social landlords to investigate and address damp, condensation and mould (DCM) hazards in their properties.

Compliance as at 30/09/2025

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

The data includes properties run under the Management Companies.

TSM Ref/Ref	Description	Affected units (denominator)	*Number compliant (numerator)	% compliant (Qtr. 1)
BS01	% of homes for which all required gas safety checks have been carried out.	6914	6912	100.0%
BS02	% of homes for which all required fire risk assessments have been carried out.	**4027	3524	87.5%
BS03	% of homes for which all required asbestos management surveys or re-inspections have been carried out	3001	3001	100.0%
BS04	% of homes for which all required legionella risk assessments have been carried out	981	981	100.0%
BS05	% of homes for which all required communal passenger lift safety checks have been carried out	1294	1294	100.0%
C2	% of domestic properties with a satisfactory Electrical Installation Condition Report (EICR) up to five years old	7647	7322	95.7%

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

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


Manager's commentary:

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

Housing Services performance report to Housing Advisory Board

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


General Needs properties

Compliance Dashboard																		
Compliance Reporting Area	Asset Count	Current Period September			Movement Trend	Closing Data August		Notes	Previous Months Data									
		Compliant	Non Compliant	Percentage		Compliant	Non Compliant		July	June	May	April	March	Feb				
Housing																		
Domestic 5 year Electrical Installation Condon Report	7292	6809	483	93.37%	↑	7028	544			93.37%	93.37%	93.37%	93.37%	93.37%	93.37%	93.37%	93.37%	93.37%
Communal 5 year Electrical Installation Condon Report	515	467	48	90.67	→	467	48			90.67	90.67	90.67	90.67	90.67	90.67	90.67	90.67	90.67
ASB Asbestos Surveys	759	769	0	100%	→	759	759	Un verified		100%	100%	100%	100%	100%	100%	100%	100%	100%
L8 Water Risk Assessments	9	9	0	100%	→	9	0			100%	100%	100%	100%	100%	100%	100%	100%	100%
FRA Fire Risk Assessments	478	449	29	93.93%	→	478	29			93.93%	93.93%	93.93%	93.93%	93.93%	93.93%	93.93%	93.93%	93.93%
LGSR Annual GAS Inspection	6604	6604	0	100%	→	6604	6604	Un verified		100%	100%	100%	100%	100%	100%	100%	100%	100%
EL Emergency Lighting Testing	29	29	0	100%	→	29	29	Un verified		100%	100%	100%	100%	100%	100%	100%	100%	100%
FA Fire Alarm Servicing	4	4	0	100%	→	4	0	Un verified		100%	100%	100%	100%	100%	100%	100%	100%	100%
Lift Servicing	44	44	0	100%	→	44	0	Un verified		100%	100%	100%	100%	100%	100%	100%	100%	100%
Lift Assurance	44	44	0	100%	→	44	0	Un verified		100%	100%	100%	100%	100%	100%	100%	100%	100%
CO2	6610	6610	0	100%	→	6610	0	Un verified		100%	100%	100%	100%	100%	100%	100%	100%	100%
Electrical Heating (NO GAS)	1556	1556	0	100%	→	1556	0	Un verified		100%	100%	100%	100%	100%	100%	100%	100%	100%
Buildings Over 11 Meters Fire Door Inspections																		
Communal Doors	Total Number of Assets	Total Number of Doors	Doors Inspected	Compliance Percentage	Actions	Actions Completed	Outstanding	Overdue	Compliant	Notes								
	16	250	0	0	0	0	0	0	0	Estimated								
Flat Entrance Doors	Total Number of Assets	Total Number of Doors	Doors Inspected	Compliance Percentage	Actions	Actions Completed	Outstanding	Overdue	Compliant	Notes								
	16	392	0	0	0	0	0	0	0	0								

Housing Services performance report to Housing Advisory Board

[illegible]

Sheltered Properties

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

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

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

Commentary:

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

Health and Safety indicators relating to Awaab's Law:

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

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

Ref	Description	As at end Qtr. 2	As a % of stock	Benchmark position	Notes
O9a	Number of damp and mould 'live' cases	166	2.18%	Q3	See report below for details

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

Damp, Condensation & Mould Cases update

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

Total cases received 2023/24: 474 Completed

2024	Reported	Completed	N/Access	Asset/ Planned	Work in progress	Number of 'live' cases
Apr	63	63	0	0	0	0
May	50	48	1	0	1	2
Jun	53	53	0	0	0	0
Jul	61	61	0	0	0	0
Aug	33	31	0	0	2	2
Sep	49	43	0	0	6	6
Oct	60	54	0	0	6	6
Nov	99	90	1	0	8	9
Dec	71	56	0	0	15	15
Jan	99	86	0	0	13	13
Feb	84	73	0	0	11	11
Mar	67	57	0	0	10	10
Total	789	715	2	0	72	74
2025	Reported	Completed	N/Access	Asset/ Planned	Work in progress	Number of 'live' cases
Apr	49	32	0	0	17	17
May	37	29	0	0	8	8
Jun	43	24	0	0	0	19
Jul	31	15	0	0	16	16
Aug	26	8	0	0	18	18
Sep	27	13	0	0	14	14
Oct	41	2	0	0	39	39
Total	254	123	0	0	112	131
Tally	*1517	838	2	0	184	205

*2023, 2024 and 2025 DCM cases received

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

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

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

Disrepair Claims Progress

Current Claims Breakdown (as of November 2025)

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

There were 4 new claims received October 2025.

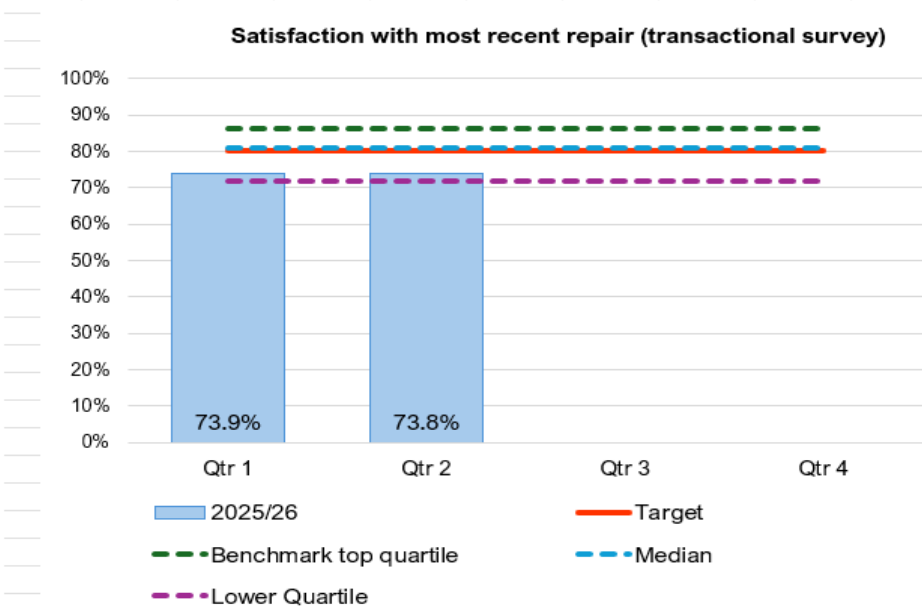
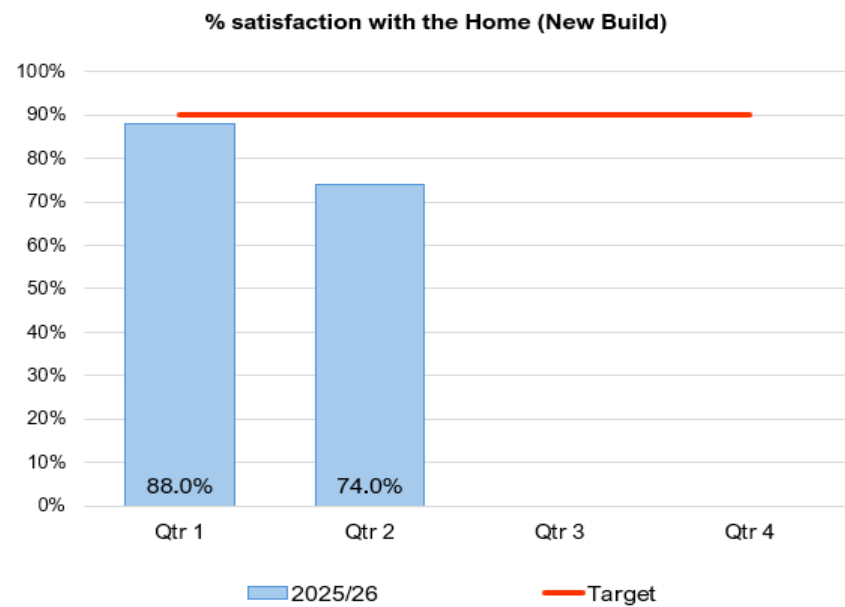
Surveyors have faced challenges in completing post-completion visits due to capacity constraints; however, an additional surveyor is now being brought in to help clear the backlog and ensure timely inspections.

Expenditure Breakdown

Financial Year	Legal/Consultancy Costs	Compensation payments	Work given to external contractors
2022/23	£12,250	£41,500	
2023/24	£125,055	£36,526	
2024/25	£233,622	£49,756	£128,223
2025/26	£322,975	£30,292	£134,552

The Tenant’s Voice

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



% satisfaction with the new home (transactional survey)

Qtr 1: Aragon and Sackville Close development feedback. Those satisfied fed back the generous room sizes, thermal insulation and landscaping around the properties. negative feedback reported install problems with some of the fittings and fixtures, and the smaller garden sizes.

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

satisfaction with most recent repair (transactional survey)

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

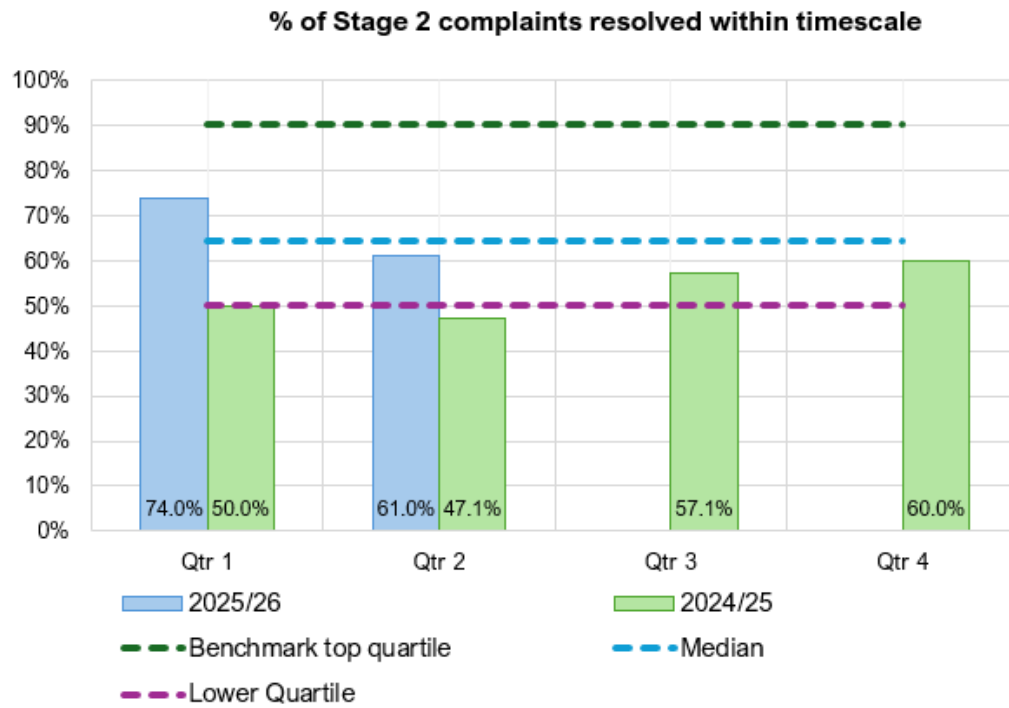
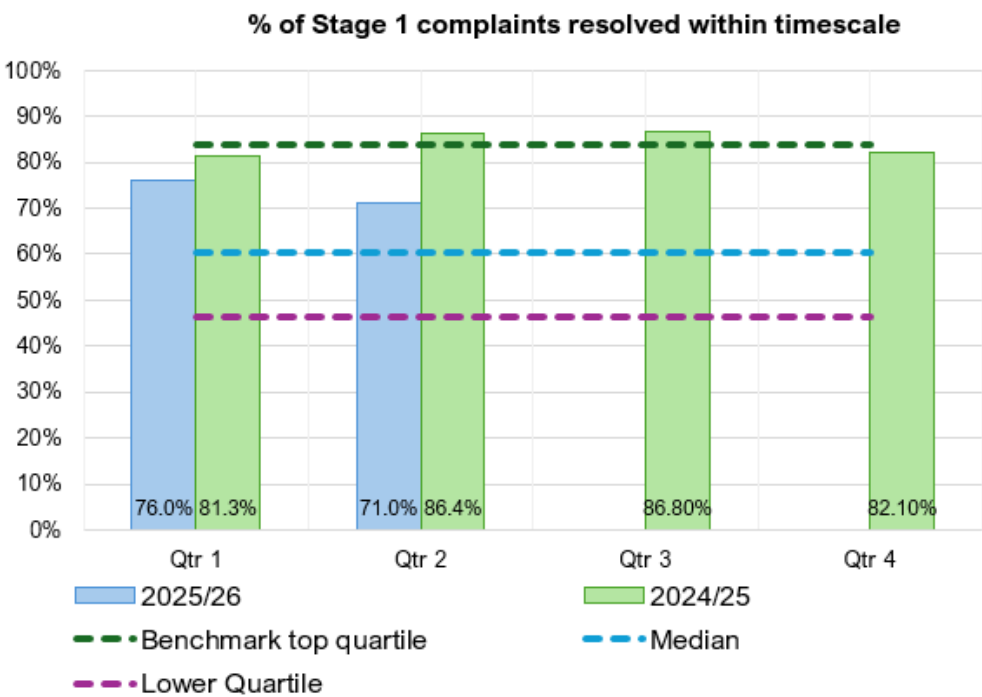
Qtr 2: results based on 42 surveys. 5 surveys reported a 1 for satisfaction in Qtr 2; including wrong trade sent for the job and workman didn't attend appointment.

% of complaints resolved within timescale

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

The Housing Service is committed to:

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



Engagement with tenants

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

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