

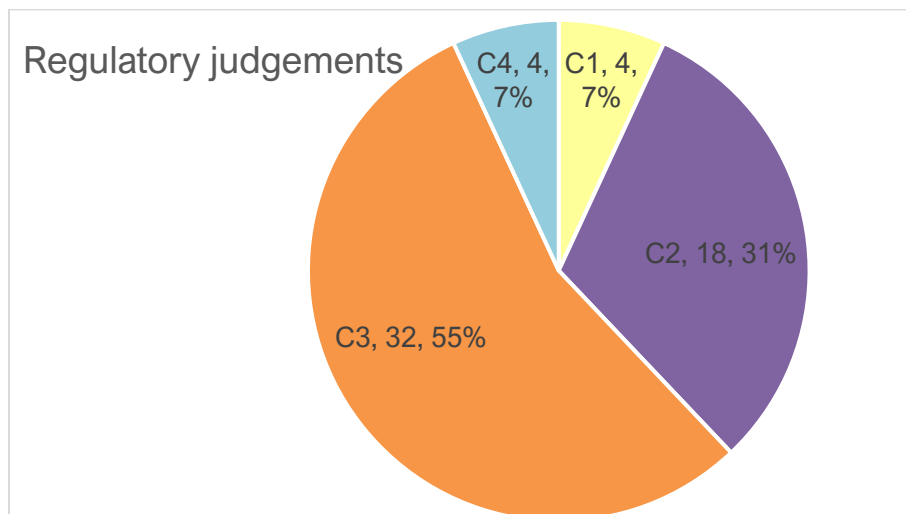
Regulatory Feedback – Consumer Standards Inspection

1. Overall Outcome

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

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

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



2. Reasons for the C2 Judgement

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

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

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

3. Strengths and positive recognition

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

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

4. Provider Improvement Process

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

Priority Areas:

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

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

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

5. Communications

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

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

6. Reflections on the Process

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

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