



Cambridge City Council

Housing Advisory Board Paper

Tenant and Leaseholder Involvement Strategy 2026-2028

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Purpose of Paper	<p>This report provides an update on the development of a revised Tenant and Leaseholder Involvement Strategy for those who live in properties owned and managed by Cambridge City Council. The strategy responds to regulatory change, updated local priorities and resident feedback.</p> <p>The Social Housing (Regulation) Act 2023 sets out standards for all registered social housing providers to achieve. Part of this directly refers to tenant engagement, with providers required to take tenants' views into account in their decision-making and how their services are delivered.</p> <p>This report seeks to provide the Housing Advisory Board with assurance on the progress made in strengthening a framework of involvement so that tenants and leaseholders are able to shape service delivery, influence decision making, hold their landlord to account, and that we communicate effectively on important matters with residents.</p> <p>As part of our work in developing this revised strategy, we have researched good practice regarding resident involvement from other social landlords. With Local Government Reorganisation (LGR) on the horizon we have also compared this draft strategy with South Cambridgeshire (as the only other council to own and manage its own housing stock in the LGR options) to make sure there is broad alignment.</p> <p>It is recommended that The Housing Advisory Board:</p> <ol style="list-style-type: none">1. Reviews the revised approach of the Tenant and Leaseholder Involvement Strategy 2026-2028.2. Notes that the strategy will be supported by an annual action plan, to be developed with the Board after the strategy is adopted.3. Agrees that progress will be reported annually to the Board.

Brief Summary	<p>This strategy aims to create more meaningful opportunities to influence housing services, supporting residents to take part in ways that suit them, and making sure everyone can see the difference their voice makes.</p> <p>It includes a practical action plan, with timescales, responsibilities and ways to track progress, and is grounded in resident feedback, staff insight and sector best practice.</p> <p>The strategy has four objectives with accompanying actions towards achieving them. These have been co-developed as a product of the workshops and consultation we have held with residents. There is more detail about this in Appendix 1 ‘Overview of Engagement and Feedback’.</p> <p>The strategy supports compliance with regulatory expectations for resident involvement as set out in the Social Housing (Regulation) Act 2023.</p> <p>Adoption of the new strategy is expected to deliver:</p> <ul style="list-style-type: none"> • Increased trust and confidence in how housing services responds to residents. • A more diverse and representative range of residents involved in shaping housing services. • Clearer accountability and transparency through published outcomes and performance reporting. • Improved resident satisfaction with involvement opportunities and communication
Is the paper going to Cabinet or either Scrutiny Committees?	No