

Rent Regulation Project Update June 2026

Tenant Communications

Tenants were last updated on 31st March 2026, and the dedicated webpage was updated on 13th April 2026. The next update is due to be sent on 30th June 2026.

Refunds

During the process of calculating the tenant's refunds in Group 1, we established many tenants were over 75 years old. Further we found key data was missing from the extracted reports and the historic data needed further adaption.

Therefore, we made two key changes to the processing of our refunds:

1. We offered tenants born on or before 31st December 1949 an in-person visit so we could assist them in completing the refund paperwork and answering all their questions directly.
2. We checked every charge and receipt to the tenancy to make sure we have accounted for housing related benefits, contributions from the local authority and other housing related debts.

Subsequently, we stopped the work on Group 2 and all refunds in the Group 1 are being re-reviewed before authorising the refund and sending the individual letter to the tenants. A breakdown of this process can be found on page 2.

Rent Regulation Teams Next Steps Progress

The software and online form to verify a tenant's bank account has been completed. This software does not support joint bank accounts. Therefore, if a joint bank account is required, we will need to complete the verification of their bank accounts manually.

The recalculation of the housing benefit for our second refund group is ready to take the next step in the test environment with the final date. Due to the vast amount of data, complexity with the adapted systems, and the extra steps implemented in group 1, this will be recalculated when the full refund process has been completed for each tenancy in this group.

DWP

The DWP has failed to decide as to whether they will pursue us for the housing benefit element of the tenants Universal Credit claim. The only decision to be made at present is

which bank account the Treasury wish for the monies to be paid into, albeit this has not been given in writing. They also suggested an 'honesty pot' and implied a settlement figure will be discussed, but no further communication has been received. At present, the only written response received is an email to confirm this is with their key stakeholders and under review.

The DWP development team suggested we use their system 'Searchlight' under the Memorandum of Understanding (MoU) to investigate the legitimate claims. However, on application for an amendment to the MoU this was not supported by the legal team. They advised this was a moot point as to whether this fell under 'Housing Benefit' administration and for us to decide. Currently, this is under discussion with the relevant stakeholders within Cambridge City Council as to whether it adequately complies the test.

Group 1 Case Refund Information:

Group 1 Cases	No	Refund Amount	Arrears as of w/e 31/05/2026
Priority 1 - pay by direct debit	295	193,893.06	0.00
Priority 2 - do not pay by direct debit	196	131,042.95	-14,146.06
Priority 3 - former tenants after 01/04/2024	65	39,793.34	-5,117.91
Move to other group request	14	2,881.40	-249.71
Total Cases	570	367,610.75	-19,513.68
Priority 1 Breakdown			
Refunded tenant & Case Closed	15	7,221.96	0.00
Caimed refund & AP processing refund	2	1,401.72	0.00
Awaiting tenant response to refund letter	4	5,634.74	0.00
Priority 1 - managers authorisation required	274	179,634.64	0.00
Total Priority 1	295	193,893.06	0.00
Priority 2 Breakdown			
Priority 2 - managers authorisation required	9	7,316.33	0.00
Priority 2 - stage 3 checks required	103	51,696.33	-11,517.38
Priority 2 - receipts & payments checks required	71	69,233.32	-1,651.59
Priority 2 - moved from Group 2	4	2,796.97	-977.09
Total Priority 2	187	131,042.95	-14,146.06
Priority 3 Breakdown			
Priority 3 - stage 3 checks required	34	16,375.47	-1,552.68
Priority 3 - receipts & payments checks required	28	21,955.82	-3,385.58
Priority 3 - moved from Group 2	3	1,462.05	-179.65
Total Priority 3	65	39,793.34	-5,117.91

- 570 cases were initially identified as not receiving a housing related benefit
- 14 cases need further investigation as the receipts and payments check has detected housing related benefit information on the tenancy
- 7 cases have been identified in Group 2 as not receiving housing benefit at the same time as the refund. This figure is likely to rise when work on Group 2 resumes
- All priority 1 refunds have been fully checked and require the Project Managers final authorisation to send the letter to the tenant
- The team are working on priority 2 cases in Group 1 at present
- Stage 3 is the second review of the refund in accordance with the auditor's requirement
- The Receipts & Payments is the final check in the refund process before sending for the Project Managers approval to send the letter to the tenant