



Appendix A

HOUSING PERFORMANCE REPORT

2026-27 Qtr. 1

Sam Scharf – Communities Director

Table of Contents

Introduction	2
Tenant Satisfaction Measures – next steps	3
Operational efficiencies	3
Health & Safety in council homes	5
Compliance as at 30/06/2026	5
Damp, Condensation & mould - Awaab's Law.....	7
Disrepair Claims Progress	9
Engagement with tenants.....	11

Introduction

This report gives an update on how Cambridge's Housing Service is performing as at the end of June 2026.

Progress is reported every three months at Housing Leadership Board to make sure homes are safe, services are running smoothly, and residents are getting the support they need.

In December 2025, the Council introduced a new tool called the **Performance Management Framework (PMF)**. Considered a 'big-picture dashboard', the PMF helps the council:

- Connect the long-term vision to what happens day-to-day
- Keep improving services
- Be open and accountable
- Make decisions based on facts, not guesswork

The PMF gives councillors a high-level view at Cabinet, but this report dives deeper. It shows the details behind the numbers so the Housing Advisory Board can see what's working well and where we need to improve.

We look at three main areas:

- **Efficiency** – how well we manage things like rent collection and repairs
- **Safety** – making sure homes meet all legal standards
- **Resident feedback** – what tenants are telling us about their experience

Cambridge also submits data and compares its performance with similar councils through Housemark; a national benchmarking group. This helps us set realistic targets and learn from others who are doing better or saving money.

Our targets are based on past performance, comparisons with other councils, and the resources we need to keep improving.

Tenant Satisfaction Measures – next steps

Actions to improve performance against the Tenant Satisfaction Measures (2025/26 results reported in the Performance Report to HAB in June 2026) are covered in the separate Housing Improvement Plan update.

Operational efficiencies

<i>Ref</i>	<i>Description</i>	<i>Target</i>	<i>Year End 2025/26</i>	<i>Qtr 1. 2026/27</i>	<i>Current bench mark Quartile</i>
<i>I1</i>	Rent collected from current and former tenants, as a % of the annual rent due (excluding arrears bought forward)	<i>100</i>	99.38	110.29	Q1
<i>I2</i>	Current tenant arrears as a % of the annual rent due	<i>3.9</i>	3.94	3.84	Q4
<i>I3</i>	Former tenant arrears as a % of the annual rent due	<i>3.5</i>	3.77	3.77	Q4
<i>I4</i>	Void loss as a % of rent due	<i>TBC</i>	3.07	3.18	Q4
<i>I5</i>	Leasehold service charge arrears (no payment plan in place)	<i>£70,000</i>	£73,147	£53,447	NA
<i>HH1</i>	Tenancy audits completed (% of overall stock)	<i>12.5</i>	3.1	2.3	NA

Manager's commentary:

I2 & I3 – Recovery activity has been reduced while the service focuses on resolving rent regulation issues. Although the team continues to engage with tenants who are in arrears, these indicators are expected to remain elevated until full enforcement activity resumes. New technology due to be introduced in 2026/27 will support earlier intervention and more proactive case management, enabling the team to focus capacity on tenants who need the most support.

I4 – This shows the total rent and service charge loss resulting from void properties. This includes properties set aside for redevelopment, bulk handovers of new-build properties awaiting letting, and homes undergoing energy-efficiency works. A new voids process was introduced in Quarter 1 of 2026/27 to help reduce these losses.

I5 – £226,628 is being paid by DD or payment plan, £51,686 are cases with Legal, where collection attempts have been exhausted, £3,082 are accounts with deceased leaseholders and £16,954 are properties due for redevelopment. Only £53,447 is outstanding with no payment plan in place. Actual charges were raised in October 2025 and totalled more than £1 million in 2025/26. Rising major works costs have resulted in some individual leaseholder charges being between £7,000 and £10,000. Many leaseholders are on payment plans over an 18-month period, as per our policy, with debt reducing each month.

HH1 – The Housing Officer workload continues to rise in complexity and volume. The team are completing as many audits as possible, and recruiting is ongoing for the additional posts. Even with internal pressures, the Team provided 139 Households with advice and support during quarter 1; The largest areas of support relate to property condition (32%), support needs (18%) and rent arrears (16%).

<i>Ref</i>	<i>Description</i>	<i>Target</i>	<i>Year End 2025/26</i>	<i>Qtr. 1 2026/27</i>	<i>Current bench mark Quartile</i>
V1	Average re-let time in days (key-to-key)	25	56.2	69.7	Q3
V2	Average time in days to repair a void	12	37.7	57.2	Q4

Manager's commentary:

V1 – This indicator includes both the time taken to complete void repairs and the time taken to let the property. The repair element is covered below. Once keys were returned by the void repairs team, it took an average of 6.5 days to house a general needs tenant in Qtr. 1. The Lettings Team continues to review its processes to improve performance, reduce rent loss and shorten void times by advertising properties as early as possible with accurate information, shortlisting eligible applicants promptly and arranging viewings during void works where it is safe to do so.

For sheltered voids, the average lettings time was 17.8 days, compared with 21 days in 2025/26. This indicates that the improvements that were made by the teams throughout 25/26 are having a positive impact. Out of a total of 12 voids in the qtr., 5 were above the average lettings time, and of these, 3 were within the extra care scheme at Ditchburn Place. Lettings for extra care do not go via HomeLink and instead are managed through a panel process which relies on referrals from adult social care. We have initiated conversations with the County Council on how we can improve the rate of referrals and seek to share responsibility for this void loss. We are also suggesting that going forward we separate out the extra care voids from the overall sheltered housing voids KPI, to ensure that this is a more accurate record of the performance of both.

Repairs, Lettings and Housing Support teams are now working to the new voids' procedure introduced in May 2026, which sets out revised ways of working and agreed timescales.

V2 – The voids review and new processes now in place have been implemented to improve the void repair performance going into 2026/27.

<i>Ref</i>	<i>Description</i>	<i>Target</i>	<i>Year End 2025/26</i>	<i>Qtr. 1 2026/27</i>	<i>Current bench mark Quartile</i>
R1	Appointments kept as a % of appointments made	90	95.7	86	Q3
R2	% of repairs completed at first visit	85	78.4	Not available	Q

Manager's commentary:

R1 – We are currently experiencing some challenges in maintaining appointment performance at the expected level due to staff shortages within the Work Planning team. However, we are continuing to review appointment arrangements and identify opportunities to improve performance, with a particular focus on effective scheduling and reducing avoidable changes to appointments.

R2 – Improving the proportion of repairs completed at the first visit remains a key area of focus. Repairs Team Leaders continue to work closely with the Customer Service Centre and Work Planning Team to review cases where additional visits have been required, helping to identify recurring issues and opportunities to improve diagnosis, planning and completion at the first visit.

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.

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 30/06/2026

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

The data includes properties run under the Management Companies.

<i>Ref</i>	<i>Description</i>	<i>Target</i>	<i>Year End 2025/26</i>	<i>Qtr. 1 2026/27</i>	<i>Current bench mark Quartile</i>
C1	% homes (domestic properties) with a satisfactory Electrical Installation Condition Report (EICR) up to five years old	100	97.8	97.7	Q2
C2	% homes for which all required asbestos management surveys or re-inspections have been carried out	100	100	100	Q1
C3	% homes for which all required communal passenger lift safety checks have been carried out	100	100	100	Q1
	% homes for which all required fire risk assessments have been carried out	100	100	100	Q1

<i>Ref</i>	<i>Description</i>	<i>Target</i>	<i>Year End 2025/26</i>	<i>Qtr. 1 2026/27</i>	<i>Current bench mark Quartile</i>
C4	% homes for which all required legionella risk assessments have been carried out	100	100	100	Q1
C5	% homes with a valid gas safety certificate	100	100	100	Q1

Manager's commentary:

The Mitti digital compliance system (formally known as Safety Culture) is continuing to be implemented throughout all areas of compliance. Currently this is being used for Fire safety work, and it is anticipated that this will be rolled out to the remainder of compliance areas as soon as practical.

Additional user training is being arranged for the Compliance team to ensure that the system is used to its full potential.

Whilst Contractors are currently providing access to their own databases, and no issues have been reported by Compliance Managers, whilst the Council relies on third party systems, there remains an area of Data security vulnerability.

Mitti will also improve visibility of compliance information, increased flexibility in how the service manages its responsibilities, and strengthened the Council's ability to meet legal requirements across its housing stock.

Description	Target	At end May 26	% installed	Notes
Smoke Alarms in place	7459	7124	95.5	<i>Properties due for redevelopment have been removed from the denominator</i>
CO Alarms in place	6850	6320	92.2	
Heat Detectors in place	7459	6681	89.5	
All Electric Properties (no gas)	N/A	710	N/A	

Manager's commentary:

Due to a change in Management of compliance, there is no update for Qtr. 1 on detectors.

Damp, condensation & mould - Awaab's Law

Awaab's Law came into force for social landlords in England on 27th October 2025 and introduced fixed legal timescales for responding to emergency hazards and damp and mould hazards that present a significant risk of harm. This means the service must now be able to evidence compliance from first report through to investigation, communication, interim safety action and full resolution. The scope of Awaab's Law is expected to expand further in 2026 and 2027, so reporting arrangements are being designed with that wider compliance framework in mind.

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.

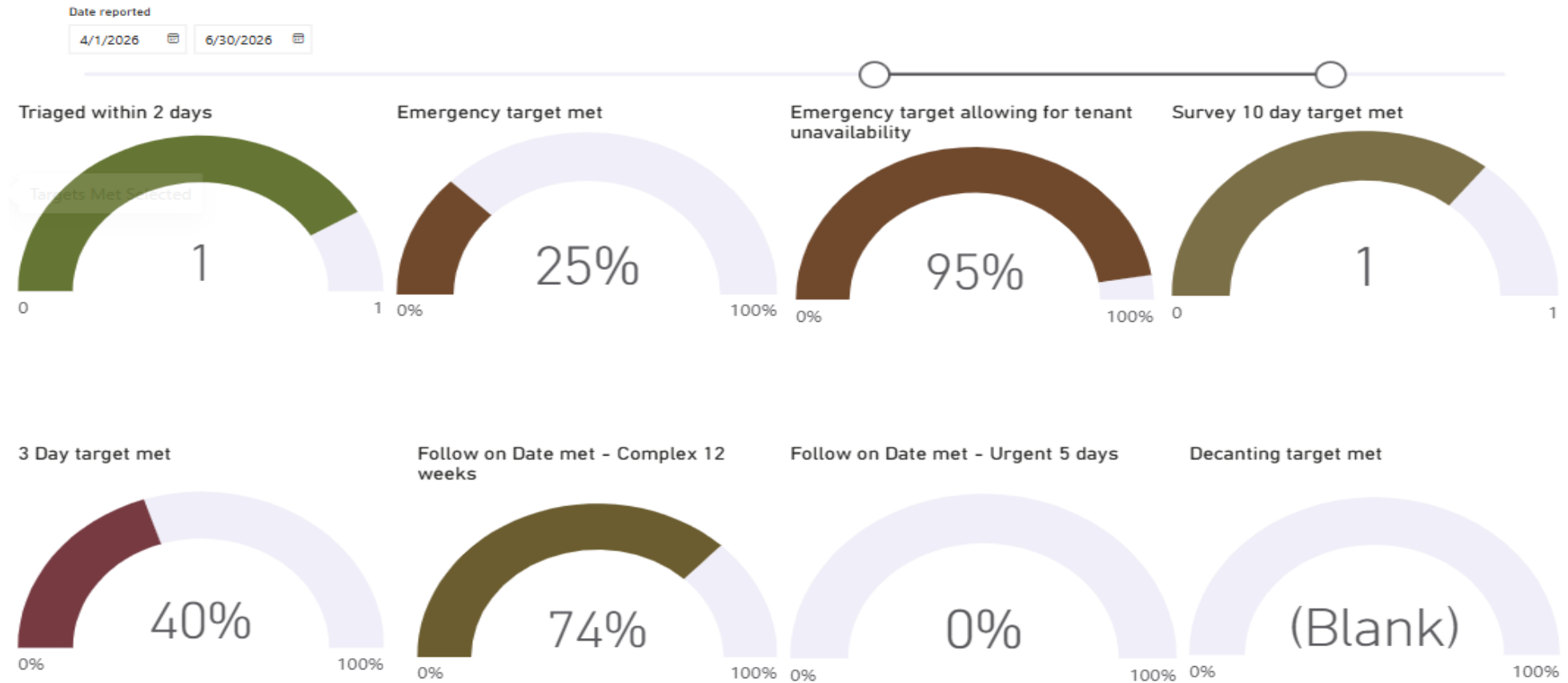
Ref	Description	As at Qtr. 1 26/27	As a % of stock	Benchmark position	Notes
O9a	Number of damp and mould 'live' cases	348	4.53	Q1	

Manager's comments:

Whilst the service continues to prioritise compliance with the emergency response requirements under Awaab's Law, a proportion of cases are recorded as exceeding the 24-hour response timeframe due to tenant availability and access arrangements rather than contractor attendance capacity. This is particularly evident where tenants are unable to accommodate appointments within the statutory timeframe because of work, caring responsibilities, medical needs or other personal circumstances. Occasionally, additional support arrangements are also required, including the attendance of housing officers, social workers or support professionals to ensure visits can be undertaken safely and appropriately for vulnerable residents.

The implementation of Awaab's Law has also increased the number of internally generated referrals, where mould or damp concerns are identified proactively by Council staff or contractors during unrelated visits. In these circumstances, tenants may not be expecting contact from the service or may require additional explanation regarding the purpose of the visit and proposed treatment works. The service will continue to work flexibly with tenants to arrange appointments that meet their individual needs and circumstances, whilst balancing statutory compliance obligations. Improvement activity is ongoing with contractors and internal teams to strengthen communication processes, improve tenant awareness at the point of referral and support more effective appointment scheduling and access arrangements.

Damp, Condensation & Mould cases update as at 30/06/2026



NB:
Cases shown as “triaged within 2 days” include those assessed within the Council’s internal reporting window; under Awaab’s Law, emergency hazards must be investigated and made safe within 24 hours of the Council being made aware.

Disrepair Claims Progress

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 Qtr. 1	Per 1000 propertie s	Benchmark position (per 1000 properties)	Notes
O9b	Number of disrepair claims reported in the year	7	1.04	Q1	See report below for details

Current Claims Breakdown (as of 5th July 2026)

	Total Live Claims	In Progress	No access	Works being completed	Post- completion inspections	Claim issued for Court
2022/23	1	0	0	1	0	0
2023/24	1	0	0	1	0	0
2024/25	1	0	0	0	1	0
2025/26	23	1	2	15	4	1
2026/27	7	6	0	1	0	0
Total	33	7	2	18	5	1

We are currently experiencing some delays with the completion of works identified as part of the claim. We continue to work closely with the contractor to manage this, with outstanding cases being reviewed and prioritised to ensure works are progressed appropriately and resources are focused where they are most needed.

Expenditure Breakdown (as of 5th July 2026)

Financial Year	*Legal/Consultancy Costs	Compensation payments	Work given to external contractors	Total
2022/23	£12,250	£41,500		£53,750
2023/24	£125,055	£36,526		£161,581
2024/25	£233,622	£49,756	£128,223	£411,601
2025/26	£267,656	£42,599	£189,776	£500,031
2026/27	£85,474	£8,616	£11,662.98	£105,754

**This covers the other side solicitors' costs, counsel fees for drafting defences and bills of costs, and surveying expenses, all of which are largely outside of our control.*

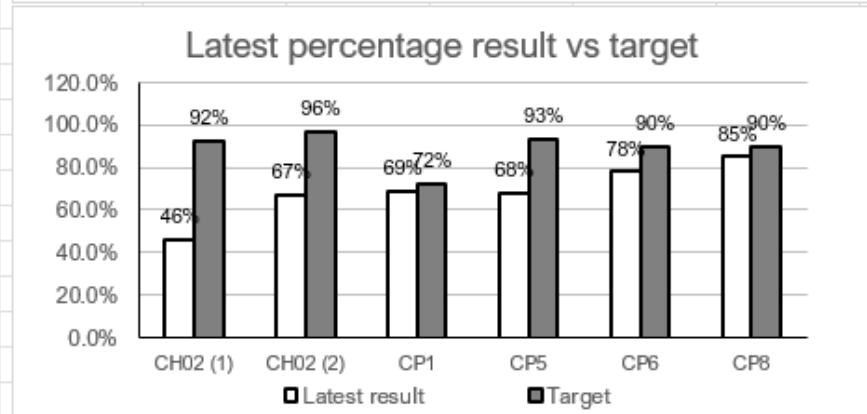
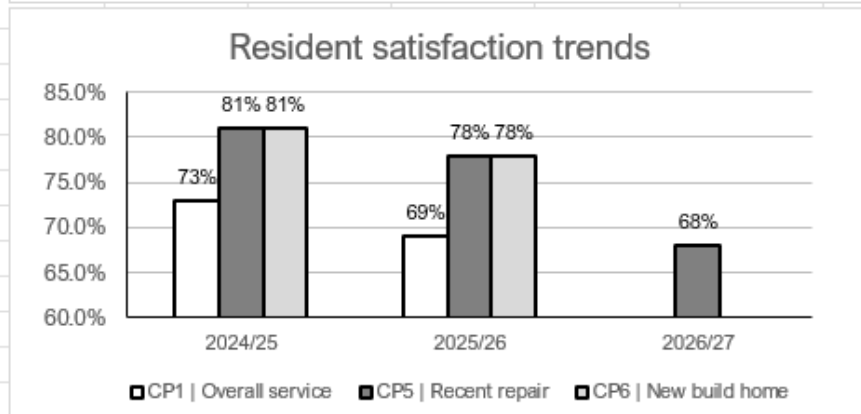
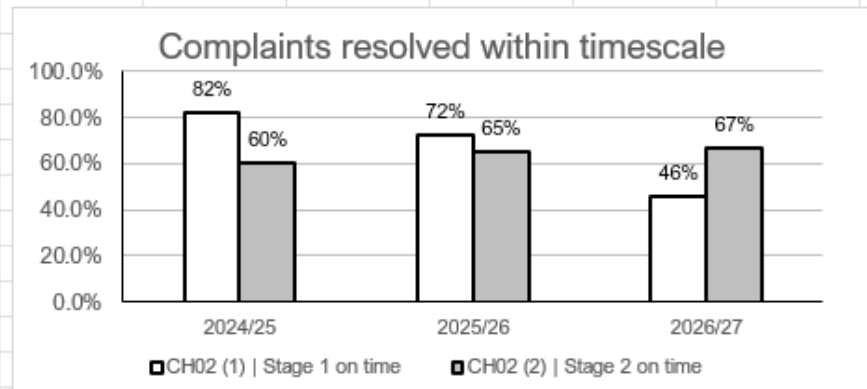
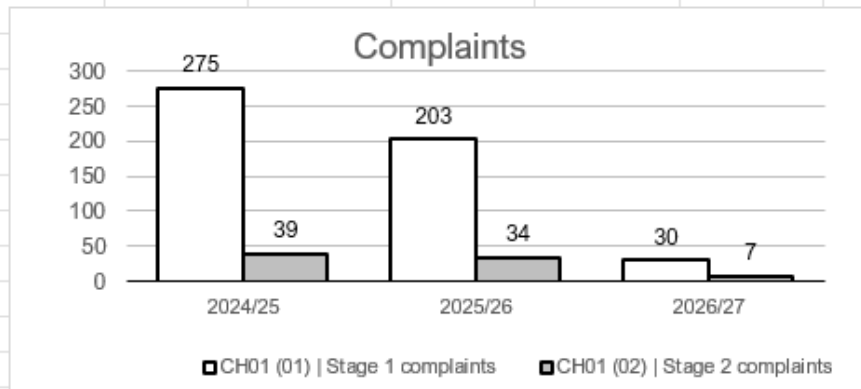
Resident Voice Performance Dashboard

Yearly trends and latest position | current-year figures use the latest populated quarter

CH01 (01) 2026/27 STAGE 1 COMPLAINTS	CH02 (1) STAGE 1 RESOLVED ON TIME	CH02 (2) STAGE 2 RESOLVED ON TIME	CP5 REPAIR SATISFACTION
30	45.7%	66.7%	68.0%
Q1 cumulative	Target 92.4%	Target 96.4%	2026/27 Q1 target 93.0%

Story in brief: Complaint resolution timeliness is below target for both stages, while the latest repair-satisfaction result is also below target. Overall service satisfaction fell from 73.0% in 2024/25 to 69.0% in 2025/26.

YEARLY TRENDS AND LATEST TARGET POSITION



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.

Engagement with tenants

Since April 2026 resident engagement activity has had significant influence on several key areas:

- Estate Walkabouts: eight estate walkabouts have been organised for this Summer and Autumn across the city, so far two have taken place at Lichfield & Neville Road (April), and around the new-builds at Colville Road (May). This has enabled residents to raise issues with key housing staff in-person and discuss wider community problems.
- Recruitment for Tenant Representative Vacancies: the elected HAB representatives have helped produce the materials used for the communications campaign to recruit new tenant representatives to HAB. The posters and leaflets produced will be used on an ongoing basis to support volunteer recruitment for resident involvement activities.
- Tenant and Leaseholder Involvement Strategy: the elected HAB representatives have been developing an action plan to support the strategy and set out how the objectives will be measured and achieved. This is planned to be finalised by the end of June.
- Reasonable Adjustments Policy: this draft policy was issued to the armchair reviewer's group in May for tenant and leaseholder feedback. This feedback will be used to inform the final version of the policy.
- New-Build Working Group: the elected HAB Reps have begun the process of creating a working group to focus on the issues experienced in new-build properties. The scope is currently being defined, and the progress of this working group will be reported back to HAB with final recommendations going to Cabinet.

Author:	Catherine Buckle Business Development Manager (Housing) Catherine.buckle@cambridge.gov.uk
Date:	15 th August 2026