Appendix A

CAMBRIDGE
CITY COUNCIL

HOUSING PERFORMANCE REPORT - FINAL

2026-27 Qtr. 2

Sam Scharf – Communities Director

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Quarter 2 KPI dashboard

Position at 30 September 2026 • Quarter 1 comparator shown where available

Headline performance		
RENT COLLECTION **102.79%** Q1: 110.3% •Target: 100%	**CURRENT TENANT ARREARS** **3.98%** Q1: 3.84% • Target: 3.9%	**FORMER TENANT ARREARS** **3.75%** Q1: 3.77% • Target: 3.5%
VOID LOSS **3.11%** Q1: 3.18%	**RE-LET TIME** **66.7 days** Q1: 69.7 • Target: 25	**VOID REPAIR TIME** **55.8 days** Q1: 57.2 • Target: 12
DAMP & MOULD **334** Q1: 348 • 4.96% of stock	**DISREPAIR CLAIMS** **8** Q1: 7 • 1.04 per 1,000	**TENANCY AUDITS** **3.8%** Target: 12.5%

Key: Light grey = on track; mid grey = needs attention; dark grey = well below target. More detail is in the main report.

Management priorities
• Let empty homes and finish repairs more quickly.
• Collect unpaid rent and track debt closely.
• Agree who checks and approves safety data.
• Keep a full record of every damp and mould case.

1. Introduction

This report shows how Cambridge City Council's housing services were performing as at 30 September 2026.

The Housing Advisory Board receives a report every three months so it can check that homes are safe, services work well and residents receive the support they need.

The Council's Performance Management Framework gives an overview of how services are doing. It 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

This report gives more detail for the Housing Advisory Board. It shows what is going well and what needs 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

We compare our results with similar councils through Housemark, a national housing benchmarking service. This helps us set realistic targets and learn from better-performing services.

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

2. Operational performance

Ref	*Description*	*Target*	*Year End 2025/26*	*Quarter 1 2026/27*	*Quarter 2 2026/27*	*Current bench mark Quartile*
I1	Rent collected as a percentage of rent due this year	*100*	99.38	110.3	102.79	Q1
I2	Rent owed by current tenants as a percentage of annual rent due	*3.9*	3.94	3.84	3.98	Q4
I3	Rent owed by former tenants as a percentage of annual rent due	*3.5*	3.77	3.77	3.75	Q4
I4	Rent lost while homes are empty as a percentage of annual rent due	*TBC*	3.07	3.18	3.11	Q4
I5	Unpaid leaseholder service charges with no payment plan	*£70,000*	£73,147	£53,447	£53,447	NA
HH1	Tenancy checks completed as a percentage of council homes	*12.5*	3.1	2.3	3.8	NA

What this means

Rent collection: We collected 102.79% of the rent due this year, compared with 99.38% at the end of 2025/26. A result above 100% can be caused by payment dates or late payments from earlier months. It does not necessarily mean that rent debt has fallen, so we track arrears separately.

Rent owed: Current tenants owed 3.98% of the annual rent due (£2,355,718), up from 3.84% in Quarter 1. Former tenants owed 3.75% (£2,216,683), almost unchanged from Quarter 1. Arrears tend to rise at this point each year. The rent project has so far focused on Direct Debit accounts and is now moving to other payment methods. A Housing Benefit decision is still needed on recovering arrears after refunds. New software will help staff identify lower-level debt earlier and offer financial support sooner. Court action currently takes at least six months.

Empty homes: Lost rent was 3.11%, down from 3.18% in Quarter 1 but slightly above the 3.07% year-end result. The total loss was £932,924.47. This includes homes awaiting redevelopment, first letting or energy-efficiency work. A new voids process for general needs and sheltered voids aims to reduce delays and lost rent.

Leaseholder debt: The reported value of unpaid leaseholder service charges on accounts without a Direct Debit or payment plan is £53,447, unchanged from the figure reported for Quarter 1.

Tenancy checks: We completed checks covering 3.8% of council homes against a target of 12.5% for 2026/27 and gave advice or support to 235 households. The main issues were property condition (36%), rent arrears (18%) and anti-social behaviour (17%).

Ref	Description	Target	Year End 2025/26	Quarter 1 2026/27	Quarter 2 2026/27	Current bench mark Quartile
V1	Average re-let time ('key-to-key') (days)	25	56.2	69.7	66.7	Q3
V2	Average time to repair an empty home (days)	12	37.7	57.2	55.8	Q4

What this means

Overall re-let time: It took an average of 66.7 days to re-let a standard empty home. This improved from 69.7 days in Quarter 1 but is still much longer than the 25-day target.

Letting after repairs: Once a general needs home reached the Lettings Team, it took an average of 10.0 days to let, compared with 25.5 days at year end. Sheltered lettings time continues to decrease, with the Independent Living Service now conducting viewings and assessments during the lettings process. The average sheltered lettings time at the end of Quarter 2 was 11 days. First lettings of new-build homes took an average of 59.3 days, based on three properties.

Repairs, Lettings and Housing Support teams are continuing to refine the new empty homes process introduced in May 2026.

Void repair time: Repairs to empty homes took an average of 55.8 days. This improved slightly from 57.2 days in Quarter 1 but remains well above the 12-day target. A working group of officers are looking at ways to track repairs undertaken by operatives or contractors and reduce times accordingly.

Ref	Description	Target	Year End 2025/26	Quarter 1 2026/27	Quarter 2 2026/27	Benchmark position
R1	Appointments kept as a % of appointments made	90	95.7	86.0	91.6	Q3
R2	% of repairs completed at first visit	85	78.4	Not available	68.4	Q3

What this means

Appointments kept: Appointments kept improved from 86.0% in Quarter 1 to 91.6%, exceeding the 90% target. August recorded the highest monthly result at 92.4%, while July and September both exceeded 90%.

First-visit completions: Of the 3,537 repairs completed, 2,420 were resolved on the first visit, resulting in a first-time fix rate of 68.4%. While over two-thirds of repairs were completed without follow-on visits, the team is working to improve diagnosis, materials availability and repair planning to increase this rate.

3. Health and safety in council homes

By law, the Council must publish information about safety checks in council homes. Where a check covers a block, every council-owned flat in that block must be counted, including homes managed by another organisation.

Awaab's Law sets legal deadlines for social landlords to investigate and deal with serious damp, condensation and mould hazards.

3.1 Compliance position on 30 September 2026

The number of homes covered can change when homes are sold, demolished or added.

The figures include council homes run by management companies.

Ref	*Description*	*Target*	*Year End 2025/26*	*Quarter 1 2026/27*	*Quarter 2 2026/27*	*Benchmark position*
C1	Percentage of homes with a satisfactory electrical safety report completed within the last five years	*100*	97.8	97.7	*97.7	Q2
C2	Percentage of homes with all required asbestos checks completed	*100*	100	100	*100	Q1
C3	Percentage of homes with all required shared lift safety checks completed	*100*	100	100	*100	Q1
C4	Percentage of homes with all required fire risk assessments completed	*100*	100	100	*100	Q1
C5	Percentage of homes with all required water hygiene risk assessments completed	*100*	100	100	*100	Q1
C6	Percentage of homes with a valid gas safety certificate	*100*	100	100	*100	Q1

Manager's commentary:

New safety system: Mitti, previously called SafetyCulture, is being introduced across housing safety services. It is already used for fire safety, and staff training is being arranged before it is used more widely.

*We are currently assessing data owners, agreed calculations and undertaking data integrity checks with an outside consultant to be able to confirm our position in relation to compliance.

Some safety information is still held in contractors' systems. No day-to-day problems have been reported, but the Council must be able to access, check and reconcile the information itself.

Mitti should make safety information easier to see and manage. However, the system will only be reliable when the data is checked and approved.

Detector update: No validated Quarter 2 update was available for smoke alarms, carbon monoxide alarms or heat detectors.

3.2 Damp, condensation and mould — Awaab's Law

Awaab's Law came into force in England on 27 October 2025. The first phase sets deadlines for social landlords to investigate and make safe emergency hazards and serious damp and mould. From 30 November 2026, Phase 2 will also cover significant hazards from excess cold or heat, falls, structural problems, fire, electrical faults, and hygiene issues such as pests, drainage and sanitation. Phase 3 is expected in 2027 and will extend the rules to the remaining hazards covered by the Housing Health and Safety Rating System, apart from overcrowding. The Council must keep residents informed and maintain clear records from the first report until the problem is resolved.

A live case is a reported damp or mould problem that is still being investigated or fixed.

Ref	*Description*	*As at Quarter 1 2026/27*	*As at Quarter 2 2026/27*	*As a % of stock*	*Benchmark position*
O9a	Number of damp and mould 'live' cases	348	334	4.34	Q1

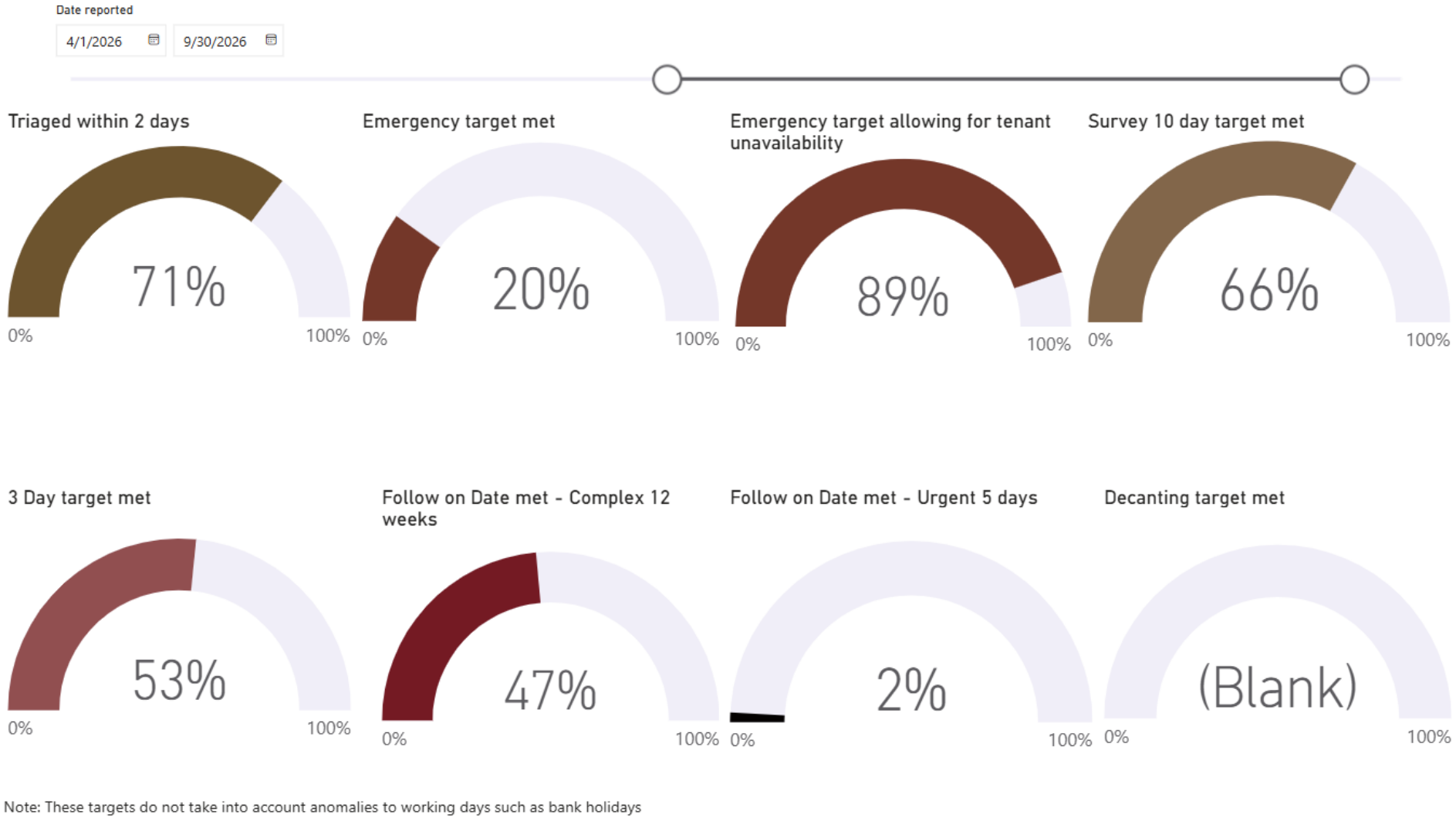
Manager's commentary:

At the end of Quarter 2, there were 334 live damp and mould cases, equivalent to 4.34% of council homes. This is a reduction from 348 cases at the end of Quarter 1, although the overall caseload remains higher than at the end of 2025/26. A further 113 reports of damp and mould were received during the quarter.

The Council continues to monitor cases closely against the requirements of Awaab's Law, focusing on timely inspections, clear communication with tenants and appropriate remedial action. We continue to work with contractors to improve the planning, coordination and delivery of works within the required timescales, while strengthening case management and record-keeping to provide clear oversight of each case from initial report to completion.

Damp, condensation and mould cases update as at 30 September 2026

Note: Cases shown as "triaged within 2 days" were assessed within the Council's reporting period. Under Awaab's Law, emergency hazards must be investigated and made safe within 24 hours of the Council being told.



Note: These targets do not take into account anomalies to working days such as bank holidays

3.3 Disrepair claims

A disrepair claim is a legal claim about poor conditions in a council home that the Council is responsible for repairing.

Ref	*Description*	*As at Quarter 1*	*As at Quarter 2*	*Per 1,000 properties*	*Benchmark position*
O9b	Number of disrepair claims reported in the year	7	8	1.04	Q1

Current Claims Breakdown (as of 23 September 2026)

	Total Live Claims	Awaiting Expert survey	In Progress	No access	Works being completed	Claim issued
2020/21	1					1
2025/26	14		4	4	6	
2026/27	12	7	4	1	0	
Total	27	7	8	5	6	1

Eight disrepair claims were recorded by the end of Quarter 2, with 12 live claims ongoing. Three need major structural work and are likely to take longer and cost more than normal repairs. We will monitor these cases separately.

Expenditure Breakdown (as of 23 September 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 to date	£99,852	£11,250	£11,663	£122,765

**These costs include the other side's solicitors, legal counsel and surveyors.*

4. Residents' voice

Tenant feedback helps us improve services. We collect feedback soon after residents move into a new-build home, receive support from a domestic abuse situation or receive a repair.

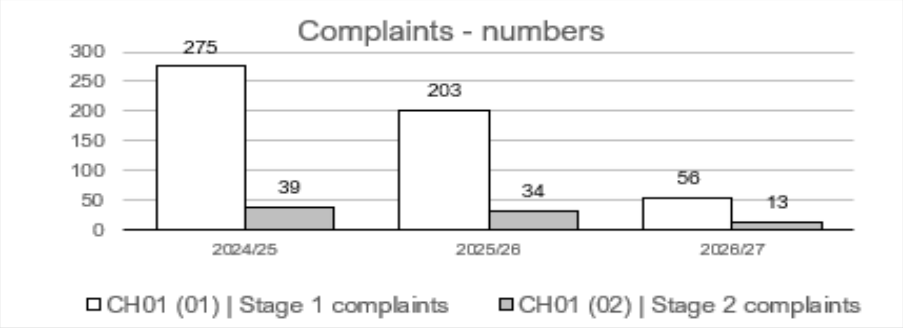
Resident Voice Performance Dashboard

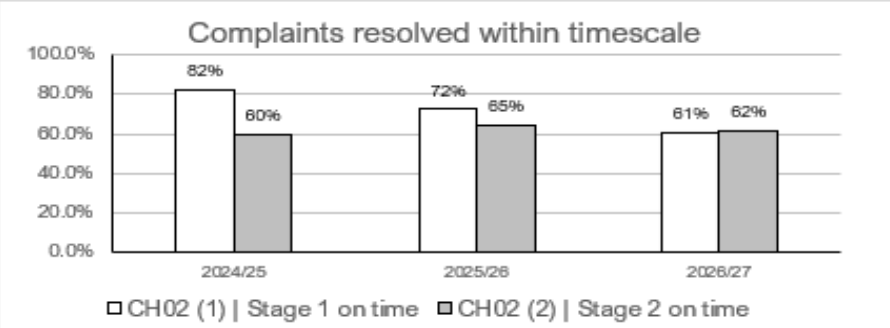
Yearly trends and latest position | current-year figures use the latest populated quarter

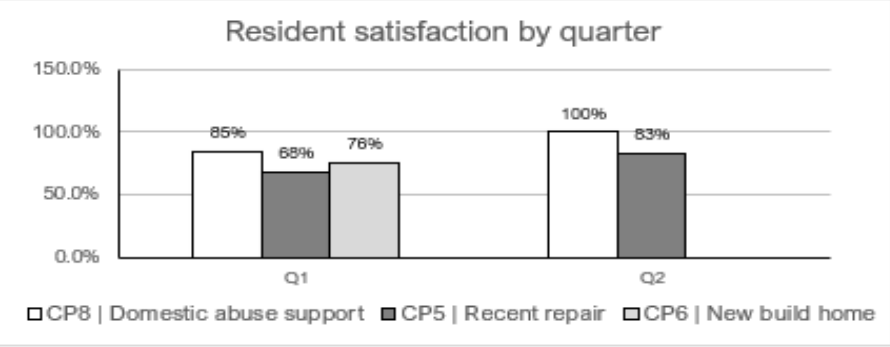
CH01 (01) | 2026/27 STAGE 1 COMPLAINTS	CH02 (1) | STAGE 1 RESOLVED ON TIME	CH02 (2) | STAGE 2 RESOLVED ON TIME	CP5 | REPAIR SATISFACTION
56	**60.7%**	**61.5%**	**83.0%**
Q2 cumulative	Target 92.4%	Target 96.4%	2026/27 Q2 | target 93.0%

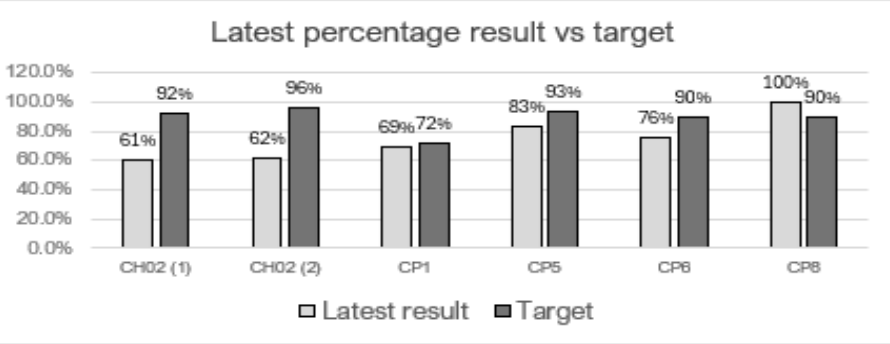
End of Q2 position: Complaint volumes reached 56 at Stage 1 and 13 at Stage 2. Resolution timeliness improved to 60.7% for Stage 1 but fell to 61.5% for Stage 2; both remain well below target. Repair satisfaction recovered to 83.0% from 68.0% in Q1, but is still below the 93.0% target. Domestic abuse support service satisfaction reached 100.0%, while new-build home satisfaction was 76.0% at 30 June; no new homes handed over since then.

YEARLY TRENDS AND LATEST TARGET POSITION









5. Resident engagement

Since April 2026, residents have helped shape the following work:

- **Estate walkabouts:** Seven visits have been held across the city, attended by residents, officers and councillors. Residents raised local issues directly with housing staff.
- **Tenant representatives:** Housing Advisory Board representatives have scrutinised 14 topics at Board meetings.
- **Resident involvement strategy:** The strategy's commitments are being delivered through day-to-day work. A supporting action plan is paused pending the outcome of the Housing Improvement Plan to avoid duplication.
- **Compliance policies:** The Armchair Reviewers will review six compliance policies, with completion expected before the end of November 2026.
- **Tenant Satisfaction Measures:** The 2026/27 Tenant Satisfaction Survey is moving from a census-style survey, conducted at a single point in the year, to a tracker survey sent to a representative proportion of tenants each quarter. This will enable a better understanding of resident satisfaction throughout the year.
- **New-build homes:** Members of the Housing Advisory Board—three councillors and three tenant representatives—have established a working group to review the following question: *How can we ensure that follow-up on repair issues in new-build council homes, once the 12-month snagging period has ended, is effective and understandable for tenants, and that lessons are learnt for future design and development projects?* The findings will go to the Housing Advisory Board, and final recommendations will go to Cabinet through the lead Cabinet Member for Housing.
- **Communication:** Two editions each of Open Door magazine, the Sheltered Housing Herald and the Resident Involvement e-Newsletter have been published. We have also increased our social media presence through Cambridge City Council's corporate accounts.
- **Scrutiny groups:** One Resident Officer Asset Maintenance (ROAM) meeting and two Estate Liaison meetings have taken place to scrutinise contracts delivered on estates.
- **Garden Competition:** The competition was held in July 2026 with 17 participants.
- **Consultations:** Four consultations have been conducted on topics including estate improvements and the future management of a local community room.