



Housing Engagement Board

Quarterly Meeting

25 September 2025 – 2pm to 4pm

Agenda Pack

Housing Engagement Board Agenda

Date: **Thursday, 25 September 2025**

Time: **2pm – 4pm**

Venue: **Monkfield Meeting Room, SCDC Offices, Cambourne**

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1. Welcome and Apologies

The Chair will welcome all present and apologies will be noted.

2. Quorum

A quorum shall consist of 50% of members.

3. Minutes of Previous Meeting – 21 July 2025

The minutes of the meeting held on 21 July 2025 are included for approval.

Housing Engagement Board

Minutes of the Quarterly Meeting

held on Monday, 21 July 2025

from 2pm to 4pm

in the Monkfield Room, South Cambridgeshire Hall, Cambourne

Attendees: Cllr John Batchelor – Chair
Cllr Eileen Wilson (on-line)
Peter Campbell (SCDC – Head of Housing)
Amy Stock (Elected Tenant Representative)
Jim Watson (Elected Tenant Representative)
Laura Nelson (Elected Tenant Representative) (on-line)
Margaret Wilson (Elected Tenant Representative)
Michael Luffman (Elected Tenant Representative)
Vivienne Till (Elected Tenant Representative)
Patti Hall (Elected Residential Leaseholder Representative)

By Invitation: Brian Burton (Tenant Volunteer)
Julie Fletcher (SCDC – Service Manager – Housing Strategy)
Geoff Clark (SCDC – Service Manager – Tenancy and Estates)
Eddie Spicer (SCDC – Service Manager – Housing Assets) (on-line)
Bronwen Taylor (SCDC – Resident Involvement Officer) – Minute taker

Apologies: Cllr Heather Williams
Dave Armitage (SCDC – Resident Involvement Team Leader)

1. Welcome and Apologies

The Chair welcomed everyone to the first meeting of 2025 at 2.03pm. He especially welcomed the new members of the board to their first meeting.

He advised that the meeting would be recorded for the purposes of minute taking.

2. Quorum and Appointment of Vice-Chair

The meeting was quorate.

The Chair asked for nominations for a Vice-Chair.

Mike Luffman nominated Vivienne Till who was seconded by Amy Stock.

No other nominations were received.

3. Minutes of previous Meeting – 12 December 2024

The Chair referred to the minutes of the meeting held on 12 December 2024.

The minutes were approved by the board as a true reflection of the meeting.

3.1 Matters Arising from previous Meeting – 12 December 2024

The matters arising from the previous meeting are below.

3.1.1 Item 3.1 – Matters Arising from previous Meeting 26 September 2024

Item 3.1.1 – Matter Arising from meeting held on 8 July 2024

Item 3.1.1 – Matter Arising from meeting held on 28 March 2024

Income and Expenditure Statements in Communal Halls

Action: Geoff Clark to follow up with the Accountant regarding producing more detailed statements.

Report back: To be considered separately as part of the Communal Room Charging Policy.

3.1.2 Item 3.1.3 – 6.1 – Co-option for Leaseholder (West)

Action: Bronwen Taylor to set up a meeting to discuss the changes needed to be made to the Co-option Policy and Terms of Reference documents.

Report back: A meeting was held on 27 February 2025 and the documents were amended as per the changes proposed by Dave Kelleway.

This item has been added to the agenda as item 4.5.

3.1.3 Item 4.1 – Forward Plan

Action: Julie Fletcher to include an additional column with the “Outcomes”.

Report back: The Forward Plan has been amended to include the additional column.

For noting.

3.1.4 Item 4.4 – Tenant Satisfaction Measures (TSMs) and Key Performance Indicators (KPIs) Review Panel

Action: Dave Armitage to look at what options were available for minutes to be taken at panel meetings other than by tenant representative panel members.

Report back: To trial the Co-pilot application as part of the Microsoft upgrade.

For noting.

3.1.5 Item 5.1 – Tenant Scrutiny Project

Action: The tenant representatives to look at the draft scrutiny forms and provide Dave Armitage with feedback.

Report back: This item has been added to the agenda as item 4.6.

3.1.6 Item 5.4 – Leasehold Properties Policy

Action: Geoff Clark to arrange a meeting for the Policy Panel to meet to review the Leasehold Properties Policy.

Report back: This policy has been added to the policy review program.

For noting.

3.1.7 Item 6.1 – Annual Allowance

Actions: Peter Campbell to check the process for increasing the elected and co-opted tenant representatives’ annual allowance with legal.

Report back: The annual allowance has been increased to £500 and will be reviewed each year to be aligned with members increases.

For noting.

3.1.8 Item 6.2 – Repair Service

Actions: Julie Fletcher to arrange for the document with officers' details to be updated and circulated to all tenant representatives, and to arrange sessions on officers' roles.

Report back: The document with officers' details has been updated and was presented to the tenant representatives at the New Members Induction Day on 4 June 2025. A copy was included in the induction pack.

For noting.

4. New Matters

4.1 Anti-Social Behaviour Policy

Julie Fletcher referred to the documents included in the pack and said that the policy was set within the context of relevant legislation and sets out the Council's responsibilities as a social housing provider. She said it was approved by Cabinet on 24 June 2025, however, was now being presented for comments and minor amendments, which could be approved by the Chair.

Brian Burton said that it had been discussed at length and he was satisfied with the changes made.

Margaret Wilson suggested adding that tenants could report issues to their tenant representatives.

Julie Fletcher said that tenant representatives should encourage tenants to report through the proper channel as this would leave an audit trail. She added that urgent issues should be reported directly to the police.

Eddie Spicer suggested training for tenant representatives in dealing with anti-social behaviour.

Margaret Wilson referred to point 10.2, second bullet point in the policy, and suggested changing the wording "non-council tenant" to "anyone not a council tenant" to avoid misinterpretation by "clever lawyers".

Margaret Wilson referred to Appendix A – point 1.1 and asked if there was a way to cross-reference the complaints to identify patterns, such as the same victim making complaints about different people.

Geoff Clark confirmed that there was a system to cross-reference complaints and this would be clarified in the policy.

Margaret Wilson asked who was responsible for the behaviour of children living at the property.

Peter Campbell confirmed that under the tenancy agreement tenants were responsible for the behaviour of all members of their household.

Action: Julie Fletcher

4.2 Housing Service Plan

Julie Fletcher referred to the documents included in the pack and said that the Housing Service Plan for 2025 – 2026 was a document for internal use only. She said it included actions that focused on key priorities from the corporate plan and challenges facing the housing sector, such as the cost-of-living crisis and compliance with new regulatory requirements.

Margaret Wilson referred to the following pages in the plan:

- **page 46**, point 3 and asked if the financial year should read 2026 / 2027 and not 2025 / 2026

Julie Fletcher said that this would be corrected.

- **page 47**, point 3 and said that it should read three sections and not four sections

Julie Fletcher said that this would be corrected.

- **page 50**, point 4 – Housing New Build and asked if councils were allowed to build council houses or did they have to work in conjunction with housing associations

Peter Campbell said that we did build our own houses.

Julie Fletcher referred to page 56, Accomplishments, which reported on the number of new build council houses delivered.

- **page 53**, Contribution to capital financing in the Housing Revenue Account (HRA) and said that she assumed that all revenue from rent was ringfenced for maintenance

Peter Campbell advised that it was not ringfenced and said that it was a revenue contribution to capital outlay and money could not be put aside from revenue. He

suggested that Martin Lee, the Housing Accountant, go through the HRA account with tenant volunteers.

The Chair referred to the Accomplishments on pages 56 and 57 and said that this was a huge achievement.

Action: Julie Fletcher

4.3 Housing Service – Annual Complaints Report and Self-Assessment form

Julie Fletcher referred to the documents included in the pack and said that the Regulator of Social Housing required Tenant Satisfaction Measures (TSMs) to be published. She said that the majority of complaints were related to repairs, which is expected as it reflects the main area of interaction with our tenants and aligns with national trends. She said that with regards to complaints generally, efforts were being made to improve response times and communication with tenants.

Peter Campbell explained that our complaints performance was not good as we were not closing them off properly, however, the process was being reviewed.

Margaret Wilson said that most complaints were about the website as they could not trace the complaint made.

Peter Campbell explained that this report was in relation to our statutory requirements and that complaints were looked at in separate meetings.

4.4 Tenant Satisfaction Measures Annual Report 2024 – 2025

Julie Fletcher referred to the documents included in the pack and said that we were required to submit this report to the Housing Regulator annually. She explained that in 2024 Cabinet agreed targets against the new measures based on benchmarking information available from similar social housing landlords and from previous targets that had been set by the Council. She said that our overall performance had improved.

The Chair said that these results were a perception by tenants.

Mike Luffman asked how we perceived our target.

Julie Fletcher advised that we used HouseMark benchmarking data from top quartile social housing landlords (that is, the highest performances) to help set our targets.

A discussion on the report was held.

4.5 Co-option Policy and Terms of Reference

Julie Fletcher referred to the documents included in the pack and said that changes, which included the structure and the annual allowance of the HEB, had been discussed at the previous board meeting. She said that the document had been amended accordingly and required approval.

The Board approved the Co-option Policy and Terms of Reference Documents.

4.6 Empty Properties Re-let Standards Scrutiny Project

Eddie Spicer said that they would be forming a scrutiny group to look at the process followed when a property became empty. He said that we would visit an empty property to understand the costs and what was required to get it back to a high standard.

Julie Fletcher said that Dave Armitage would lead on the project and he would contact all tenant representatives and set up a meeting to discuss the process to follow. She added that the tenant representatives would produce a report on their findings at the end of the project.

Action: Dave Armitage

4.7 Mock Inspection of the Housing Service

Peter Campbell advised that all social housing providers would be having an inspection by the Housing Regulator and in preparation for this, we have appointed Housing Quality Network (HQN) to conduct a mock inspection in September / October 2025. He said the purpose of the mock inspection was to identify weaknesses, flaws and risks.

The Chair asked if we would be getting input from tenants.

Peter Campbell said that tenants would be involved by way of focus groups or interviews.

5. New Matters

5.1 Forward Plan 2024 / 2025

Julie Fletcher referred to the Forward Plan included in the pack and explained the purpose of the document. She went through the items planned for the coming months and said that if members of the board wished to add an item, to let her know.

5.2 Contracts Review Panel

Geoff Clark advised that regular meetings to discuss the landscapes contract were held with tenant volunteers and a representative from SP Landscapes, the last one being on 10 June 2025. He said that he had sent out a copy of our new service standard document in respect of the maintenance contract this morning for the panel to review. He added that the next contract that was to be renewed and reviewed was the Lifeline Contract.

Jim Watson asked why the grass was being cut when it was not necessary due to it being so dry.

Geoff Clark explained that they were contracted to conduct 12 cuts a year, however, we could look at adapting this to the weather.

Margaret Wilson asked if the landscaping maps were up to date yet.

Geoff Clark said that this was an ongoing exercise which was looked at and changes were being made if necessary.

Jim Watson asked if there was a dedicated person to look at maps to which Geoff Clark said that there was.

5.3 Policy and Procedure Panel

Brian Burton advised that the panel had successfully reviewed various policies and that the next meeting would be held on 30 July 2025 where the Communal Room Charging Policy, the Estate Inspection Policy and the Estate Inspection Procedures would be discussed.

5.4 Tenant Satisfaction Measures (TSMs) and Key Performance Indicators (KPIs) Review Panel

Margaret Wilson advised that a meeting was held on 10 June 2025 to discuss the annual TSMs and KPIs results and she referred to the notes of the meeting included in the pack.

Amy Stock raised the issue of the late postal notification from Mears regarding confirmation of annual gas checks appointments.

Eddie Spicer asked Amy Stock to send him the examples she had received from tenants.

Action: Amy Stock

6. Any Other Business

6.1 New Telephone System

Patti Hall advised that she had tested the new AI telephone system as she wanted to pay a bill however it had not been successful as her call was mis-routed.

Julie Fletcher said that she would make the team aware of the issue.

7. Meeting Date for 2025 / 2026

The Chair referred to the meeting date for 2025 / 2026 as follows:

- 25 September 2025 (venue to be confirmed)
- 11 December 2025 (venue to be confirmed)
- 26 March 2026 (venue to be confirmed)

8. Closing

There being no further business to discuss, the Chair thanked everyone for attending the meeting.

The meeting ended at 3.39pm.

3.1 Matters Arising from previous Meeting – 21 July 2025

Item 4.1 – Action : Julie Fletcher to change the wording in Point 10.2 in the ASB Policy from “non-council tenant” to “anyone not a council tenant”.

Report back: The wording has been changed.

For noting.

Item 4.2 – Action: Dave Armitage to set up a meeting with Martin Lee, Housing Accountant, to go through the HRA account with the tenant volunteers.

Report back: A meeting will be held on either the 1st or 2nd October 2025. Awaiting confirmation of a preferred date.

For noting.

Item 4.6 – Action: Dave Armitage to set up a meeting with the tenant volunteers to discuss the process to follow on the Empty Properties Re-let Standards Scrutiny Project.

Report back: Dave Armitage is in the process of setting up a meeting.

For noting.

Item 5.4 – Action: Amy Stock to send Eddie Spicer examples of late postal notifications from Mears about annual gas check appointments she received from tenants.

Report back: Eddie Spicer to advise.

4. New Matters

4.1 Water Meter Project

Peter Campbell to report.

4.2 Housing Enforcement Report – 2024 to 2025

The Housing Enforcement Report is included in the pack for noting.

Geoff Clark to report.

If you would like a copy of the report, please email the [Resident Involvement](#) team.

4.3 Resident Involvement Annual Report – 2024 / 2025

The Resident Involvement Annual Report is included in the pack for noting.

Dave Armitage to report.

If you would like a copy of the report, please email the [Resident Involvement](#) team.

4.4 Special HEB Meeting – 29 October 2025

A Special HEB Meeting will be held on 29 October 2025 to approve the following policies:

- Electrical Management Policy
- Gas Safety and Servicing Policy
- Water Hygiene Policy
- Compensation Policy
- Assignment and Succession Policy

Dave Armitage to report.

4.5 Annual Report to Tenants and Leaseholders – 2024 to 2025

Dave Armitage to discuss.

5. Standing Items

5.1 Forward Plan

Dave Armitage to provide an update on the Forward Plan which is included in the pack.

Housing Engagement Board – Forward Plan – 2025 / 2026

Date of Meeting	Topic	Description	Lead Officer	Decision Route	Outcomes
January 2025 Separate session outside of HEB for tenant representatives [Completed]	Budget Update	To review the budget position for 2025 / 2026.	Peter Campbell	Cabinet – 4 February 2025	Briefing session held on 20 January 2025
June 2025 Separate session outside of HEB [Completed]	Tenant Satisfaction Survey	To note the findings of the tenant satisfaction survey. Briefing presented by consultants.	Julie Fletcher	N / A	Briefing session held on 12 June 2025
21 July 2025 [Completed] (Previously – 27 March 2025)	Anti-social Behaviour Policy (New policy)	To note / provide further comments on the ASB policy following tenant consultation through the policy panel.	Julie Fletcher	Cabinet – 24 June 2025	Updated following comments at HEB – Clarification – reference to leaseholders has been amended
21 July 2025 [Completed] (Previously – 27 March 2025)	Service Plan	To review the service plan for 2025 / 2026.	Julie Fletcher	Housing Engagement Board / Lead Member for Housing	Updated following amends from HEB
21 July 2025 [Completed]	Annual Complaints Report & Self-Assessment of the Housing Ombudsman Code	To note and provide comments relating to the Annual Complaints Report / Self-Assessment of the Housing Ombudsman Code.	Julie Fletcher	Cabinet – 24 June 2025	Noted – agreed to hold a further session on the complaints process in October 2025

Date of Meeting	Topic	Description	Lead Officer	Decision Route	Outcomes
21 July 2025 [Completed]	Tenant Satisfaction Measures (TSMs)	To note the submission of the annual TSMs.	Julie Fletcher	Cabinet – 24 June 2025	Presented to HEB and noted
18 September 2025 [New] (Separate briefing session)	Mock Inspection	Briefing session for Members, tenant representatives, Leadership Team and Senior Housing Officers by HQN setting out the process for the Mock Inspection.	Peter Campbell	N / A	-
September 2025 [New]	Housing Enforcement Report	To note the Housing Enforcement Report detailing the work carried out during 2024 / 2025.	Geoff Clark	N / A	-
September 2025 [New]	Resident Involvement Annual Report	To note the Resident Involvement Annual Report, which outlines how tenants and leaseholders were engaged throughout 2024 / 2025.	Dave Armitage	N / A	-
October 2025 [Revised] (Special HEB meeting tbc) (Previously – December 2025)	Compliance Safety Policies: Gas, Electrical and Water Hygiene (New policies)	To note / provide further comments on the compliance safety policies following tenant consultation through the policy panel.	Eddie Spicer	Cabinet	-
October 2025 [Revised] (Previously – September 2025)	Compensation Policy (New policy)	To note / provide further comments on the Compensation Policy following tenant consultation through the policy panel.	Peter Campbell	Cabinet	-

Date of Meeting	Topic	Description	Lead Officer	Decision Route	Outcomes
October 2025 [Revised] (Previously – September 2025)	Assignment and Succession Policy (Existing)	To note / provide further comments on the Assignment and Succession Policy following tenant consultation through the policy panel.	Geoff Clark	Cabinet	-
October 2025 (Separate briefing session) [New]	Complaints Procedure	Briefing session to go through complaints process.	Julie Fletcher	N / A	-
November 2025 (Separate briefing session)	Mock Inspection of the Housing (Landlord) Service	To note the findings and actions arising from the mock inspection of the Housing (Landlord) Service in preparation for a Social Housing Regulator Inspection.	Peter Campbell	N / A For Information only	-
December 2025 [New]	Compliance Safety Policies: Fire, Asbestos and Lifts (New policies)	To note / provide further comments on the compliance safety policies following tenant consultation through the policy panel.	Eddie Spicer	Cabinet	-
December 2025 [Revised] (Previously – September 2025)	Repairs & Maintenance Policy (New policy)	To note / provide further comments on the Repairs & Maintenance policy following tenant consultation through the policy panel.	Eddie Spicer	Cabinet	-
December 2025 [New]	Tenancy Sustainment & Support Policy	To note / provide further comments on the Tenancy Sustainment & Support Policy following tenant consultation through the policy panel.	Julie Fletcher	Cabinet	-

Date of Meeting	Topic	Description	Lead Officer	Decision Route	Outcomes
December 2025 [New]	Reaching Every Tenant Policy	To note / provide further comments on the Reaching Every Tenant Policy following tenant consultation through the policy panel.	Julie Fletcher	Cabinet	-
December 2025	Empty Property Re-let Standards	Project group being set up with tenant representatives to look at the standard of empty properties when they are let. Outcome: Project Group to provide a report / suggestions of what they feel should be changed which will be considered as part of the new Standard.	Eddie Spicer	Housing Engagement Board / Lead Member for Housing	-
January 2026 Separate session outside of HEB for tenant representatives [New]	Budget Update	To review the budget position for 2026 / 2027.	Peter Campbell	Cabinet	-
March 2026 [Revised] (Previously – September 2025)	Estate Services & Communal Areas Policy (New policy)	To note / provide further comments on the Estate Services & Communal Areas Policy following tenant consultation through the policy panel.	Geoff Clark	Cabinet	-
March 2026 [New]	Relet Management Policy (New policy)	To note / provide further comments on the Void Management Policy following tenant consultation through the policy panel.	Eddie Spicer	Cabinet	-

Date of Meeting	Topic	Description	Lead Officer	Decision Route	Outcomes
March 2026 [New]	Hazards Policy (including Damp & Mould)	To note / provide further comments on the Hazards Policy following tenant consultation through the policy panel [Note: this will be an update to the existing Damp & Mould Policy in line with Awaab’s Law to include other emergency hazards that may have significant risk to health & safety].	Eddie Spicer	Cabinet	-
TBC [Revised] (Previously – September 2025)	Asset Management Strategy (Existing)	Review and update of the existing Asset Management Strategy.	Eddie Spicer	Cabinet	-
TBC [New]	Rent Arrears Management Policy	-	-	-	-
TBC [New]	Rent Setting & Service Charges	-	-	-	-
TBC [New]	Pets Policy	-	-	-	-
TBC [Revised] (Previously – 27 March 2025)	Communal Room Charging Policy (New policy)	-	-	-	-
TBC [New]	Decants & Temporary Moves Policy	-	-	-	-

Date of Meeting	Topic	Description	Lead Officer	Decision Route	Outcomes
TBC [New]	Leasehold Management Policy	-	-	-	-

5.2 Contracts Review Panel

A meeting to review and discuss the ground's maintenance contract was held on 3 September 2025.

Geoff Clark to give an update.

5.3 Policy and Procedure Panel

A meeting to discuss the suggested amendments to the following policies and procedures documents was held on 30 July 2025. The notes from the meeting are included for noting.

- Communal Room Use and Charging Policy
- Estate Inspection Policy
- Estate Inspection Procedures

A meeting to discuss the suggested amendments to the following policies and staff guidance documents was held on 3 September 2025. The notes from the meeting are included for noting.

- Electrical Management Policy
- Gas Safety and Servicing Policy
- Water Hygiene Policy
- Water Hygiene (Staff Guidance)

SCAMBS Policy Review Panel Meeting - 30th July 2025

Present:

BB	Brian Burton	Chair (Tenant Rep)
DA	David Armitage	SCAMBS
GC	Geoff Clark	SCAMBS
MH	Martyn Hilliam	SCAMBS
MC	Marianne Crozier	SCAMBS (Sheltered Housing)
IG	Ivor Grant	Tenant Rep
PH	Patti Hall	Tenant Rep
ML	Michael Luffman	Tenant Rep
MW	Margaret Wilson	Tenant Rep
VT	Vivienne Till	Tenant Rep

1 Apologies

None

2 Election of Chair

The meeting was opened by David Armitage announcing that the current Chair BB was standing down.

DA asked for any Tenant Reps who wished to be considered for election to the Chair to be known, Ivor Grant volunteered and was nominated by two other members and was seconded by Patti Hall. IG was duly elected as the new chair for the Policy and Procedures Panel and would serve at the next meeting.

3 Community Room Charging Policy (Sheltered Housing)

Martin Hillier stated to the meeting that there were two policies to be discussed the first being the sheltered housing Charging of Community Rooms Policy.

3.1 Discussion took place on the charging rates of community rooms.

Martyn and Marianne discussed the community room use and charging policy, noting that the current policy was last reviewed in 2013 / 2014. They highlighted the need to update the charges to reflect increased costs, particularly for external bookings.

PH stated that the cost for heating of her community room was expensive, and the tenants had to bear the cost of this. A minor discussion took place on this subject. GC stated that this subject was currently under review and stated that each community room should be reviewed on an individual basis.

Participants discussed the inefficiencies and high costs of the heating systems in communal rooms. They acknowledged the need for a more efficient system and proper caretaker management to reduce expenses.

GC commented that the future of community rooms was something that was also in question.

IG brought up the issue of cleaning. MW stated that cleaning had been carried out by residents of her community in the past prior to an event.

GC asked that the discussion on specific community rooms should be discussed at an alternative meeting, date to be agreed.

Further discussion took place on the overall cost of community halls. GC suggested that feedback be given to MH for future discussion prior the next meeting. This point was generally agreed and the meeting moved back to the main topic.

MW asked that a date could be set at the end of the meeting to do an individual review of all the individual community rooms.

As there were many individual matters that could influence charging and different communities with costs involved, it was agreed that a separate meeting purely on the Charging of Community Rooms Policy was to be arranged.

4 Estate Inspection Policy

MH introduced the Estate Inspection Policy for review. He said that he had received a list of points raised by BB for discussion and consideration.

Discussion took place on the individual paragraphs. Notes below added to Estate Inspection Policy.

Section 1: Introduction

- 1.1 South Cambridgeshire District Council (SCDC) recognises the importance of good environments around our properties and are committed to having a robust estate.

MW stated that the para could be abbreviated to 'management policy to maintain good quality areas around our properties and communal areas'.

- 1.2 MW commented on the following paragraph and suggested that 'we will' be proactive in our estate management to meet our 'Grounds Maintenance Service Standards' (website shortcut to be inserted here) for the benefit of the whole community.

Section 2: Scope & Purpose

- 2.1 This policy applies to all members of staff (permanent or temporary) that are working Delete within the South Cambridgeshire District Council housing department (either as a direct employee or through an agency). Should also include Tenant Volunteers.
- 2.2 The purpose of this Policy is to outline the Council's approach to estate inspections. To be rewritten MH.

Section 3: Overview of Estate Inspections

- 3.1 MW made the comment that it is expected that staff will pick up on any issues they might find around the estates while they are out in the district or while they are speaking to residents in their day-to-day duties.
- 3.2 An estate inspection will be carried out by each Housing Services Officer (HSO) at least once per month within one of their villages. The results of these inspections should be published monthly on the various Media Platforms used by SCDC. (This to address the poor communication performance reported in the latest Satisfaction Survey).

Ways of reporting and updating this were further discussed and who should be responsible for this. A discussion took place, without agreement

BB further asked that thought to be given on ways to report actions on formal and informal estate inspections, as it was agreed that we did not want to put additional work onto the HO's and ways should be sought to incorporate into existing reporting methods.

IG asked how the reported items that were picked up on the estate inspections that were not SCAMBS responsibility were dealt with. DA told the meeting that he would normally write to individual agencies reporting issues that had been picked up on the estate inspection, whilst not all of them were very responsive, he was starting to build a relationship with certain individuals as time moved forward.

BB stated that this subject should be addressed by DA who generally takes care of these matters.

MW complimented DA for doing a great job which should be minuted. MW also said it should not always fall upon the Resident Involvement team to pick up issues such as these.

IG introduced the subject of Defibrillators that were installed within certain communities and who is responsible for the upkeep and maintenance of this equipment. ML stated that Parish Councils are normally responsible for this.

GC said that in some cases SCAMBS do look after them, but it is generally thought to be a Parish Council matter.

IG further commented on complaints made by individual tenants and that GC was always extremely responsive on these matters, he asked that it should be entered into the minutes of GC's hard work in this area.

- 3.4 The HSO will organise and carry out formal inspections with tenants at least three times per year. These can be included as one of their monthly inspections outlined in 3.2. Specific issues noted will be entered on a database to allow actions to be audited by Tenant Representatives. (This also to address the poor communication performance reported in the latest Satisfaction Survey).
- 3.5 We will ask to publish an annual calendar of the formal inspections, including the location and time. (website shortcut to be inserted here)
- 3.6 Estate inspections provide a proactive opportunity to pick up any repair or maintenance issues in our housing areas.
- 3.7 The Estate Inspection procedure provides more information on all the areas to be covered in the inspection.
- 3.8 The Estate Inspection Policy confirms SCDC's commitment to communicate meaningfully with Tenants and Leaseholders.
- 3.9 An equality impact assessment has been carried out for this policy. (website shortcut to be inserted here?)

Section 5: Complaints

- 5.1 Any complaints should be addressed in line with the Housing Department's 'Comments, compliments and complaints' procedure. (website shortcut to be inserted here)
- 5.2 An overview of the Complaints Procedure is available on the website. (website shortcut to be inserted here)

Section 6: Review

- 6.1 This policy and its procedures will be reviewed every two years. (Why has this been left for 4 years?) However, earlier reassessment may be required if there are changes in operations and / or legislation etc.

Time was quickly closing in, and it was briefly discussed that individual Policies should be allocated a meeting each time to give adequate time for discussion.

It was also agreed that a further meeting was needed (Par 2) to continue forward on the Estate Inspections Policy and Procedures. BB said that he would get in touch with Bronwen to arrange a further meeting in approximately two weeks' time. Members of the meeting were asked to let MH have any comments for consideration for inclusion prior to this next meeting, to better utilise the time for discussion.

Again, it was reiterated and generally agreed that in future, each meeting would hopefully discuss one policy per meeting.

The business concluded, the meeting closed at 15:50.

Policy and Procedures Panel

Notes of the Meeting held on 3 September 2025 from 2pm to 4pm

Notes generated by Co-pilot.

In Attendance: Eddie Spicer – SCDC (joined online)

Martyn Hilliam – SCDC

Dave Armitage – SCDC

Ivor Grant – Tenant Volunteer (Chair) (joined at 3pm as he was in another meeting)

Margaret Wilson – Tenant Volunteer

Michael Luffman – Tenant Volunteer

Vivienne Till – Tenant Volunteer

Laura Nelson – Tenant Volunteer (joined online)

Meeting Focus

The panel reviewed and discussed the **Gas Safety Policy**, with additional references to **Electrical Safety** and **Water Hygiene Policies**. The aim was to ensure legal compliance, tenant safety, and clarity in service delivery.

Key Topics & Decisions

1. Gas Safety Policy

- **Purpose:** Designed as a legal document to stand up in court, not a detailed service guide.
- **Service Standards:** Will be developed separately to explain how services are delivered to tenants in plain language.
- **Carbon Monoxide (CO) Alarms:** Will be referenced in the gas policy, though primarily covered under electrical safety.
- **Emergency Procedures:** Not detailed in the policy but covered in tenancy handbooks and internal procedures.
- **Review Cycle:** Set at five years but can be reviewed earlier if legislation changes or incidents occur.

- **Tenant Involvement:** Included to meet legal requirements under the Social Housing Act.
- **Complaints:** All complaints follow the Council's corporate policy; urgent issues are treated as repairs, not complaints.

2. Leaseholder Responsibilities

- **Gas Safety Checks:** Leaseholders are responsible for arranging and paying for their own checks.
- **Policy Limitations:** The gas policy cannot mandate lease terms; changes must come via the Leaseholder Policy.
- **Future Leases:** Panel suggested all new leases should include mandatory gas safety checks – pending legal review.

3. Change of Tenancy

- **Gas Supply:** Properties are capped when vacant; panel agreed this should be clearly stated in the policy.
- **Communication:** Tenants should be informed about capped gas before moving in.

4. Terminology

- **“Void” vs. “Empty”:** Panel prefers “empty” to avoid confusion; agreed to update terminology in policies.

5. Policy Language

- Suggestions to improve clarity:
 - Use “will” instead of “intends to” for commitments.
 - Clarify tenant vs. Council responsibilities for appliances.
 - Ensure accessibility commitments are stated (example, alternative formats, neurodivergent support).

Water Hygiene & Electrical Safety

- **Water Hygiene:** Applies mainly to communal areas, not individual homes. Advice is shared via leaflets and newsletters.
- **Electrical Safety:** Comments on inspection categories (C1, C2) clarified—contractors resolve issues during testing.

Next Steps

- **Feedback Deadline:** Panel members to send comments by **10 September 2025**.
- **Policy Revisions:** Eddie Spicer to update documents based on feedback.
- **Future Meetings:**
 - Suggestion to focus on **one policy per meeting** due to complexity.
 - Proposal for informal pre-meetings among tenant reps to prepare feedback collaboratively.

5.4 Tenant Satisfaction Measures and Key Performance Indicators Panel – Quarter 1 Reports

Notes from the meeting held on 1 September 2025 are included for noting.

Tenant Satisfaction Measures and Key Performance Indicators Panel

Notes of the Quarterly Meeting held on 1 September 2025 from 10am to 12pm (on Teams)

Notes generated by Co-pilot

In Attendance: Peter Campbell – SCDC

Geoff Clark – SCDC

Grace Andrews – SCDC

Dave Armitage – SCDC

Margaret Wilson – Tenant Volunteer (Chair)

Ivor Grant – Tenant Volunteer

Michael Luffman – Tenant Volunteer

Vivienne Till – Tenant Volunteer

Performance Highlights

- Average Re-let Time: Now in target (39 days), showing improvement from previous quarters. Benchmarking places the organisation close to top-performing peers.
- Emergency Repairs: Maintained 100% target for timely attendance.
- EPC Ratings: Maintained at C rating.
- Electrical Safety: Significant improvement noted, with dedicated officer support.

Areas of Concern

- Satisfaction with Repairs: Below target (90% vs. 91% average), with unexplained peaks and troughs in satisfaction data. Further investigation into contractor performance and seasonal factors suggested.
- Gas Safety: Fell below 100% due to one property but quickly resolved.
- Traveller Pitches Rent Collection: Below target due to delays in Universal Credit payments.
- Vacant Dwellings: 62 properties vacant, above target but showing improvement from previous year.

New Builds

- 35 under construction, 39 completed. Target is 75 homes / year. Delivery is uneven due to developer timelines.
- Concerns raised about future supply issues due to infrastructure delays (example, water treatment and reservoir projects).

Local Performance Indicators (PIs)

- Rent Arrears & Rent Loss: Both within target and improving.
- Satisfaction with New Home Conditions: High satisfaction (100%) but based on limited survey responses.
- Non-Decent Homes: 59 properties (1.1%) classified as non-decent at year-end.

Repairs and Compliance

- Routine Repairs & Appointments: In target and improving.
- Fire, Asbestos, Water, Lift Safety Checks: All 100% compliant.

Complaints & Compliments

- Complaints Breakdown:
 - 35 landlord-related, eight non-landlord.
 - Most complaints relate to repairs and service delivery.
 - Portal usage for complaints dropped; email is now the preferred method.
- Housing Ombudsman Cases: three open cases under investigation.
- Compliments: Several received, with examples shared.

Discussion Points

- Benchmarking Validity: Concerns about whether poor performers skew median figures.
- Complaint Definition: Clarified distinction between complaints and service requests. Emphasis on aligning with Housing Ombudsman standards.
- Communication Gaps: One case highlighted lack of internal communication between departments.
- Equity Share Properties: Long-term vacancies discussed; buying back not financially viable.

6. Any other Business

Any additional issues to be raised.

7. Meeting Date for 2025 / 2026

- 11 December 2025 (Teams meeting / venue to be confirmed)
- 26 March 2026 (Teams meeting / venue to be confirmed)

8. Closing