

TITLE: Housing Association Performance

Committee: Operational Services

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Report number: AB66

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Issue

1. To agree the process for monitoring affordable housing provider performance following the Motion passed by Council on 16 July 2026.

Recommendations

2. Members are requested to approve the draft performance reporting template at appendix 1,
3. Agree a stock threshold of over 100 properties, and
4. Appoint an Affordable Housing Member Champion to undertake the role as set out below.

Background/Options

5. At the meeting held on 16 July 2026 Council passed a Motion which included actions for working with housing associations above an agreed stock threshold to improve transparency, accountability and outcomes for housing association tenants across the district. A copy of the Motion can be found at appendix 1.

Arguments/Conclusions

6. The motion requested that officers work with housing associations to establish a performance reporting framework covering key housing management and maintenance measures. Officers met with representatives from Accent, Havebury Homes and Sanctuary to understand what information they collect and their reporting cycles. The draft reporting framework can be found at appendix 2. This includes questions regarding housing association plans to increase affordable housing in the district.
7. Based on the dwelling stock numbers which can be found in appendix 3 it is recommended that the stock threshold for inclusion in the performance reporting is over 100 properties. This will result in 9 housing associations being asked to participate in the reporting and 91% of affordable housing properties in the district being reported on.

8. Feedback on performance will be presented to Operational Services six-monthly, with the first report scheduled for January 2027. This will report back on the period April to September 2026.
9. It is suggested that this Committee considers the option of appointing an Affordable Housing Member Champion. Member Champions do not have any decision-making powers; the role of the Affordable Housing Member Champion will be to:
- Act as the key Member contact for matters relating to affordable housing
 - At the request of the Leader of Council represent the Council (where necessary) in external meetings concerning affordable housing
10. Options to strengthen tenant engagement and improve understanding of tenant experience, particularly amongst vulnerable residents and those less likely to raise concerns directly, will be considered following a review of the existing processes housing association have in place, which will be obtained via the reporting framework. Recommendations will be included in the report to committee in January 2027.

Additional Implications Assessment

11. In the table below, please put Yes or No in each box:

Financial Implications No	Legal Implications No	Human Resources (HR) Implications No
Equality Impact Assessment (EIA) No	Carbon Impact Assessment (CIA) No	Data Protection Impact Assessment (DPIA) No

Appendices

Appendix 1 Altered Motion - Conservative Rule 10 Motion - Housing Association Performance

Appendix 2 Draft Performance Reporting Framework

Appendix 3 Registered Providers with Stock Threshold above 100 Properties

Background documents

None.