

ALTERED - NOTICE OF MOTION UNDER PROCEDURE RULE 10

a) Social and Affordable Housing

This Council believes that all residents living in social and affordable housing deserve safe, responsive and high-quality housing services, regardless of their landlord.

Council recognises the important role played by housing associations and community land trusts in meeting local housing need across East Cambridgeshire, values strong partnership working with these organisations, and acknowledges the positive contribution made by community-led housing groups across the district.

32 registered providers own housing in East Cambridgeshire, representing 6,524 homes, both general needs and supported living. Sanctuary Housing is by far the biggest provider, owning 4,260 (65%) of these homes, representing around 10% of the entire housing stock in the district. The next largest provider is CHS (Cambridge Housing Society) Group with 554 homes. Flagship Housing owns 231 homes, Clarion 208, and Accent Group 137, with the remaining smaller providers owning around 100 homes or less.

Council is concerned that inconsistent service levels experienced by some housing association tenants may disproportionately affect older and vulnerable residents and recognises the importance of ensuring that all tenants are able to access responsive services and have their voices heard. Whilst the larger providers are subject to regulatory judgement, this does not provide sufficient transparency or granularity about performance at a local level.

Council resolves, with the aim of improving transparency, accountability and outcomes for tenants across the district, to:

1. Request Officers to work with housing associations above an agreed stock threshold within the district to establish a simple six-monthly performance reporting framework covering key housing management and maintenance measures.
2. Refer this reporting to the Operational Services Committee for regular review, enabling Councillors to monitor trends, identify good practice and understand where improvement may be required.
3. Invite representatives of housing associations to attend meetings with the Council to discuss performance, challenges and improvement activity where appropriate.
4. Request Officers to explore options to strengthen tenant engagement and improve understanding of tenant experience, particularly amongst vulnerable residents and those less likely to raise concerns directly.
5. **Commit to continued collaboration with housing providers, with the aim to increase East Cambridgeshire's social housing capacity.**

PROPOSER: Cllr Lee Denney

SECONDER: Cllr Anna Bailey