

Housing Engagement Board

Minutes of the Special Meeting
held on Thursday, 26 March 2026
from 2pm to 4pm

in the Monkfield Room, South Cambridgeshire Hall, Cambourne

Attendees: Cllr John Batchelor – Chair
Vivienne Till (Elected Tenant Representative) – Vice-Chair
Cllr Heather Williams
Peter Campbell (SCDC – Head of Housing) – Online
Amy Stock (Elected Tenant Representative)
Jim Watson (Elected Tenant Representative)
Michael Luffman (Elected Tenant Representative)
Patti Hall (Elected Residential Leaseholder Representative)

By Invitation: Ivor Grant (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)
Dave Armitage (SCDC – Resident Involvement Team Leader) – Online
Bronwen Taylor (SCDC – Resident Involvement Officer) – Minute taker

Apologies: Cllr Eileen Wilson
Laura Nelson (Elected Tenant Representative)
Margaret Wilson (Elected Tenant Representative)

1. Welcome and Apologies

The Chair welcomed everyone to the meeting at 2pm advised that this was a special meeting dedicated solely to policy review and approval.

2. Quorum

The meeting was quorate.

3. Endorsement of Policies

The Chair advised that the following documents were included in the pack.

- Compensation Policy – Report to the HEB
- Appendix A – Draft Compensation Policy
- Appendix B – Policy Panel Feedback (Compensation Policy)
- Repairs and Maintenance Policy – Report to the HEB
- Appendix A – Draft Repairs and Maintenance Policy
- Appendix B – Policy Panel Feedback (Repairs and Maintenance Policy)
- Housing Safety Policies – Report to the HEB
- Appendix A – Draft Fire Risk Management Strategy
- Appendix B – Policy Panel Feedback (Fire Risk Management Strategy)
- Appendix C – Draft Lifts and Lifting Equipment Safety Policy
- Appendix D – Policy Panel Feedback (Lifts and Lifting Equipment Safety Policy)
- Appendix E – Draft Asbestos Management Policy
- Appendix F – Policy Panel Feedback (Asbestos Management Policy)

Julie Fletcher advised that the policies were updated to ensure that they aligned with legislation and had been reviewed by the Policy and Procedure Panel. She said they had been presented to and approved by Cabinet on 24 March 2026.

3.1 Compensation Policy

Julie Fletcher referred to the draft Compensation Policy included in the pack and advised that it been updated in terms of new guidance from the Housing Ombudsman in that the parameters in terms of the financial side of compensation matched or mirrored the recommendations. She added that the panel feedback was included however the track changes version of the document was not distributed as there were so many changes and it would have been difficult to understand. She said it was not included in the pack as the tracked changes were not visible in the pdf format included in the agenda pack, however, she would send the document to everyone.

As no concerns or objections were raised, the policy was endorsed by the Board.

3.2 Repairs and Maintenance Policy

Eddie Spicer referred to the draft Repairs and Maintenance Policy included in the pack and advised that the policy consolidated existing practices into one document for clarity.

Julie Fletcher advised that the M&Me repairs reporting application had recently been launched.

As no concerns or objections were raised, the policy was endorsed by the Board.

3.3 Housing Safety Policies

Julie Fletcher referred to the following draft Housing Safety Policies included in the pack and said these policies updated the Council's approach to safety compliance in line with recent legislation and consumer standards. She added that further updates may be required as regulations evolved.

- Fire Risk Management Strategy
- Lifts and Lifting Equipment Safety Policy
- Asbestos Management Policy

Cllr Williams referred to the Asbestos Management Policy and asked how many properties had asbestos and if tenants were aware of it in their properties, as a tenant in her Ward wanted to do bathroom alterations and was not able to due to asbestos in the building.

Eddie Spicer advised that most properties built before 2000 would have asbestos in them and that tenants were made aware of the asbestos when moving into a property. He said that contractors should request an asbestos survey before work was done to a property. He added that a new two-year full survey programme would be starting in April 2026 to update our asbestos data and that annual visual inspections would be reinstated.

As no concerns or objections were raised, the policies were endorsed by the Board.

4. Closing

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

The meeting ended at 2.20pm.