



Cambridge City Council

Achieving excellence in Housing Services

CHARTER FOR NEW AFFORDABLE HOUSING

This Charter concerns what Cambridge City Council would like to see in new Affordable Housing Schemes. It is a guide for agencies on how they will gain the support of the City Council, particularly to secure funding towards the cost of their new schemes.

The Council assumes that any scheme, as a baseline, will meet the current standards required by the Homes and Communities Agency and the Tenant Services Authority.

The following aspects of new Affordable Housing Schemes are important to Cambridge City Council.

“Promote Cambridge as a sustainable city, in particular by reducing carbon dioxide emissions and the amount of waste going into landfill in the City and sub-region”

Expected Outcomes

- New homes and new communities meet high standards of environmental sustainability
- New residents will not experience fuel poverty

Evidenced by

- New build to at least Code Level 4 with aspirations to higher standards
- Evidence of innovation in achieving high standards of energy efficiency through design
- Evidence of the promotion of practical steps with suppliers and residents to encourage sustainability

“Ensure that residents and other service users have an entirely positive experience of dealing with the Council”

Expected Outcomes

- Residents can exercise choice in respect of their housing options
- Residents can easily access information about their housing in Cambridge
- Residents know who to contact and how if they have an issue about their housing in Cambridge

Evidenced by

- Local core housing management services – defined as an office accessible to the public in Cambridge City and with core housing management services based in the Cambridge Sub-region
- Well developed processes to involve residents in local decisions about their housing
- Subscribing to Home-Link, the Cambridge Sub-region choice-based letting system
- Participation in the City Council led Affordable Housing management forum
- Mechanisms and opportunities afforded to all residents to participate in the wider management of their homes/communities including those from the harder to reach and vulnerable groups

“Maintain a healthy, safe and enjoyable city for all, with thriving and viable neighbourhoods”

Expected Outcomes

- All residents feel safe and secure to move freely within the local neighbourhood
- All residents feel able to participate and contribute to the maintaining of a safe and secure neighbourhood

Evidenced by

- Support of the relevant policies and practices of the local Community Safety Strategy and the approach to Community Cohesion
- A well developed approach to tackling anti-social behaviour that is consistent with that taken by the Council
- Evidence of the promotion of practical steps to encourage residents to support neighbourhood and other local initiatives in this respect

“Lead the growth of Cambridge to achieve attractive, sustainable new neighbourhoods, including affordable housing, close to a good range of facilities, and supported by transport networks so that people can opt not to use the car”

Expected Outcomes

- Residents live in attractive, sustainable neighbourhoods.

Evidenced by

- Provision of mix and type of housing and tenure that clearly has regard to local housing needs as indicated in the Strategic Housing Market Assessment and the Affordable Housing Supplementary Planning Document.

The City Council encourages agencies that are aiming to provide new Affordable Housing in the City to enter into early dialogue with staff in the Enabling and Development Team of the Strategic Housing Services Section. The Team will be able to discuss application of the principles of the Charter and will advise on the standards required by the Homes and Communities Agency and the Tenant Services Authority.

As a guide contact should ideally be made at least 3 months prior to the submission of an outline planning application.