



# Resident Annual Report

## Tenants and Leaseholders

### 2024-25



**Stevenage**  
BOROUGH COUNCIL

# Welcome

## A Joint Welcome from the Cabinet Members for Housing, and Co-operative Council & Tenancy Involvement



Welcome to this year's Resident Annual Report. Here's where we look back at what has happened over the last year and share our plans to make our homes, services, and neighbourhoods even better. This report is about you — our tenants and leaseholders — and how we are working together to create homes and services we can all be proud of.



Over the last year, we have reflected on our inspection by the Regulator of Social Housing (RSH) and our C2 grading, the second highest score; and we have been working hard to strengthen how we manage our homes and neighbourhoods, improve the services that matter most to you, and make sure everyone has a chance to share their views.

We are continuing to embrace the new Tenant Satisfaction Measures (TSMs). These help us to see what is going well and what needs to

improve. We are pleased to see our scores have risen, with overall satisfaction now at **66.9%**.

We have introduced more short surveys across different housing services this year. This feedback helps us to understand your experiences, so we can understand more about what works and what doesn't to try and introduce quicker improvements to our services. While the TSM survey does not include leaseholders, we would like to thank you for their helpful feedback, especially on our high-rise building safety work. Your views help us make our homes safer and our services better.

Looking ahead, our goal is simple: **to work closely with all residents to provide safe, good-quality homes and to build neighbourhoods where every member feels a sense of belonging.**

Thank you to all residents, staff and partners for your support this year. Together, we are building a housing service that not only meets regulatory expectations but goes beyond them – making Stevenage a place we can all be proud to live.

Warm regards  
**Councillor Jackie Hollywell**  
*Cabinet Member for Housing*

**Councillor Nigel Williams**  
*Cabinet Member for Co-operative Council and Tenancy Involvement*

**TSM**

**Satisfaction with overall service – 66.9%  
(SBC 23/24 score 56% )**

## Our Housing

The Council is the largest landlord in the borough owning and managing a housing portfolio consisting of **7,971** homes including:

**389**  
studio flats

**1,983**  
1 bedroom  
homes

**2,062**  
2 bedroom  
homes

**3,064**  
3 bedroom  
homes

**406**  
4+ bedroom  
homes

**13**  
Independent  
Living  
Schemes

**2**  
Extra  
Care  
schemes

We also have **1,446** leasehold properties with private leaseholders.



## Tenant Satisfaction Measures (TSMs) - 2024/25 results

We have now shared our Tenant Satisfaction Measures (TSMs) for 2024/25 with the regulator, as required.

The tables below show two types of information:

- What tenants told us in satisfaction surveys
- Data on how our services have performed

TSMs focus on things that matter most to you, including satisfaction around our services, how well repairs are carried out, and how safe you feel in your homes. They help us see what's working well and where improvements are required.

### Tenant perception survey data measures 2024/25

Tenant Satisfaction Measure (TSM)	Stevenage TSM score results
TP01: Proportion of respondents who report that they are satisfied with the overall service from their landlord.	66.9%
TP02: Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	70.8%
TP03: Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	64.4%
TP04: Proportion of respondents who report that they are satisfied that their home is well maintained.	67.7%
TP05: Proportion of respondents who report that they are satisfied that their home is safe.	76.4%
TP06: Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	55.1%

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# Tenant Satisfaction Measures (TSMs) - 2024/25 results

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Tenant Satisfaction Measure (TSM)	Stevenage TSM score results
TP07: Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	61.6%
TP08: Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	73.3%
TP09: Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	34.1%
TP10: Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	64.0%
TP11: Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	63.1%
TP12: Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	57.9%

A detailed breakdown of these results is available on our website at <https://www.stevenage.gov.uk/housing/council-housing/tenant-satisfaction-survey>

# Tenant Satisfaction Measures (TSMs) - 2024/25 results

## Management Data Measures 2024-25

Tenancy Satisfaction Measure (TSM)	Description	Annual
<b>BS01: Gas Safety Checks (%)</b>	Proportion of homes for which all required gas safety checks have been carried out.	<b>100</b>
Number of dwelling units owned for which all required gas safety checks were carried out and recorded as at year end		<b>7179</b>
Number of dwelling units owned for which gas safety checks were required to have been carried out as at year end (multiplied 100)		<b>7179</b>
<b>BS02: Fire Safety Checks (%)</b>	Proportion of homes for which all required fire risk assessments have been carried out.	<b>100</b>
Number of dwelling units owned within properties that required an FRA for which all required FRAs were carried out and recorded as at year end		<b>2742</b>
Number of dwelling units owned within properties for which an FRA was required to have been carried out as at year end (multiplied 100)		<b>2742</b>
<b>BS03 - Asbestos safety checks (%)</b>	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	<b>100</b>
Number of dwelling units owned within properties that required an asbestos management survey or re-inspection for which all required asbestos management surveys or re-inspections were carried out and recorded as at year end		<b>492</b>
Number of dwelling units owned within properties for which an asbestos management survey or re-inspection was required to have been carried out as at year end (multiplied 100)		<b>492</b>
<b>BS04 - Water safety checks (%)</b>	Proportion of homes for which all required legionella risk assessments (LRAs) were carried out and recorded as at year end	<b>100</b>
Number of dwelling units owned for which all required legionella risk assessments (LRAs) were carried out and recorded as at year end		<b>1972</b>
Number of dwelling units owned for which an LRA was required to have been carried out as at year end (multiplied 100)		<b>1972</b>
<b>BS05 - Lift safety checks (%)</b>	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	<b>100</b>
Number of dwelling units owned within properties with communal passenger lifts for which all Lifting Operations and Lifting Equipment Regulations (LOLER) inspection reports were carried out and recorded as at year end		<b>32</b>
Number of dwelling units owned within properties with communal passenger lifts as at year end (multiplied 100)		<b>32</b>

Continued Opposite >>>

# Tenant Satisfaction Measures (TSMs) - 2024/25 results

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Tenancy Satisfaction Measure (TSM)	Description	Annual
<b>CH01 - Complaints relative to the size of the landlord STAGE 1 (per 1000 homes)</b>	Number of: 1.stage one complaints and 2. stage two complaints received per 1,000 homes:	<b>88.73</b>
Number of stage 1 complaints made by tenants in the relevant stock type during the reporting year		688
Number of dwelling units owned of the relevant stock type at year end (multiplied 1000)		7754
<b>CH01 - Complaints relative to the size of the landlord STAGE 2 (per 1000 homes)</b>		<b>10.96</b>
Number of stage 2 complaints made by tenants in the relevant stock type during the reporting year		85
Number of dwelling units owned of the relevant stock type at year end (multiplied 1000)		7754
<b>CH02 - Complaints responded to within Complaint Handling Code timescales STAGE 1 (%)</b>	Proportion of: 1.stage one complaints responded to and 2.stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	<b>94.62</b>
Number of stage 1 complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing Ombudsman's Complaint Handling Code timescale		651
Number of stage 1 complaints made by tenants in the relevant stock type during the reporting year (multiplied 100)		688
<b>CH02 - Complaints responded to within Complaint Handling Code timescales STAGE 2 (%)</b>		<b>81.18</b>
Number of stage 2 complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing Ombudsman's Complaint Handling Code timescale		69
Number of stage 2 complaints made by tenants in the relevant stock type during the reporting year(multiplied 100)		85
<b>NM01 - Anti-social behaviour cases relative to the size of the landlord Anti-social behaviour cases (per 1000 homes)</b>	Number of: 1. anti-social behaviour cases, of which 2. anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	<b>13.66</b>
Total number of anti-social behaviour cases opened by or on behalf of the provider during the reporting year (including any ASB cases that involve hate incidents)		107
Number of dwelling units owned by the relevant social housing stock at year end (multiplied 1000)		7834

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# Tenant Satisfaction Measures (TSMs) - 2024/25 results

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Tenancy Satisfaction Measure (TSM)	Description	Annual
<b>NM01 - Anti-social behaviour cases relative to the size of the landlord anti-social behaviour cases that involve hate incidents (per 1000 homes)</b>	Number of: 1. anti-social behaviour cases, of which	<b>0.51</b>
Number of anti-social behaviour cases (as reported in part 1) that involve hate incidents opened by or on behalf of the provider during the reporting year	2. anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	4
Number of dwelling units owned of the relevant social housing stock at year end (multiplied 1000)		7834
<b>RP01 - Homes that do not meet the Decent Homes Standard (%)</b>		<b>3.36</b>
Number of dwelling units owned to which the Decent Homes Standard applied which failed the Decent Homes standard at year end	Proportion of homes that do not meet the Decent Homes Standard	267
Number of dwelling units owned to which the Decent Homes Standard applied at year end		7939
<b>RP02 - Repairs completed within target timescale Non-emergency repairs (%)</b>		<b>87.02</b>
Number of non-emergency responsive repairs completed within the provider's target timescale during the reporting year	Proportion of: 1. non-emergency and	15068
Number of non-emergency responsive repairs completed during the reporting year (multiplied 100)	2. emergency responsive repairs completed within the landlord's target timescale.	17315
<b>RP02 - Repairs completed within target timescale emergency repairs (%)</b>		<b>98.93</b>
Number of emergency responsive repairs completed within the provider's target timescale during the reporting year		1750
Number of emergency responsive repairs completed during the reporting year (multiplied 100)		1769

A detailed breakdown of these results is available on our website at <https://www.stevenage.gov.uk/housing/council-housing/tenant-satisfaction-survey>

# Your Voice, Your Vision

We want to listen to you and work together to improve your housing services. Your voice matters and can help make a real difference in your community. If you'd like to be part of this, sign up to our resident database by sharing your details with us.

## Why does your voice matter?

Your voice matters because;

- You know best how our service works
- You understand your home better than anyone
- We put our residents at the heart of everything we do
- Your ideas will help us understand what really matters

## How to get involved

As a resident, there are lots of ways you can share your views and help us shape your housing services. We are looking for residents to join us on this journey, making sure services work for you and your neighbours.

There are a lot of ways you can help shape your housing service, no matter how much time you can spare, we have an opportunity for you in a way that suits your needs.

To register your interest, please [complete a short questionnaire, here](#) Get involved questionnaire. A member of the Resident Engagement Team will then contact you to discuss your options in greater depth and answer any queries you may have.



# Listening and Responding to Our Residents

Over the past year, we have introduced more short surveys for different services, such as complaints, anti-social behaviour and repairs.

These surveys give us quick feedback about each service. When we look at these results together with our other satisfaction measures, we're able to get a better overview of how well we are doing. This helps us focus on the areas that matter most to you and to ensure our services keep improving in ways that really make a difference.

We are also creating a new Satisfaction Survey Framework. This will make sure we collect feedback in the same way across all services, so the results are clear and useful, without residents having to duplicate their feedback

## Tenant Feedback Highlights

### Complaint Handling

- Nearly **37%** of complainants were satisfied with the handling of their stage one or two complaint, slightly higher than satisfaction reported in our TSM Tenant Survey.
- To ensure residents feel confident giving honest feedback, these surveys will be carried out by an independent external provider in the year ahead, adding credibility to the results.

### Customer Service Centre (CSC)

- Over **88%** of customers report satisfaction with our CSC, with feedback highlighting staff as polite, helpful, and effective in resolving issues.

### Repairs

- Over **91%** of customers are satisfied with our repairs service, exceeding last year's score of **87%** and surpassing our target of **90%**.

### Anti-Social Behaviour (ASB)

- Surveys are conducted with both complainants and alleged perpetrators at the close of ASB cases.
- This year, the average satisfaction score was **77.25%**, with higher satisfaction among complainants.

### Income

- The Income Services Team has introduced independent transactional surveys via Voicescape.
- Tenants are contacted within a week of interaction providing timely feedback, which is used to shape and improve services.

### Specialist Support Services

- Satisfaction surveys are conducted at different stages of the resident journey.
- Last year, over **93%** of customers felt the service helped them live more independently, while nearly **99%** reported feeling safer with the alarm service.

## Our Achievements

Snapshot of the Year 2024/25

Here's a glance at what we've delivered over the past 12 months

- We've spent **£31,641,952**
- Energy efficiency boost: **240** homes upgraded to EPC C+
- Quality boost: 94.1% > **96.6%** homes meet 'Decent' standard
- **639** homes adapted from small fixes to full accessibility installations
- Fixed **95.72%** of repairs first time
- Engaged residents on building safety works through dedicated High Rise Engagement Plan
- **98%** of emergency repairs and **91%** of non-emergency repairs completed within target
- Carried out Stock Condition Surveys on **2,866** properties
- Invested in our homes to provide:

**443**  
boiler  
replacements

**18**  
kitchens

**74**  
bathrooms

**13**  
heating  
systems

**3**  
window  
replacements

**14**  
door  
replacements



- Implemented new policies covering the areas of Responsive Repairs and Maintenance, Aids and Adaptations, Fencing, Voids Management and the Lettable Standard
- Procured a new specialist contractor to deliver the majority of our adaptations, enabling us to accelerate programme delivery
- Completed over **80%** of damp, mould and condensation cases on time
- Made your home more comfortable and modern through the Decent Homes Programme, bringing **100%** of homes up to national decency standards, including:

**3,936**  
heating  
upgrades

**1,316**  
new kitchens  
or bathrooms

**1,014**  
window or  
door upgrades

**379**  
properties will  
receive energy  
efficiency works  
over the next  
3 years

## Investing in your Home contd.

We want everyone to live in a home that is safe, comfortable and in good condition. Over the past year, we've continued to invest in our properties and make improvements to the way we deliver repairs.

We've carried out a range of improvements, such as replacing kitchens and bathrooms, upgrading heating systems and insulation, and making sure buildings remain safe and well maintained.

In the year ahead, we are committed to using resident feedback and data from stock condition surveys to help us prioritise works and make sure every pound spent delivers the best outcomes for residents.

Gas Safety Checks	100% (SBC 23/24 score 100%)	
Fire Safety Checks	100% (SBC 23/24 score 100%)	
Asbestos Safety Checks	100% (SBC 23/24 score 100%)	
Water Safety Checks	100% (SBC 23/24 score 100%)	
Lift Safety Checks	100% (SBC 23/24 score 100%)	



## Investing in your Home contd.

**TSM**

**Satisfaction that home is safe  
– 76.4% (SBC 23/24 score 69.9%)**

**TSM**

**Satisfaction with repairs – 70.8%  
(SBC 23/24 score 62.7%)**

**TSM**

**Satisfaction with time taken to complete most  
recent repair – 64.4% (SBC 23/24 score 52.4%)**

**TSM**

**Repairs completed within target  
timescale – 92.98% (SBC 23/24 score 87.30%)**

**TSM**

**Satisfaction that the home is well  
maintained – 67.7% (SBC 23/24 score 59.2%)**

**TSM**

**Homes that do not meet the Decent Homes  
Standard – 3.36% (SBC 23/24 score 5.89%)**



## Investing in your Home contd.

### Our Priorities for the Year Ahead

**In the next 12 months, we will:**

- Improve the value of your homes by exploring ways to make the most of the council's housing stock and investing where it will make the biggest difference for tenants.
- Make repairs faster and more reliable by reviewing our processes and working with our new contractors and in-house team, reflecting our new responsibilities relating to Awaab's Law.
- Build a better understanding of our homes by ensuring every property has had a stock condition survey in the last 5 years, while also identifying and addressing any Housing Health & Safety Rating System (HHSRS) risks along the way.
- Strengthen fire and safety measures by introducing new contracts covering fire safety improvements, fire door repairs, electrical testing, life-saving equipment servicing, and work on empty homes.
- Improve in-house services by preparing for the reintroduction of a dedicated team to carry out work on empty properties more efficiently.
- Continue preparations to upgrade and make our five high-rise blocks safer by finalising refurbishment plans, that will include building safety works, and consulting residents before work starts.
- Ensure all homes meet building safety standards by delivering the Building Safety Action Plan to achieve full legal and regulatory compliance.
- Make homes warmer and greener through a three-year programme using government funding from the Warm Homes – Social Housing Fund to improve energy efficiency and support decarbonisation.
- Improve the remaining flat blocks by completing the final year of the Major Refurbishment Programme (MRC)



# Making Every Home Work for You

Alongside investing in our homes, our Housing Management teams ensure that these homes are well-managed, fairly allocated, and part of safe, thriving communities.

Over the past year, we've focused on making the most of our housing stock, keeping tenancies on track, and supporting communities to remain welcoming and secure.

## Our Achievements

### Snapshot of the Year 2024/25

Here's a glance at what we've delivered over the past 12 months

- Provided homes for **293** households
- Supported **195** households with a range of support and housing needs to move to new homes where they can live independently
- Updated the way we allocate the available homes, making it fairer and more transparent
- Provided easy read guides and advice to those seeking social housing in response to tenant feedback requesting something easier to understand
- Worked with **51** households to allow them to move to more suitable and appropriate homes – making best use of housing stock
- Helped sustain tenancies through **1,417** Tenancy Audits, **115** Settling-In, **125** 8-Month Visits
- Offered tailored support and payment plans to help manage rent, collecting over **98%** of rent due (up 0.67% from last year)
- Helped residents feel safer in their homes and neighbourhoods by successfully enforcing **94%** of the **107** ASB cases reported



**TSM**

**Satisfaction that the landlord keeps communal areas clean and well maintained – 64% (SBC 23/24 score 53.3%)**

**TSM**

**Satisfaction that the landlord makes a positive contribution to neighbourhoods – 63.1% (SBC 23/24 score 47.7%)**

**TSM**

**Satisfaction with the landlord's approach to handling anti-social behaviour – 57.9% (SBC 23/24 score 49.5%)**

**TSM**

**Total number of anti-social behaviour cases - 107 (SBC 23/24 score 108)**

## Making Every Home Work for You contd.

### Our Priorities for the Year Ahead

**In the next 12 months, we will:**

- Help you better understand how homes are allocated by sharing clear, easy-to-read information about lettings, applications, and adapted homes.
- Understand your needs better by collecting accurate resident information.
- Deliver services that better match your needs by using what we know about our residents to provide services that work for you.
- Utilise our improved understanding of the needs and preferences of our customer base, to tailor service provision, accordingly, ensuring a more responsive and person-centred approach
- We will keep you better informed if you report anti-social behaviour by giving you clear, timely updates so you know what is happening and what to expect.



# Supporting People: Helping You Live Well in Your Home

Alongside investing in homes and managing tenancies, our Supporting People teams focus on providing the right support to help residents live independently, safely, and comfortably. Over the past year, we've worked closely with tenants to offer tailored support, guidance and advice to meet a wide range of needs.

Whether helping new residents settle in, providing assistance to maintain tenancies, or offering extra support for those who need it most, our services are designed to enhance wellbeing, sustain tenancies, and empower residents to live confidently and comfortably in their homes.

In the year ahead, we're committed to listening to residents to ensure our services continue to meet the needs of the community and that our support continues to be accessible, personalised, and effective for everyone who needs it.

## Our Achievements

### Snapshot of the Year 2024/25

Here's a glance at what we've delivered over the past 12 months

- Supported more than **7,900** households with a range of needs to live safely in affordable housing
- Introduced a new approach to help us to understand residents' individual needs and tailor the way we deliver our services
- Kept you safer by collaborative working with Police and partners on ASB cases, supporting all parties
- Our new Decants Officer helped households move into more suitable homes
- As part of our 'Know Our Tenants' initiative we've visited you at home to better understand your needs,
- **32,000+** calls answered & nearly **21,000** home visits – supporting tenants in Supported Housing
- **1,126** Care Connect calls attended – helping residents stay safe and independent
- Provided support in **1,022** welfare benefit cases - safeguarding tenancies and easing financial pressures

**TSM**

**Agreement that the landlord treats people fairly and with respect – 73.3% (SBC 23/24 score 70.2%)**

## Our Priorities for the Year Ahead

**In the next 12 months, we will:**

- Keep your home safe and healthy by working with you to ensure we can carry out essential safety checks and inspections.
- Provide services that better suit your needs by improving how we collect and use resident information to tailor support and services.
- Help you live safely and independently by making sure our Independent Living Service gives you the right level of support when you need it.
- Make it easier for everyone to have a voice by reaching out to residents who may not usually share their views and helping them get involved.
- Improve the services you rely on by better understanding what matters most to you and shaping services around your priorities.

# Engaging People: Your Voice at the Heart of Our Work

Alongside improving homes, managing tenancies and providing support, we place resident engagement at the centre of everything we do. Over the past year, we have strengthened how tenants and leaseholders can influence decisions, shape services, and hold us to account, ensuring your voice is heard and acted upon.

We want to make sure that residents are not just consulted but are actively involved in shaping services and decisions that affect their homes and communities.

## Our Achievements

### Snapshot of the Year 2024/25

Here's a glance at what we've delivered over the past 12 months

- Your voices shaped services – new **Resident Engagement Strategy** launched
- You were heard – **Resident Engagement Manager** appointed
- You stayed better informed – clearer, consistent updates shared
- You stayed connected – **Housing Matters**, quarterly tenant newsletter launched
- You influenced building safety – high-rise residents engaged on safety works
- You helped set priorities – consulted on investment and repairs policies
- You can help shape decisions – engagement opportunities recorded in a Strategy & Policy Register



TSM

**Satisfaction that the landlord listens to views and acts upon them – 55.1% (SBC 23/24 score 44.9%)**

TSM

**Satisfaction that the landlord keeps tenants informed about the things that matter to them – 61.6% (SBC 23/24 score 50.9%)**

## Our Priorities for the Year Ahead

In the next 12 months, we will:

- Make it easier for you to have your say by collecting your views through a wide range of channels and strengthening our resident engagement approach.
- Give you real influence over services by setting up scrutiny groups so you can help shape improvements, including high-rise plans, caretaking and sheltered housing.
- Keep you clearly informed about how we are performing by sharing easy-to-understand performance updates every quarter.
- Help you know who is responsible for what by providing clear information about staff roles, named contacts and legal responsibilities.
- Show you how your involvement can lead to change by publishing a clear, yearly plan of what will be reviewed and improved.

# Complaints: Listening, Learning and Improving

We are committed to listening to our residents and ensuring that concerns are taken seriously. Complaints are an important way for us to understand where services can be improved, and they help us make homes and services better for everyone.

Over the past year, we have focused on handling complaints efficiently, keeping residents informed, and using the feedback to improve services. By responding quickly and transparently, we aim to resolve issues fairly and learn from every experience.

## Our Achievements

### Snapshot of the Year 2024/25

Here's a glance at what we've delivered over the past 12 months

- Fewer complaints this year – **773** received, down **15%**
- Faster responses – **93%** resolved on time
- Better repairs – complaints shaped improvements and new contractors
- Improved oversight – governance strengthened
- Support for your needs – quality checks focus on individual needs
- Your views matter – new transactional surveys capture feedback
- Improved complaint handling – new system for better case management



**TSM**

**Satisfaction with the landlord's approach to handling complaints – 34.1% (SBC 23/24 score 22.8%)**

**TSM**

**Complaints responded to within Complaint Handling Code timescales – 93.14% (SBC 23/24 score 76.38%)**

## Our Priorities for the Year Ahead

In the next 12 months, we will:

- Make feedback fairer and more trusted by using independent surveys to gather your views.
- Make outcomes fair and consistent by introducing a clear Compensation Policy and Framework.
- Give you a clearer picture of complaints handling by improving how we report on all complaints, including those not accepted.
- Improve the quality of our responses by regularly reviewing cases to make sure we meet standards and the Complaints Code.
- Make processes fair and consistent for everyone by introducing a standard “no access” process across all services.
- Respond to your complaints on time by aiming to meet response times for 100% of complaints.
- Make it easier to raise concerns by updating our Communications Plan so it is clear what a complaint is and how to make one.

# Complaints: Listening, Learning and Improving contd.

## What is the difference between a service request and a complaint?

A **service request** is when a resident asks us to do something that is part of normal day-to-day services — for example reporting a repair for the first time, requesting information, or raising a routine issue. This is simply asking us to take an action.

A **complaint** is when a resident tells us they are unhappy with how we have delivered a service — for example if there has been avoidable delay, poor communication, a promise not kept, incorrect information given, or the issue has not been handled properly.

So in short:

- **Service request** = “please do this task”
- **Complaint** = “you didn’t do this properly”

Something starts as a service request — it becomes a complaint if we fail to act reasonably, or the resident is dissatisfied with how we have handled it.

## How to raise a complaint

If you are unhappy with how we have handled something, you can raise a complaint in any of the following ways:

- **Online** – submit a complaint on the Stevenage Borough Council website using the complaints form or via your My Stevenage online account
- **By phone** – call customer services on 01438 242666 and say you would like to make a complaint
- **In writing / in person** – you can write to, or visit the council with an appointment, and ask for your complaint to be recorded
- **Through a third party** – with your written consent, you can raise a complaint through a third party like a relative, support worker or advocate.

We welcome your feedback as it gives us the opportunity to learn and improve our services.



## How Your Rent is Spent

The rent we collect goes towards the costs associated with maintaining our homes and providing a housing management service.

As of March 2025:

Our rent  
collection  
rate was  
**98.13%**

There was  
**£1,061,193.42**  
in unpaid rent, equating to 1.97%  
of the total rent due

**21%**  
of our tenants were in receipt  
of Housing Benefit and 40% in  
receipt of Universal Credit

Between April 2024 and March 2025 we:

Referred **1,022**  
tenants to our internal  
Welfare Benefit and Advice  
Team for financial support

Referred **62**  
tenants to Citizen's Advice  
for financial support

Successfully evicted **1**  
tenant due to rent arrears

The diagram below shows how each £1 of the rent we receive is used.



# Contacting Us

Our Customer Service team works hard to provide support and assistance to our residents and is on hand to help with queries via telephone, online or face to face.

Over  
**88%**  
customers report  
satisfaction with our CSC

We handled  
**24,110**  
calls between  
April 2024 – March 2025

The average waiting  
time for a call to be  
answered was  
**5:37**

There are lots of ways to get in touch:

Online at [www.stevenage.gov.uk](http://www.stevenage.gov.uk)

You can report repairs, bid for properties, make payments, and find information about your tenancy anytime online.

If you have trouble accessing any of these services online, you can contact our Customer Service Centre who will be able to support you.

## Contact us by phone

Our Customer Service team is available Monday to Friday, 9am-5pm, except bank holidays.

- 📞 **For Housing – 01438 242666**
- 📞 **For General Enquiries - 01438 242242**
- 📞 **For Payments – 01438 242345 (please have your reference number ready)**

**Emergency out of hours – 01438 314963** (you can contact us on this number if our offices are closed and you have an emergency repair such as a leak, no heating or electricity, or serious damage to your property).

## Contact us in person

Our offices are located in Daneshill House between HSBC bank and Mecca Bingo. Our doors are open Monday to Friday, 9am-5pm, except bank holidays. To see an adviser, you will need to book an appointment which you can do online or by calling our Customer Service Centre.

With an appointment we can:

- help and support you to use our online services
- assist you to complete online forms
- provide information about a range of partner agencies
- take in your keys and provide a receipt

## Connect with us

- 📘 [www.facebook.com/stevenageboroughcouncil](http://www.facebook.com/stevenageboroughcouncil)
- 📷 [www.instagram.com/stevenageboroughcouncil](http://www.instagram.com/stevenageboroughcouncil)

- 🌐 [www.x.com/stevenageBC](http://www.x.com/stevenageBC)
- 📺 [www.youtube.com/user/SBCcomms](http://www.youtube.com/user/SBCcomms)

There is a lot of information detailed in this report and we are happy to discuss this if you would like clarification on any elements. We are always open to feedback and would love to hear from you.



If you'd like this publication in another format such as large print or braille please email: [equalities@stevenage.gov.uk](mailto:equalities@stevenage.gov.uk)