



Resident Annual Report

Tenants and Leaseholders

2025-26



Stevenage
BOROUGH COUNCIL



Welcome to your Annual Report

Welcome to the Stevenage Borough Council Tenant and Leaseholder Annual Report for 2025–26.

This report sets out how our housing services have performed over the past year, what we have delivered for residents, how we have responded to feedback, and what we will be focusing on next.



Cllr Loraine Rossati
Cabinet Member for
Housing



Cllr Coleen De Freitas
Cabinet Member for Skills,
Economy, Tenant Engagement
& Young People

Our priority is simple:
to provide safe, good-quality homes and services that you can rely on.

WE WANT YOU TO:



Feel safe in
your home



Be listened
to



See real improvements
from your feedback

Thank you to everyone who took part in surveys, shared feedback, raised concerns or made complaints. Your views help shape improvements to our services and ensure we focus on what matters most to you.



AT A GLANCE

Homes managed:

7,875

We look after 7,920 homes across the borough, supporting thousands of residents everyday



Leaseholders:

1,504

We work with over 1,504 leaseholders to maintain shared buildings and services



Homes let:

362

362 households were allocated a new home this year



Repairs completed:

20,368

We fixed over 20,000 issues in your homes.



Repairs completed on time:

95.76%

Most tenants had issues fixed when we said we would.



Overall tenant satisfaction:

68.1%

More tenants are satisfied than last year



Complaints received:

734

We use these to improve services



ASB cases handled:

157

We take action to help residents feel safe in their homes and communities



Safety checks completed:

100%

So you can feel safe in your homes





Tenant Satisfaction Measures

Stevenage Borough Council collects and reports on Tenants Satisfaction Measures (TSMs) each year, in line with the standards set by the Regulator of Social Housing <https://www.gov.uk/government/collections/regulatory-standards-for-landlords>.

TSMs are a set of 22 performance measures, split into two types, designed to make our performance visible and to help our tenants hold us to account:

- **Management Performance Measures**

Data we hold on how our services have performed.

- **Tenant Perception Measures**

How tenants feel about our services captured via survey.

We have now shared our most recent TSMs with the regulator, and the full TSM results can be found on pages 17-19.

Listening to you

To make sure the results were fair and reliable, we asked specialist research companies, Housemark Ltd and Service Insights Ltd, to manage the survey on our behalf.

The survey ran from June 2025 to March 2026 and a random sample of tenants were contacted by phone and email:

987 responses:



106



881



This year, just over 68% of tenants told us they are satisfied overall.

What you told us

More tenants said, we are:

- Keeping you better informed
- Improving repairs
- Handling ASB better



In the year ahead

We have partnered with Housemark Ltd and Service Insights Ltd again to deliver this survey for the year ahead.

TSM Sentiment Analysis

Last year we took part in a large research project with other social landlords, designed to give us a deeper understanding of what tenants are telling us in their own words.

This research helps us to see the tenant experience through your eyes. It highlights where things are working well, where frustrations are building,

and where clearer communication or quicker action would make a meaningful difference.

Over the coming months we will be reviewing the findings further and identifying additional changes we can make. As plans are confirmed, we will update you on improvements made as a direct result of your feedback. Look out for these in our quarterly Housing Matters newsletters.





Your Feedback In Action

We are committed to listening to all customer feedback and using it to improve our services. Here are some of the changes we have made and the work we are continuing as a result of what you've told us:

YOU SAID, WE DID

You said: Repairs take too long and lack clarity

We did: Updated our Repairs and Maintenance Policy so it clearly sets out how quickly we respond:

- Emergency repairs within 24 hours
- Urgent repairs within 5 working days
- Routine repairs within 20 working days

You said: Complaint responses need to improve

We did: Introduced a new complaints handling system to:

- Automatically acknowledge and track complaints
- Capture customer feedback after each case
- Improve reporting so we can better identify trends and learn from complaints to drive service improvements

This has helped us respond faster and improve satisfaction

YOU SAID, WE'RE DOING

You want confidence in the future of your building

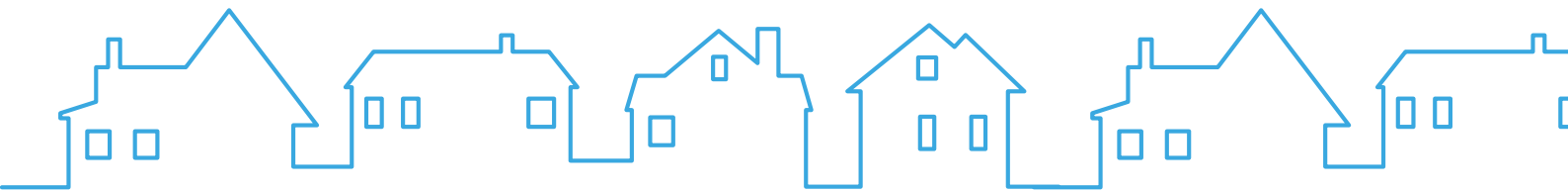
We have completed tower blocks options appraisals to help us understand long-term investment needs and ensure homes remain safe and meet modern standards. We are now reviewing the findings and these are being considered by our Senior Leadership Team to inform future decisions.

You want clear standards for new homes

- Reviewing and developing our Lettable Standard with tenants, so everyone knows what to expect when moving into a council home.

This work links to our Voids Management Policy, which ensures homes are:

- Safe, clean and meet required standards before letting
- Turned around quickly while maintaining quality
- Continuously improved using tenant feedback



Keeping you safe

We want you to feel safe in your home.

This year:

- **2015** emergency repairs completed, of which 99% were completed within 24 hours'
- **100%** of safety checks completed:
 - » Gas Safety
 - » Fire safety
 - » Water safety
 - » Asbestos safety
 - » Lift safety

Damp and Mould Improvements

Following your feedback, we have improved how we deal with reports of damp and mould in our properties, to help keep you safe.

This means:

- Faster inspections
- Clear timeframes
- Better follow-up

Our New Approach to Dealing with Damp and Mould,

When a tenant contacted us to report an issue with her kitchen floor, we acted quickly to make sure she had somewhere safe and comfortable to stay while we put things right. We kept in touch with her and her family throughout, so they always knew what was happening.

While repairing the kitchen, we also carried out a full check of the home. This meant we could sort out damp and mould, complete safety checks and make other improvements at the same time.

All the work was finished before the tenant returned. Her family told us they've noticed a real difference in how she feels now she's back in a safer, healthier home.

We're taking this approach across all our homes by:

Responding faster to damp and mould

Keeping residents better informed

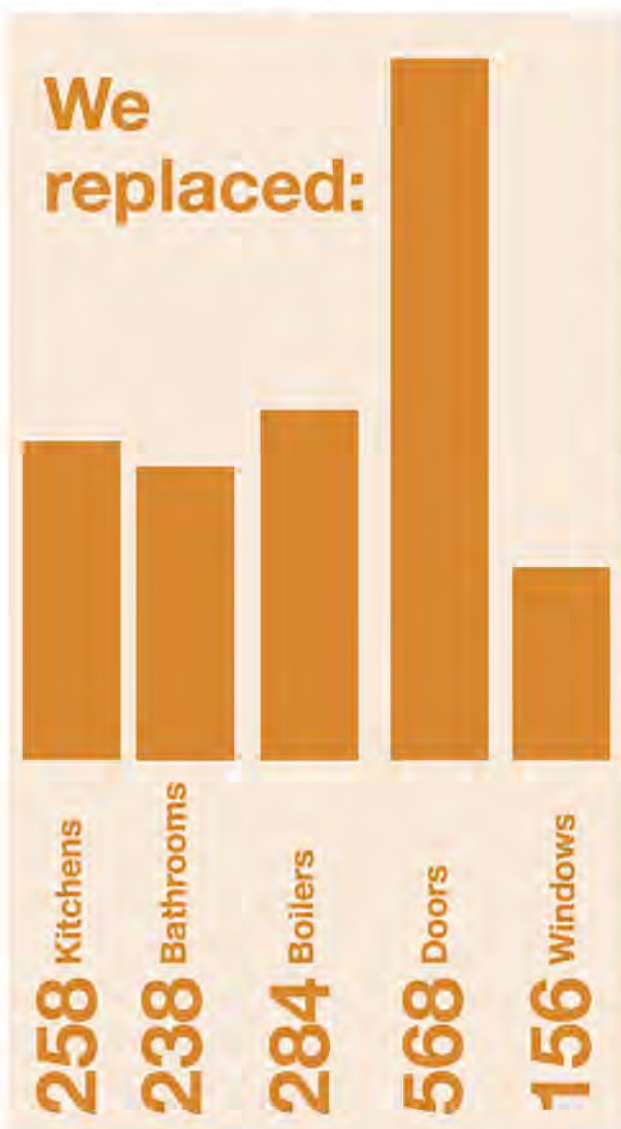
Reviewing our jobs more closely to check that works have been completed.



Investing in your homes

Better Homes

The proportion of homes meeting the Decent Homes Standard has reached **98.86%**, meaning your homes are safe, modern and in good condition. This places our Council among the higher-performing social landlords nationally.



We also completed other building works including improvements to roofs and the upgrading of electrics.

Stock condition surveys

We surveyed **2,040** homes this year, meaning **98.93%** of our properties now have up-to-date stock condition data. This helps us plan repairs and improvements properly.

Over the next three years, around **1,700** homes each year will be surveyed as part of our ongoing programme to help keep our information up to date. If you receive an appointment letter, please help by allowing access to our appointed surveyors. If you need to rearrange or require support to prepare for a visit, contact us and we'll be happy to help.

Warm homes and energy efficiency

Energy Performance Certificates (EPC) help us understand an approximate cost to heat a home and how energy performance could be increased.

Over 66% of homes are now rated EPC C+. EPC ratings run from A (most efficient) to G (least efficient). [Energy performance certificates \(EPCs\) explained - Energy Saving Trust](#)

We have been able to get money from the Government through Warm Homes Funding to help improve energy efficiency further through measures such as insulation, air source heat pumps, solar panels and window and door replacements.

**This means
lower energy
bills and
warmer
homes**



Growing Our Supply of Affordable Homes

We are committed to increasing the number of council-owned homes at social and affordable rents to meet the growing need in Stevenage. By the end of the year, 289 homes were being built and 250 more were in design, helping us move closer to our target of 1,000 new homes by 2030.

Major Refurbishment Contract (MRC)

Our MRC, improving blocks of flats across the town, is nearing completion. The outstanding works at a small number of blocks is expected to be completed by winter 2026/27.

We are working with our contractors to finalise costs and prepare bills for completed works, helping to bring this contract to a close.

Cyclical Maintenance Contract

A key milestone for the year ahead is appointing contractors to deliver our new cyclical maintenance programme. Once in place, the programme will be rolled out across our buildings to help keep them safe, well maintained and in good condition.

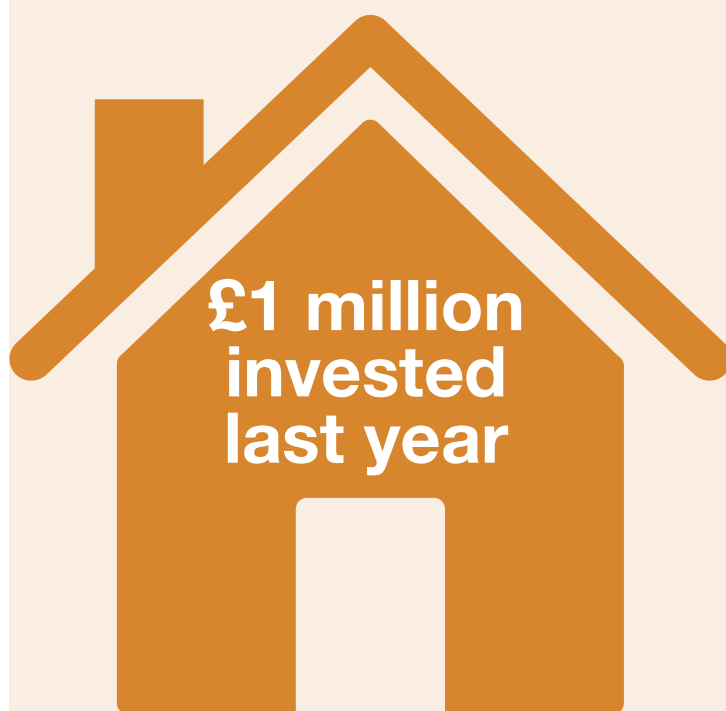
Works will include:

- Replacing floor covering
- Carrying out decorations
- Completing small repairs to keep your homes safe and in good condition

Aids and adaptations

We have supported tenants to remain living independently in their homes by delivering a range of adaptations, from minor works such as grab rails and ramps to more complex installations, including through-floor lifts and level access showers.

With your help, we have identified ways to reduce waiting times and improve value for money in the year ahead.



521 adaptations completed in

488 homes



Repairs Service

**Completed
20,368 repairs.**



Most repairs were done when promised. We understand that tenants who are happy with repairs are more likely to be happy overall and we're continuing to focus on getting repairs right first time and keeping you informed.

We improved the service by introducing:

- A full repairs team
- New contractors
- Better performance checks
- Updated policies to meet new legal and regulatory standards

We know there is still more work to do and, in the year ahead, we will continue to review and improve our communication, timescales and service quality for our residents.

**This means
faster, more
reliable repairs.**

Re-letting Homes Faster

General Needs



15% REDUCTION

Sheltered



40% REDUCTION

Average re-let times have improved over the year, with a 15% reduction in General Needs homes and a 40% reduction in Sheltered housing. This reflects the positive impact of ongoing service improvements and a continued focus on reducing the time homes are empty. We recognise there is still more to do to reduce re-let times further and to ensure performance is consistent across all property types. A key factor influencing re-let times is the condition in which homes are returned. In some cases, properties require significant repairs and refurbishment before they can be made safe and suitable for new tenants.

To address this we have strengthened our approach by:

- Introducing increased recharges where damage and neglect has occurred
- Setting clearer tenancy exit standards, helping tenants understand expectations when leaving a property
- Improved processes to ensure works are identified and completed more efficiently

**This means
empty properties
are made
available quickly
for people who
need them.**



Complaints and Feedback

Complaints help us to understand where current services need to be improved.

Over 700
complaints received

750+ tenants
involved
in four service scrutiny reviews

Getting involved

We are committed to widening opportunities for residents to influence decisions and service improvements.

Thousands of residents helped shape services this year:

- 750+ tenants involved in four service scrutiny reviews
- Feedback surveys
- Neighbourhood focussed events

We also moved to a web-based version of our quarterly Housing Matters newsletter:

- Easier to read on phones and tablets
- Timely access to updates anytime

Common issues that you have told us about include:

- Not doing repairs as quickly as would be expected
- Not keeping you informed about when repairs and other works are being done
- Not being clear about what is happening after you have contacted us about various services

In the year ahead we'll be:

- Publishing flat-block specific newsletters for high-rise residents
- Setting up a Scrutiny Group so residents can review services and suggest improvements
- Running Summer Estate Days where residents, staff and partners come together to tidy shared spaces, share ideas and build community
- Continuing to offer you the opportunity to tell us about your experience as a resident





Your Tenancy and Support

Wherever possible, we support residents to remain living independently in their homes.

Specialist Support Services

This year:

95



Independent Living homes were let



Our teams completed over
24,000 visits



and answered
36,000 calls

These services play a vital role in helping residents live safely and independently in the community.

Resident and Estate Services

This year:



22 tenants

were helped to move
to smaller homes,
releasing larger
family homes

153 tenancy audits

were completed to help identify support
needs and maintain successful tenancies



503

ASB cases handled

How We Tackle Anti Social Behaviour

We recognise that ASB remains a priority concern for residents and we are working with communities and partners to keep neighbourhoods safe and peaceful.

We do this by:

Supporting victims - making sure people affected by ASB get help quickly and feel listened to.

Taking action against offenders - using warnings, agreements and legal powers when behaviour does not improve.

Regularly reviewing how we handle cases - checking our approach so we can respond faster and more effectively.

Assisting the police in criminal cases - sharing information and working together to protect residents.

A recent case shows how this joined-up approach makes a difference. After repeated reports of serious ASB linked to one of our homes, we worked closely with the Police to gather evidence and support the community.

The court first issued a partial closure order, and when problems continued, a full closure order was granted. This meant only authorised people could enter the property for three months, helping restore safety and peace for neighbours.

Last year we:

Responded to and cleared over

750

fly-tipping reports

Took enforcement action against people where evidence allowed, including cost recovery.

Working Together to Prevent Fly-Tipping

Fly-tipping affects everyone and can create fire and health risks, attract pests, and make neighbourhoods look untidy.

By reporting incidents and disposing of waste correctly, residents can help keep neighbourhoods clean and safe.

To report fly-tipping confidentially, please contact the Caretaking Service on 01438 242666.

Bulky Items Collection Service

[Our Bulky Items Collection Service](#) helps residents dispose of large household items such as furniture and white goods responsibly.

Residents can book collections online, helping to reduce fly-tipping and keep neighbourhoods clean and welcoming.



Recycling Improvements for Flat Blocks

This year we supported the expansion of the Council's wider Recycling Improvement Programme by assisting with the roll-out to 74 of our flat blocks that previously had little or no on-site recycling. The programme is adding new recycling bins, clearer signs and better access so more residents can recycle. It also includes work to introduce separate food waste collections and upgrades to community recycling points to help reduce fly-tipping. These improvements follow a successful pilot that increased recycling by 85% in trial blocks and will help even more residents recycle more of their waste.



How Your Rent is Spent

The rent we collect helps us maintain your home and services. It pays for:

- Repairs and maintenance
- Safety checks
- Housing management services

97.59%
rent
was
collected

1,300+
tenants
referred for
financial
support

Support First Approach

We always try to support tenants first through offering:

- Financial advice
- Help with benefits
- Payment support

However:

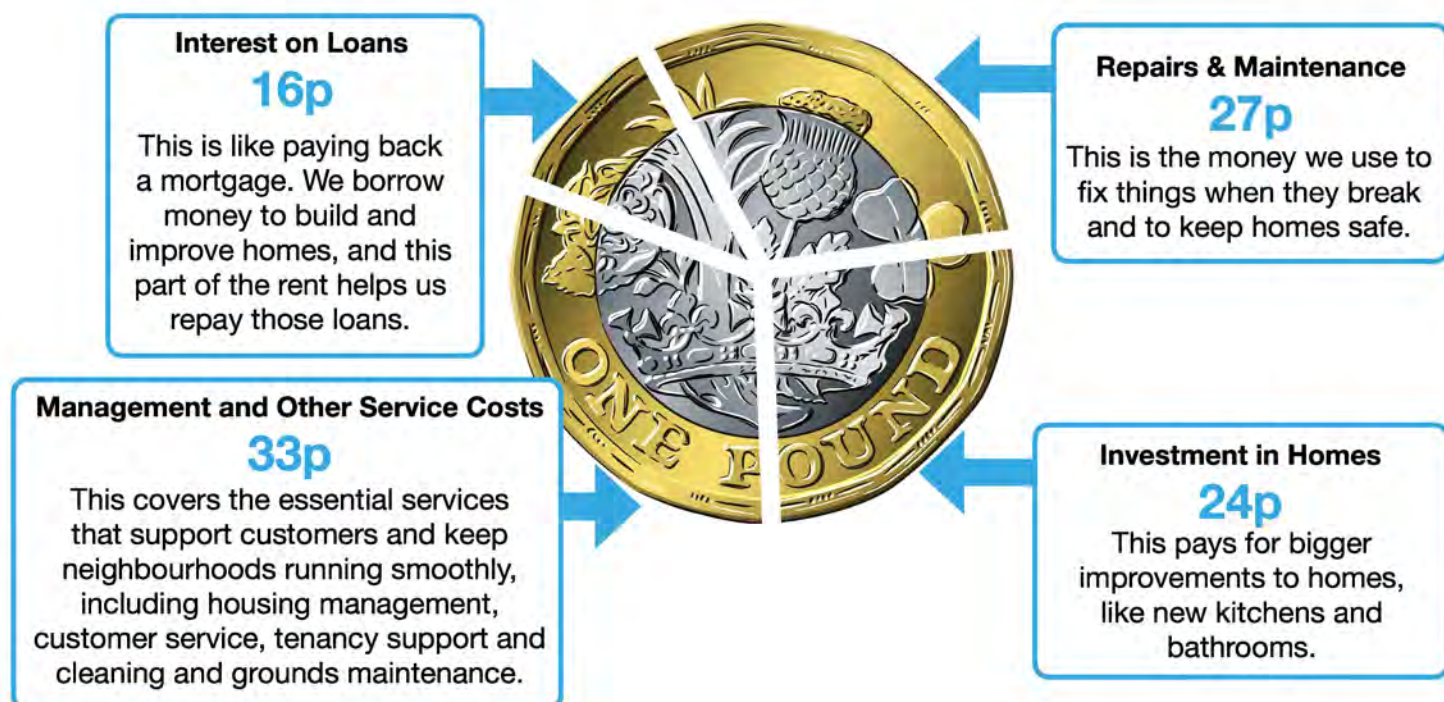
- 9 evictions took place this year due to rent arrears.

The sooner we hear from you, the more we can help.

We encourage early contact so we can help you stay in your home.

Contact us:
01438 242666

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





Leasehold Charges

Leasehold service charges are payments leaseholders make towards the day-to-day upkeep and services for shared areas. Major works charges are costs for bigger repair and improvement works, such as roof, lift, door and window renewal/replacement.

This year we collected:

103.02%

of service charges

this includes payments made by customers who have pre-paid for the year ahead.

72.79%

of major works charges

What's Next

Next year, we will focus on:



Increasing opportunities for resident involvement



Showing clearly how feedback leads to change



Continuing to meet safety standards



Improving the repair's service



Strengthening communication



Contacting Us

Our Customer Service Centre 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
91.67%
of customers
report satisfaction with CSC

We handled
16,696
calls between
April 2025 – March 2026

There are lots of ways to get in touch:

Online at 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. We are open Monday to Friday, 9am-5pm, except bank holidays. To see an advisor, 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

📷 www.instagram.com/stevenageboroughcouncil

📺 www.x.com/stevenageBC

📺 www.youtube.com/user/SBCcomms



Tenant perception survey data measures 2025/26

MANAGEMENT INFO AND PERCEPTION TABLES	Score	% difference from 2024/25
Proportion of respondents who report that they are satisfied with the overall service from their landlord.	68.1%	+1.2%
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	72.4%	+1.6%
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.	67.2%	+2.8%
Proportion of respondents who report that they are satisfied that their home is well maintained.	68.1%	+0.4%
Proportion of respondents who report that they are satisfied that their home is safe.	78.2%	+1.8%
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	57.7%	+2.6%
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	66.6%	+5%
Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	76.9%	+3.6%
Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	34.5%	+0.4%
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	66.2%	+2.2%
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	67.6%	+4.5%
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	61.8%	+3.9%

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



Management Data Measures 2025-26

MANAGEMENT INFO AND PERCEPTION TABLES	Score
BS01: Gas Safety Checks (%)	100
BS02: Fire Safety Checks (%)	100
BS03 - Asbestos safety checks (%)	100
BS04 - Water safety checks (%)	100
BS05 - Lift safety checks (%)	100
CH01 - Complaints relative to the size of the landlord STAGE 1 (per 1000 homes)	75.85
CH01 - Complaints relative to the size of the landlord STAGE 2 (per 1000 homes)	17.41
CH02 - Complaints responded to within Complaint Handling Code timescales STAGE 1 (%)	98.16
CH02 - Complaints responded to within Complaint Handling Code timescales STAGE 2 (%)	94.16
NM01 - Anti-social behaviour cases relative to the size of the landlord Anti-social behaviour cases (per 1000 homes)	19.9
NM01 - Anti-social behaviour cases relative to the size of the landlord Anti-social behaviour cases that involve hate incidents (per 1000 homes)	0.6
RP01 - Homes that do not meet the Decent Homes Standard (%)	1.13
RP02 - Repairs completed within target timescale Non-emergency repairs (%)	95.43
RP02 - Repairs completed within target timescale Emergency repairs (%)	98.76

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