



Resident Engagement Annual Report

2025 / 26



Stevenage
BOROUGH COUNCIL

Annual Review of Resident Engagement and Performance

2025/26

1. Purpose and Regulatory Context

This report provides a structured summary of how the Council as a landlord has met the expectations of the Regulator of Social Housing's Transparency, Influence and Accountability Standard during 2025/26.

It brings together:

- Evidence of resident engagement and consultation
- Improvements to communication and transparency
- Tenant Satisfaction Measure (TSM) results and trend analysis
- How resident feedback has been used to influence decisions and hold services to account

The report is intended to support internal assurance, Board oversight and regulatory compliance, and to demonstrate a clear line of sight between resident voice, service delivery and continuous improvement.

2. Transparency: Providing Clear, Accessible and Timely Information

Regulatory expectation

Registered providers shall take reasonable steps to ensure residents have access to clear, relevant and timely information about landlord services, policies, performance and decision-making.

Key activity and evidence

Resident communications

- The quarterly Housing Matters publication has been maintained throughout the year. During the year the format transitioned from a PDF newsletter to a web-based publication, improving accessibility, reducing data usage and enabling faster publication.
- Housing Matters is emailed to residents, published online and prominently promoted through the Housing Customer Account portal.
- Tenants Annual Report published online, emailed to residents and within Housing Portal.

Targeted and localised communication

- Bespoke newsletters are being developed for high-rise blocks, focusing on block-specific issues such as caretaking, cleaning and building safety.
- Communications for Independent Living Scheme residents are tailored through specialist newsletters and engagement via scheme managers.

Transparency in consultation

- All formal consultations are supported by:
 - Clear explanatory webpages
 - Online surveys
 - Defined consultation periods (typically 28 days)
- Where requested, documents are adapted into easy-read formats, and reasonable adjustments are recorded to support future engagement.

Performance transparency

- Tenant Satisfaction Measures are published annually for tenants and leaseholders.
- Methodology is independently validated and statistically robust, providing confidence in the data as a source of assurance.

3. Influence: Enabling Residents to Shape Decisions and Services

Regulatory expectation

Registered providers shall provide residents with meaningful opportunities to influence landlord strategies, policies and service delivery.

Key activity and evidence

Formal consultations during 2025/26 that included specific residents' consultation included:

- Caretaking and window-cleaning services
- Housing Revenue Account proposals
- Revised re-charges policy (tenants and leaseholders)
- A forthcoming vulnerabilities policy

Engagement levels were strong:

- 206 responses received on service delivery consultations
- 270 responses to the HRA consultation
- 261 responses to the re-charges policy consultation

Consultation outcomes were analysed and formally ensuring resident views informed decision-making.

Inclusive engagement

- Digital engagement is complemented by in-person events and follow-up communications.
- Individual access needs are recorded, supporting proportionate and inclusive engagement.
- A growing database of involved residents is being developed to enable targeted and meaningful involvement.

4. Accountability: Feedback, Scrutiny and Learning

Regulatory expectation

Registered providers shall enable residents to scrutinise services, hold the landlord to account and see how feedback leads to improvement.

Key activity and evidence

Resident engagement events

- Community engagement events were held at Harrow Court, Brent Court and Bedwell.
- Residents were able to raise issues directly with officers, discuss services and express interest in scrutiny activity.
- Follow-up surveys and communications ensured those unable to attend could still participate.

Resident scrutiny and involvement

- Opportunities to join scrutiny and involvement activity are actively promoted.
- Residents expressing interest are supported through:
 - A clear involvement charter
 - Guidance and process notes
 - Access to TPAS for independent training and peer support

Learning from feedback

- Engagement feedback and survey findings are shared with services and as part of the policy development process.
- Feedback is increasingly used alongside performance data to identify improvement priorities and assurance risks.

5. Tenant Satisfaction Measures: Transparency and Assurance

Methodology and credibility

The 2025/26 tenant perception survey was undertaken independently using a robust and compliant methodology:

- 1,006 completed responses from a population of 7,602
- Statistical confidence of $\pm 2.88\%$ (with statutory requirements)
- Telephone and online collection
- Sample confirmed as representative, with no weighting required

This provides confidence that the results accurately reflect tenants' lived experience.

6. Performance Trends and Improvement Over Time

Overall satisfaction (TP01)

Overall satisfaction has improved significantly over the past three years:

- 56.0% in 2023/24
- 66.9% in 2024/25
- 68.1% in 2025/26

This represents a 12-percentage-point increase since 2023/24, demonstrating sustained improvement rather than short-term fluctuation.

While there is some quarterly variability, the underlying trend is positive, with evidence that service improvements are embedding over time. The focus for 2026/27 is on maintaining consistency and moving more tenants from "fairly satisfied" to "very satisfied".

7. Key Strengths Evidenced Through TSMs

Treating tenants fairly and with respect (TP08)

- 76.9% satisfaction (up 3.6%)
- Strong performance against peers and national medians
- Supports assurance around dignity, respect and trust

Home safety (TP05)

- 78.2% satisfaction (up 1.8%)
- Reflects continued compliance and communication around safety responsibilities

Contribution to neighbourhoods (TP11)

- 67.6% satisfaction (up 4.5%)
- Aligns with estate-based engagement, partnership working and local initiatives

Anti-social behaviour handling (TP12)

- 61.8% satisfaction (up 3.9%)
- Demonstrates improving confidence in how ASB is managed and communicated

8. Communication, Trust and Engagement

Keeping tenants informed (TP07)

- 66.6% satisfaction, up 5.0% year on year
- One of the strongest improvements, aligning with changes to communication approaches

Listening and acting on views (TP06)

- 57.7% satisfaction (up 2.6%)
- Identified as one of the strongest drivers of overall satisfaction
- Reinforces the importance of consultations, feedback loops and visible outcomes

These improvements provide quantitative evidence that engagement activity is beginning to translate into improved perceptions of trust and transparency.

9. Repairs and Property Condition: A High-Impact Area

Repairs remain one of the strongest drivers of overall satisfaction:

- Tenants very satisfied with repairs report overall satisfaction of 87.3%
- Tenants very dissatisfied with repairs report overall satisfaction of 34.4%

Performance improved year on year:

- Repairs service overall: 72.4% (+1.6%)
- Speed of repairs: 67.2% (+2.8%)

Maintaining performance in this area is critical to sustaining overall satisfaction gains.

10. Benchmarking and Assurance

Benchmarking shows:

- Performance broadly above peer medians in many areas
- Closer alignment to national medians on safety and respect
- Clear headroom for improvement compared to top quartile landlords

This demonstrates transparency and a realistic understanding of current performance, rather than over-statement, supporting credible regulatory assurance.

11. Closing the Feedback Loop

The organisation recognises that improvement depends on:

1. Collecting feedback
2. Sharing results internally
3. Developing and implementing action plans
4. Feeding outcomes back to residents

The improvement across multiple TSM measures provides early assurance that this cycle is embedding. Planned work for 2026/27 will strengthen this further, particularly around complaint handling and “you said, we did” communication.

12. Conclusion and Assurance

The evidence set out in this report demonstrates that the landlord is meeting the expectations of the Transparency, Influence and Accountability Standard.

In particular:

- Residents are increasingly well-informed and engaged
- There are meaningful opportunities to influence services and policies
- Feedback is used to inform decisions and drive improvement
- Independent performance data shows sustained improvement across key measures

Together, this provides a strong basis for ongoing consumer standards compliance and continued improvement.