

# Cheltenham Borough Council Cabinet Housing Committee

**Meeting date:** 26 November 2025

**Meeting time:** 6.00 pm

**Meeting venue:** Council Chamber - Municipal Offices

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## **Membership:**

Councillor Glenn Andrews, Councillor Flo Clucas, Councillor Jan Foster, Councillor Julian Tooke (Chair) and Councillor Suzanne Williams (Vice-Chair)

Ian Mason (Tenant Representative), Lizzie Mawdsley (Leaseholder Representative) and Agnieszka Wisniewska (Tenant Representative)

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**Contact:** [democraticservices@cheltenham.gov.uk](mailto:democraticservices@cheltenham.gov.uk)  
**Phone:** 01242 264 246

- 1 Apologies**
- 2 Declarations of interest**
- 3 Public and Member Questions**
- 4 Minutes of the last meeting (Pages 3 - 12)**
- 5 CEO/Director Briefing (if required) (Verbal)**
- 6 Rent Setting, Repairs, Empty Homes (Voids) and Recharge Policies (Pages 13 - 102)**
- 7 Compliance Performance data for October 2025 and KPI reporting for Q2 (Pages 103 - 114)**
- 8 Housing Services Health and Safety Report (Pages 115 - 122)**
- 9 Housing Improvement Plan (Pages 123 - 136)**
- 10 6 monthly Tenant Satisfaction Measures (TSM) Tracker Update (Pages 137 - 192)**
- 11 Q2 2025/26 Housing Complaints and Compliments Report (Pages 193 - 210)**
- 12 Updates from the Tenant and Leaseholder Panels (Pages 211 - 212)**
- 13 Review of the Housing Committee Forward Plan (Pages 213 - 214)**
- 14 Items to be referred to Cabinet**
- 15 Briefing Note - Housing Sector Insight (Pages 215 - 220)**

# Cabinet Housing Committee Minutes

Meeting date: 24 September 2025

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**Present:**

**Councillors:**

Glenn Andrews, Dr Cathal Lynch, Julian Tooke (Chair) and Suzanne Williams (Vice-Chair)

**Coopteers:**

Elizabeth Mawdsley, Ian Mason

**Also in attendance:**

**Councillors:**

Rowena Hay

**Officers**

Claire Hughes (Director of Governance, Housing and Communities), Paul Leo (Interim Director Housing Transformation), Olivia Underhill (Customer Services Manager) and Matt Ward (Head of Housing Services)

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## 1 Apologies

Apologies were received from Councillor Flo Clucas, Councillor Jan Foster and Agnieszka Wisniewska.

Councillor Cathal Lynch acted a substitute.

## 2 Declarations of interest

There were none.

## 3 Public and Member Questions

One public question had been submitted; the response was taken as read.

**Question from Mr Gary Clarke**

Will the Housing Committee confirm, with reference to any existing records or policies from 1 January 2020 to the present, whether there are any plans or intentions to package, transfer, or sell any part of the Council's housing stock, including the approximately 4,800 properties managed by Cheltenham Borough Homes, to pension funds, private equity firms, or other third parties? If no such plans exist, will the Committee commit to issuing a formal, public declaration within 30 days, confirming that this housing stock will remain under the Council's direct ownership, control, and management, with no such proposals under consideration? If such plans do exist, what are the specific details of these proposals, including when they were last discussed, and how do they align with the Council's duties under the Housing Act 1985 to manage its housing stock for public benefit?

**Response from Councillor Julian Tooke, Chair of the Cabinet Housing Committee**

Thank you for your enquiry. The Cabinet Housing Committee is not aware of any plans to package, transfer, or sell any part of the Council's housing stock. In line with the Council's Constitution decisions on the disposal or exchange of land or property is reserved for the Cabinet Member (where the value is between £10,000 and £500,000) or the Cabinet as a whole (where the value is over £500,000). As this decision falls outside of the authority of the Committee, it would be inappropriate to issue a formal, public declaration on this matter. You are welcome to write to the Cabinet Member for Housing or submit your question to the full Council.

Mr Clarke was not present to ask a supplementary question.

**4 Appointment of Leasehold Representative**

**Elizabeth Mawdsley was UNANIMOUSLY elected as Leaseholder Representative for the Committee.**

**5 Minutes of the last meeting**

To approve the minutes of the meeting held on 16th July 2025.

**RESOLVED THAT The minutes of the meeting held on 16 July 2025 were signed as a correct record.**

**6 Director Briefing (Verbal)**

**Objective:** An update from the Director of Governance, Housing and Communities on key issues which may be of interest to the Cabinet Housing Committee.

The Director of Governance, Housing and Communities addressed the Committee and highlighted that:



- Five appointments have been made since the Committee last met which will bring structure and balance to the teams after a period of change:
  - Resource Planning Team Leader who will manage the team who allocate jobs and make appointments with customers.
  - Operations Manager Responsive repairs with overall responsibility for the Repairs and Voids Service.
  - Operations Manager Technical Investment who will manage the planned and programmed maintenance.
  - Head of Regulatory Compliance with overall responsibility for all compliance.
  - Project Manager for the Housing Improvement Programme.
- The self-assessment against the Consumer Standards has been completed and has been submitted to the Housing Quality Network who are carrying out an independent review to provide assurance that the approach taken and actions identified are correct. That review will be conducted throughout October and will inform the further development of the housing improvement action plan which will be presented to the Committee and shared with tenants and leaseholders in November.
- The annual report to tenants for 2024/25 will be published online in the next few days. Printed copies will be available at offices and will include information on how you can acquire copies translated into the three most common languages locally for the first time.
- Voids (empty properties) are down 14% since July – there are 118 standard re-let Voids, 15 of these are currently with the letting team, with work ongoing for the remaining 103. On average 20 new Voids are received per month and since April 2025 an additional 118 properties have come through as new Voids. Predominantly Voids are split into two categories being Majors and Minors. Minor Voids are now the focus of an in-house Voids Team who are working at a rate of around 8-10 properties per week. With regards to Major Voids, we now have three active contractors appointed and are starting work on these Voids – 28 are being worked on currently with an expected average conservative turnaround of 8 weeks.

## **7 Proposed Performance Framework and Performance Data for August 2025**

**Objective:** To provide the Committee with key performance information relation to voids, arrears, day to day repairs, ASB and property compliance.

The Director of Governance, Housing and Communities introduced the report and highlighted that it provided a proposed framework to be used moving forwards. She thanked the Governance, Risk and Assurance Manager for her work preparing the framework. She explained that the framework provides a suite of KPIs that will be reported on a monthly basis and shared with the Compliance Monitoring Group which is composed of officers and the Chair of the Cabinet Housing Committee. It also includes how exceptions will be reported.

The Director of Governance, Housing and Communities highlighted the following compliance matters:

- Of the four new high-risk actions reported at 3.1.4, three have now been completed. The remaining outstanding high-risk action will be added to the compartmentation contract which is due to start in mid-October. Five of the seven new medium risk actions have now been completed and we are working with experts to find solutions for the two outstanding, more complicated actions.
- Legacy risk actions are currently still recorded in the old spreadsheet method (new actions have been inputted into a more-automated system that allows reports to be run immediately). Legacy actions have reduced from 49 to 42, as 7 actions relating to fire doors have been completed.
- At the Chair's request a detailed breakdown of risk actions has been included at appendix 5 to show actions by block, what is happening and what mitigations are in place. Actions 1-6, 10, 22, 24 and have now been completed. The report reflects a point in time and will be updated regularly.
- A new scorecard format has also been included to quickly and clearly show where we are compliant, non-compliant and what actions need to be followed up.
- The KPIs included in appendix 6 are being shared with the Committee for the first time. In the future it will move to look more like the scorecard.

The Chair thanked the Compliance Team for the work carried out to ensure that data collection, consistency, and system have improved, providing better reports that are needed for the Committee. Providing better data and processes.

The Committee's discussion raised the following points:

- The fire doors scheduled to be fitted in September have now been fitted.
- An inspection took place at a leaseholder property when it was meant to be limited to tenant properties. The contractor was not aware they were carrying out tests beyond their remits and revealed that fire doors are not compliant, which the leaseholder is now responsible for resolving. There is a consistent theme of blind spots around leaseholders which officers have noted.
- Quality assurance checks will be carried out by the Head of Regulatory Compliance, once they have taken up the post, and the Governance, Risk and Assurance Manager, supported by the council's data analyst. The outcomes of these checks will be shared with the appropriate meeting for scrutiny.
- It was noted that the report shows that arrears are increasing. As mentioned at a recent meeting a lot of tenants are experiencing issues following their migration to Universal Credit and are ending up in arrears despite doing everything right. The arrears position is ahead of target and the arrears are currently lower than the same point last year. Work to do in regards to the report as the correct targets need to be entered, the next report will include these.
- Currently the spike in homelessness applications has not been explored in regards to what is driving the increase. Exceptions will identify issues that can be discussed with managers responsible for that information to explore the matter, ideally this would have happened prior to the meeting. We are currently still streamlining the data collection and reporting process. We will ensure this information is provided by the appropriate manager before the next meeting.

**The Committee UNANIMOUSLY approved the recommended performance framework process and noted the compliance information.**

## 8 Housing Complaints and Compliments Report - Quarter 1

**Objective:** To provide an overview of housing related complaints and compliments, identifying key areas of dissatisfaction and areas for learning and service improvement.

The Customer Services Manager introduced the quarter 1 complaints and compliments report. She noted that nationally complaints numbers have increased, which shows that more tenants are accessing the complaints process. Since the last report to the Committee, the Complaints Handling Code self-assessment has been completed and was compliant in all areas. It has been submitted to the Housing Ombudsman and uploaded on the housing service website. Additional resource has also been recruited within the complaints service to support the Complaints Officer.

The Committee's discussion raised the following points:

- It would be beneficial to provide data over time in the learning framework applied chart to establish whether the figures are improving or worsening. It was noted that results do fluctuate but the team are aware where focus needs to be on improvement.
- It was noted that there had been 12 complaints relating to the quality of work in quarter 1 and concerns were raised that this was due to the absence of routine post-inspections and contractor work not being monitored. It was confirmed that there had been issues with contract management due to resource shortages and a lack of the particular skill set needed to manage contractors. A skills gap analysis is being carried out at the moment. A lot of work has been carried out on how contractors are procured in the last few months to ensure they are appointed through robust processes. For example, the three new contractors appointed recently to work on voids are being given a smaller number of jobs initially to allow an assessment to be carried out of their strengths and issues that need to be addressed. Should significant issues be identified then we may stop using that contractor. The new contracts agree a rate but does not commit the council to a specific number of jobs, they also include a framework for how performance will be monitored.
- It was noted that leaseholders are experiencing similar issues and are being charged for repeated call outs where repairs are not completed and where contractors have not really been fit for their role. The Head of Housing Services will discuss this matter with

the Leasehold Representative to confirm whether they are financially liable where repairs are not completed and how they can ensure they are receiving value for money.

- The importance of complaints was highlighted in driving improvement and holding contractors to account. It was confirmed that a meeting has been held with a contractor to discuss complaints and further meetings are scheduled.
- It was highlighted that repeated visits to repairs without noticeable progress or evidence of work being carried out erodes tenants trust and may make them less likely to engage with the service or ensure the service is good.
- Concern was raised that the service may be being charged for visits where no action is taken.
- It was noted that the numbers in the report tend not to match exactly as the 10-day response target often falls across periods.

## **9 Housing Risk Register**

- 1. Objective:** To review the strategic risks relating to housing from the Council's Risk Register.

The Director of Governance, Housing and Communities introduced the report to the Committee. She highlighted that:

- The score for risk 'CH1 - Housing Revenue Account' has increased to reflect the end of year position reported to the Committee in July.
- The score for risk 'CH3 - Stock Condition Data' has decreased to reflect that over 70% of stock conditions have now been completed. It was noted that outstanding surveys are primarily due to lack of access to properties. Legal advice is currently being sought on how to engage with these tenants. Work is also now being carried out on the data from the surveys to develop the planned maintenance programme.

The Committee's discussion raised the following points:

- It was highlighted that the Leaseholder Panel have raised financial concerns around when fees for large work across properties will fall, particularly in a time of great financial vulnerability. They were assured that engagement activities are planned for both tenants

and leaseholders as the planned maintenance programme is developed.

- Concerns were raised around the conversion of flats back into one property which could impact the housing waiting list. As this related to privately owned properties it was agreed that this did not fall under the remit of the Committee and would instead be discussed at an alternative forum.

## **10 Updates from the Tenant and Leaseholder Panels**

**Objective:** To highlight the ongoing activities of the Tenant and Leaseholder Panels and provide an additional opportunity for tenant and leaseholder voices to be heard.

The leaseholder representative updated the Committee on the recent activity of the Leaseholder Panel, she explained that the key themes that had emerged from their discussions were:

- A focus on repairs and maintenance and concerns around response times, communication received, confusion between tenant and leaseholder properties, and the expectation they must be present with little opportunity to negotiate times.
- Contractor accountability and performance review in terms of responsive maintenance.
- Service charges and transparency around costs and how fees are calculated, especially with cost of living an issue. There is concern around S20 notices for large repairs and a perception that costs are unfairly passed to leaseholders. Whilst this is not the case the costs do often seem incredibly unreasonable in terms of quality and scope of work carried out.
- The Panel would like to see accessible breakdowns of how fees are arrived at with plain English summaries available on request to ensure the wider leaseholder network are able to understand the documents.
- Earlier engagement and understandable timelines around major works and planned maintenance would be useful to allow leaseholders to make informed decisions and reduce the feeling of threat from upcoming fees.
- Communication is a key theme across all these issues, especially as it often seems focused on tenants. There has been inconsistency on how information is received, and it is important

that formats are accessible. A review of communication is scheduled in the future.

The Committee's discussion raised the following points:

- The Leaseholder Representative's comments were welcomed. It was noted that S20 is a legal process that needs to be followed. Work has already been carried out to make the descriptions of service charges more detailed. Officers would like to work with the Leaseholder Forum to review the notices before they are issued and raise observations. The team also encourages leaseholders to contact them and let them know if work isn't carried out or is unsatisfactory, and are happy to offer support through the S20 process. It is hoped that in the future this can be a more proactive offer. An advisory audit of the S20 process is being carried out which should provide recommendations for improving the service.
- Whilst there are observation opportunities, for example in relation to cyclical decoration, it was noted that respondents hadn't heard back within the time frame and the responses eventually received seemed to be dismissive. There is work to be done on improving this observation process.
- It was highlighted how valuable it was to directly hear from leaseholders so that we can adapt services.

## **11 Review of the Housing Committee Forward Plan**

The Housing Committee Forward Plan was noted.

## **12 Items to be referred to Cabinet**

There were none.

## **13 Briefing Note - Housing Sector Insight**

**Objective:** To provide the Committee with an overview of recent developments in the housing sector and provide opportunities for horizon scanning.

The Committee's discussion raised the following points:

- The council are signatories to the remediation acceleration plan for three 11m blocks that have had cladding issues identified. Work has already been carried out to ensure safety but a bid will be put in to fully replace the cladding.





## Cheltenham Borough Council

### Cabinet Housing Committee – 26 November 2025

# Rent Setting, Repairs, Empty Homes (Voids) and Recharge Policies

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#### Accountable member:

Cllr Flo Clucas, Cabinet Member for Housing and Customer Services

#### Accountable officer:

Claire Hughes, Director of Governance, Housing and Communities

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#### Executive summary:

This report brings forward new policies for the following:

- Rent Setting
- Recharges
- Empty Homes (Voids)
- Repairs and Maintenance for Tenanted Properties

#### Recommendations:

The Cabinet Housing Committee recommends that Cabinet approves:

1. The Rent Setting Policy (Appendix 2)
  2. The Recharge Policy (Appendix 5)
  3. The Empty Homes (Voids) Policy (Appendix 8)
  4. The Repairs and Maintenance for Tenanted Properties Policy (Appendix 11)
- 

## 1 Background

1.1 Cheltenham Borough Council (CBC) provides a wide range of local services, including the provision of social housing, maintaining approximately 5,000 domestic properties, communal blocks and schemes.

## Page 14

1.2 As part of our service delivery and the provision of homes it is essential that the council has a robust policy framework in place which clearly sets out to our tenants what they can expect from the council as their landlord.

1.3 This report brings forward a number of new policies for the cabinet housing committee to consider and recommend to cabinet for approval. Each policy is supplemented with a tenant summary.

1.4 All policies have been reviewed by the tenant and leaseholder panels, and their feedback has been incorporated.

### **2 Rent Setting Policy (Appendices 2 – 4)**

2.1 This policy explains how the council sets and reviews rents for its housing stock. It provides information on the difference between social rent and affordable rent and on service charges.

2.2 The policy confirms that rent is charged weekly throughout the year, with four rent free weeks and that rent is payable in advance.

### **3 Recharge Policy (Appendices 5 – 7)**

3.1 This policy provides tenants with information on when they may be recharged for repairs, for example when damaged has been caused to a home or changes have been made without the council's consent. Items which tenants may be recharged for include broken doors or windows, lost keys, unsafe DIY work or rubbish left in the home.

3.2 The policy also provides information on special cases where recharges would not apply, including where damage is a direct result of a crime or domestic abuse.

### **4 Empty Homes (Voids) Policy (Appendices 8 – 10)**

4.1 This policy sets out the council's process for managing empty homes to make sure that they are ready for new tenants quickly, safely and fairly.

4.2 It provides information to tenants on terminating their tenancy and what they can expect during the termination period. It also sets out the council's lettable standard so that tenants know in advance what they can expect from their new home.

4.3 The policy provides KPIs for performance so that the council can measure its performance against the policy standards.

### **5 Repairs and Maintenance for Tenanted Properties Policy (Appendices 11 – 13)**

5.1 This policy sets out the process for repairs and maintenance in the councils tenanted properties. It provides information on how to report repairs, types of repairs, response times and appointment schedules.

5.2 Following feedback from the leaseholder panel it was decided to update this policy to make it applicable to tenants only to avoid confusion between tenant and leaseholder responsibilities. A separate policy for leaseholder repairs and the s20 process is being developed. This will be subject to leaseholder consultation before being brought forward to this committee for consideration in January 2026.

## **6 Equalities Impact Assessments**

6.1 Equalities impact assessments have been completed for each policy and can be found in the appendices

## **7 Key risks**

7.1 Key risks are set out in the risk register at Appendix 1.

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### **Report author:**

Claire Hughes, Director of Governance, Housing and Communities, [claire.hughes@cheltenham.gov.uk](mailto:claire.hughes@cheltenham.gov.uk)

### **Appendices:**

1. Risk Assessment
2. Rent Setting Policy
3. Rent Setting Policy Summary for Tenants
4. Rent Setting Policy Equality Impact Assessment
5. The Recharge Policy
6. The Recharge Policy Summary for Tenants
7. The Recharge Policy Equality Impact Assessment
8. The Empty Homes (Voids) Policy
9. The Empty Homes (Voids) Policy Summary for Tenants
10. The Empty Homes (Voids) Policy Equality Impact Assessment
11. The Repairs and Maintenance for Tenanted Properties Policy
12. The Repairs and Maintenance for Tenanted Properties Policy Summary for Tenants
13. The Repairs and Maintenance for Tenanted Properties Policy Equality Impact Assessment

## Appendix 1: Risk Assessment

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
1	The Council has a legal duty to ensure that properties it manages are safe and comply with all applicable statutory requirements. If the Council fails to adopt clear policies then this could result in ambiguity potentially putting tenants and residents at risk	Director of Governance, Housing and Communities	5	3	15	Reduce	Produce, approve and implement clear and robust policies and associated procedures.	Director of Governance, Housing and Communities	December 2025
2	If the Council does not have clear policies in place or does not comply with the provisions of the policies then there is a risk that the council could be subject to legal and/ or financial risk.	Director of Governance, Housing and Communities	5	3	15	Reduce	Produce, approve and implement clear and robust policies and associated procedures.	Director of Governance, Housing and Communities	December 2025

# Cheltenham Borough Council Rent Setting Policy

## Version control

**Document name:** Rent Setting Policy

**Version:** 2.0

**Responsible officer**

- Talia Izzard, Housing Services Manager
- Matt Ward, Head of Housing Services

**Approved by:**

**Next review date:** September 2028

**Retention period:** 1 year after policy update

## Revision history

Revision date	Version	Description
September 2025	1	New policy
November 2025	2	Enhanced explanation of rent collection over 48 weeks following feedback from Tenant Panel.

## Consultees

### Internal

- Finance Team

### External

- Tenant consultation
- Housing Committee consultation

## Distribution

All employees. Council website.

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## 1. Introduction and purpose of the policy

Local authorities have the power to determine rent levels for their stock providing any Council housing has rents that are aligned with the Regulator for Social Housing's published Rent Standard. Cheltenham Borough Council ('the Council') is committed to providing affordable housing and maintaining the standard of its housing stock for the long-term benefit of residents. The primary source of revenue to achieve this is the Council's housing rental income. The Council understands that some tenants may be on low incomes and therefore seeks to provide accommodation that is affordable to those people whilst also being able to reinvest sufficient funds to maintain and improve its housing stock.

The purpose of this policy is to demonstrate how the Council will calculate, and charge rent for its housing stock.

# Cheltenham Borough Council

## Rent Setting Policy – Summary

### **What is this document about?**

This summary provides an overview of Cheltenham Borough Council's (the Council) Rent Setting Policy for 2025.

### **What is the purpose of the policy?**

The policy explains how the Council sets and reviews rents for its housing stock, ensuring affordability for tenants whilst maintaining property quality.

### **What are the different types of rent?**

- **Social rent:** These rents are based on a government formula that considers property value, size and local income. These rents are subject to an annual increase of CPI plus 1%
- **Affordable rent:** These rents can be up to 80% of market rent, inclusive of service charges. These rents can increase, stay the same or reduce year on year. Tenants offered affordable rent properties undergo checks to ensure they can sustain payments.

### **Service charges**

Additional costs for services like cleaning and lighting are applied for some properties and charged with the rent. These are reviewed annually and must be transparent and reasonable.

### **Rent collection**

Rent is charged weekly throughout the year but there are four rent free weeks. Payment is expected in advance. Support is available for tenants facing financial difficulties.

### **Garage rents**

Rents for garages are charged monthly and reviewed annually. VAT applies to non-tenants.

### **Annual review**

Rent and service charges are reviewed annually, with new charges starting each April. Tenants receive four weeks' notice of any changes.

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# Equality Impact Assessment

## Introduction

An Equality Impact Assessment (EqIA) is a method for assessing the effects or impacts of a council policy or function on removing barriers to equality.

The Equality Act 2010 includes a public sector equality duty which requires public authorities to try and eliminate discrimination; advance equality of opportunity between persons who share a relevant protected characteristic and those who do not share it and promote equality and good relations across a range of protected characteristics.

The protected characteristics are:

Age	Disability	Gender Reassignment
Marriage and civil partnership	Pregnancy and maternity	Race
Religion or belief (including lack of belief)	Sex	Sexual orientation

An EqIA should be completed with the full range of protected characteristics considered during the initial stages of developing new strategies, policies, functions or services, prior to starting a procurement exercise and before decisions are made.

Examples of when an EqIA should be completed are:

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>Any proposals to introduce or add to a service</li> </ul>     | <ul style="list-style-type: none"> <li>Any proposals to adopt policy priorities, strategies and plans</li> </ul>                               |
| <ul style="list-style-type: none"> <li>Any proposals to remove, reduce or alter a service</li> </ul> | <ul style="list-style-type: none"> <li>Changes to staffing structure where groups of employees are likely to be negatively affected</li> </ul> |
| <ul style="list-style-type: none"> <li>Any new policies or changes to policies</li> </ul>            | <ul style="list-style-type: none"> <li>Any proposals in relation to procured or commissioned services</li> </ul>                               |

## Stage 1 - Equality Screening

Whenever a policy/service or function is reviewed, changed, developed or removed an initial equality impact assessment stage 1 will need to be undertaken. This is a screening template and will help establish whether a full assessment is needed. This should be done at an early stage of the process so that it is part of policy development.

## Stage 2 – Equality Impact Assessment

This is the full EqIA and seeks to identify the equality considerations that have been taken into account including any mitigating actions proposed and ensures decisions are based on evidence. The EqIA will need to be agreed with the appropriate Head of Service or Director and should be included on the decision making report, along with commentary on the assessment in the main body of the report.

**STAGE 1 – Equality Screening****1. Identify the policy, project, function or service change****a. Person responsible for this EqIA**

Officer responsible: Talia Izzard

Service Area: Housing Services

Title: Housing Services Manager

Date of assessment: 05/11/25

Signature: *Talia Izzard***b. Is this a policy, function, strategy, service change or project?**

Policy

If other, please specify:

**c. Name of the policy, function, strategy, service change or project**

Rent Setting Policy

Is this new or existing?

New or proposed

**Please specify reason for change or development of policy, function, strategy, service change or project**

The policy has been developed to demonstrate how the Council will calculate, and charge rent for its housing stock.

**d. What are the aims, objectives and intended outcomes and who is likely to benefit from it?**

Aims:

The aim of this policy is to ensure that the Council's process for setting and charging rents is fair, transparent and meets all legal obligations.

Objectives:

The policy will:

- Depict how rents will be set, charged and reviewed (including rent increases) for all properties, for both new and existing tenancies
- Demonstrate that the Council calculates, charges and maintains rent in accordance with the Regulator of Social Housing's Rent Standard and other relevant legislation
- Ensure rent charges remain affordable for the Council's tenants

Outcomes:

1. Tenants will be aware of how their rent is calculated and set, both at the beginning of their tenancy and when the rent charge is reviewed annually.
2. Viability and financial stability of the HRA will be ensured through maintaining sufficient rental income.
3. The Council will be able to maintain a good standard of housing stock and plan for future investment through sufficient rental income

Benefits:	<ol style="list-style-type: none"> <li>1. This policy should offer assurance to tenants that the process for setting and charging rents is fair and meets all legal obligations.</li> <li>2. Employees of the Council can utilise this policy to ensure correct processes are ensued when setting rents.</li> </ol>
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e. What are the expected impacts?	
Are there any aspects, including how it is delivered or accessed, that could have an impact on the lives of people, including employees and customers.	No
Do you expect the impacts to be positive or negative?	No impact expected
Please provide an explanation for your answer:	
This policy will determine how rent is set and charged, and as such how much rent tenants are expected to pay for their properties. Whilst this could be considered to have a possible impact on some, the process for rent setting is governed by legislative guidance that must be adhered to and is therefore conducted in a transparent, fair and uniform manner for all properties.	

**If your answer to question e identified potential positive or negative impacts, or you are unsure about the impact, then you should carry out a Stage Two Equality Impact Assessment.**

f. Identify next steps as appropriate	
Stage Two required	No
Owner of Stage Two assessment	
Completion date for Stage Two assessment	

**Please forward this completed form to [add email address] and move on to Stage 2 if required.**

## STAGE 2 – Full Equality Impact Assessment

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### 2. Engagement and consultation

The best approach to find out if a policy etc, is likely to impact positively or negatively on equality groups is to look at existing research, previous consultation recommendations, studies or consult with representatives of those equality groups.

#### a. Research and evidence

List below any data, consultations (previous, relevant, or future planned), or any relevant research, studies or analysis that you have considered to assess the policy, function, strategy, service change or project for its relevance to equality.


#### b. Consultation

Has any consultation be conducted?

Choose an item.

Describe the consultation or engagement you have conducted or are intending to conduct. Describe who was consulted, what the outcome of the activity was and how these results have influenced the development of the strategy, policy, project, service change or budget option.

If no consultation or engagement is planned, please explain why.

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### 3. Assessment

#### a. Assessment of impacts

For each characteristic, please indicate the type of impact (positive – contributes to promoting equality or improving relations within an equality group, neutral – no impact, negative – could disadvantage them).

Please use the description of impact box to explain how you justify the impact and include any data and evidence that you have collected from surveys, performance data or complaints to support your proposed changes

DRAFT

Protected Characteristic	Specific Characteristic	Impact	Description of impact	Mitigating Action
<b>AGE</b>	Older people (60+)	Choose an item.		
	Younger People (16-25)	Choose an item.		
	Children (0-16)	Choose an item.		
<b>DISABILITY</b> A definition of disability under the Equality Act 2010 is available <a href="#">here</a> .  <i>See also carer responsibilities under other considerations.</i>	Physical disability	Choose an item.		
	Sensory Impairment (sight, hearing)	Choose an item.		
	Mental health	Choose an item.		
	Learning Disability	Choose an item.		
<b>GENDER REASSIGNMENT</b>		Choose an item.		
<b>MARRIAGE &amp; CIVIL PARTNERSHIP</b>	Women	Choose an item.		
	Men	Choose an item.		
	Lesbians	Choose an item.		
	Gay Men	Choose an item.		
<b>PREGNANCY &amp; MATERNITY</b>	Women	Choose an item.		
<b>RACE*</b> Further information on the breakdown below each of these headings, is available <a href="#">here</a> .	White	Choose an item.		
	Mixed or multiple ethnic groups	Choose an item.		
	Asian	Choose an item.		

For example Asian, includes Chinese, Pakistani and Indian etc	African	Choose an item.		
	Caribbean or Black	Choose an item.		
		Choose an item.		
<b>RELIGION &amp; BELIEF**</b> A list of religions used in the census is available <a href="#">here</a>	See note	Choose an item.		
<b>SEX (GENDER)</b>	Men	Choose an item.		
	Women	Choose an item.		
	Trans Men	Choose an item.		
	Trans Women			
<b>SEXUAL ORIENTATION</b>	Heterosexual	Choose an item.		
	Lesbian	Choose an item.		
	Gay	Choose an item.		
	Bisexual/Pansexual	Choose an item.		
<b>Other considerations</b>				
<b>Socio-economic factors</b> (income, education, employment, community safety & social support)		Choose an item.		
<b>Rurality</b> i.e. access to services; transport; education; employment; broadband		Choose an item.		
<b>Other (e.g. caring responsibilities)</b>		Choose an item.		

\* To keep the form concise, race has not been included as an exhaustive list, please augment the list above where appropriate to reflect the complexity of other racial identities.

\*\* There are too many faith groups to provide a list, therefore, please input the faith group e.g. Muslims, Buddhists, Jews, Christians, Hindus, etc. Consider the different faith groups individually when considering positive or negative impacts. A list of religions in the census is available [here](#)

DRAFT



#### 4. Outcomes, Action and Public Reporting

a. Please list the actions identified through the evidence and the mitigating action to be taken.

Action	Target completion date	Lead Officer

b. Public reporting

All completed EqIA's are required to be publicly available on the Council's website once they have been signed off. EqIA's are also published with the papers for committee and full council decisions.

Please send completed EqIA's to [email address]

#### 5. Monitoring outcomes, evaluation and review

The Equalities Impact Assessment is not an end in itself but the start of a continuous monitoring and review process. The relevant Service or Lead Officer responsible for the delivery of the policy, function or service change is also responsible for monitoring and reviewing the EqIA and any actions that may be taken to mitigate impacts.

Individual services are responsible for conducting the impact assessment for their area, staff from Corporate Policy and Governance will be available to provide support and guidance, please email xxxx if you have any questions.

#### 6. Change log

Name	Date	Version	Change

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# Cheltenham Borough Council

## Recharge Policy

### Version control

**Document name:** Recharge Policy

Version: 2.0

Responsible officer

- Talia Izzard, Housing Services Manager

Approved by:

Next review date: September 2028

Retention period: 1 year after policy update

### Revision history

Revision date	Version	Description
September 2025	1	New policy
November 2025	2	Amendments made to mitigating circumstances and inclusion of section on damage caused by the Council following feedback from Tenant Panel.

### Consultees

#### Internal

- Housing Services division

#### External

- Tenant consultation
- Housing Committee consultation

### Distribution

Employees within the Housing Services division. Council website.

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## 1. Introduction and purpose of the policy

Cheltenham Borough Council ('the Council') is committed to ensuring that all its properties are high quality, safe and well-maintained. Whilst the Council acknowledges that most of its tenants will maintain their homes to a good standard, instances of wilful damage and neglect do sometimes occur, and the cost of such repairs will be considered rechargeable. The costs recovered from these recharges will be reinvested back into the Council's housing service to help provide long lasting homes for its tenants.

This policy outlines how the Council will identify, determine and recover the cost of repairs that are not covered by the right to repair clause in the tenancy agreement. Repairs will be deemed rechargeable when:

- The repair is the responsibility of the tenant
- Damage to a property belonging to the Council is not attributed to wear and tear and is instead deemed to be wilful, or caused by neglect, misuse or abuse by the tenant, their family or visitors to the property

- The repair is required when moving out of a property to bring it to an acceptable standard

## 2. Aims and scope of the policy

This policy will ensure the charging and collection of rechargeable repairs is undertaken in a fair, effective and transparent manner, with any recovered expenditure being reinvested back into the housing service.

To achieve this, this policy will:

- Provide clear guidelines on what repairs the Council will recharge for, and under what circumstances recharges will apply
- Explain how recharges are calculated, raised and collected – including the actions to be taken if a recharge is not paid
- Ensure that existing housing stock is maintained and preserved to acceptable standards through the reinvestment of recharge costs

This policy applies to existing and former tenants of the Council.

## 3. Legislation and guidance

The Council's tenancy agreement forms the basis for this policy. Upon signing, the tenant takes responsibility for any damage caused by themselves, any member of their household or any visitor to the property and agrees to pay any costs reasonably incurred by the Council in carrying out the repair works. Furthermore, it is noted in the tenancy agreement that any property alterations carried out without consent and approval from the Council will be recharged in instances where remedial work is required.

## 4. Identification of recharges

Rechargeable works are most commonly identified and categorised in two main ways:

1. Through a customer reporting a repair, or one of the Council's repairs operatives or contractors attending the property. Assessment of the type of repair needed, the cause of the damage and the circumstances surrounding the repair will help the Council determine whether the repair is rechargeable or not. Repairs of this nature are referred to as **rechargeable repairs**.
2. At a pre-termination visit or void inspection. These visits are undertaken by the Council's repairs operatives either prior to a tenancy terminating, or immediately after a termination. The Council's repairs operatives will identify whether any remedial works are required to the property to bring it up to a suitable standard to re-let. These repairs are rechargeable, are referred to as **void recharges** and are the responsibility of the former tenant.

On occasion a recharge may be identified through a third party attending the property, such as the Police or Social Services. This would be reported into the Council who would then follow this policy to raise and issue the repair/invoice.

#### **4.1 Rechargeable repairs**

When the Council is made aware of a necessary property repair, whether directly through a tenant, or via a repairs operative or contractor, they aim to determine at the earliest opportunity whether this repair is the responsibility of the tenant and therefore rechargeable, and if so the costings of this. This will then be relayed to the tenant before any repair work commences.

The Council is responsible for maintenance and repair work to the structure, fixtures and fittings of their properties. However, any wilful, accidental or negligent damage will be recharged. For example, lock changes, replacing smashed glass and replacing a toilet seat. In addition, any alterations made to the property by the tenant that have not been pre-approved by the Council are also deemed rechargeable. Examples of such alterations are outlined in the tenancy agreement and include things such as fitting a shower, installing a new kitchen or bathroom, removing walls and making changes to fixtures and fittings e.g. taps. There are further examples of which repairs are the tenant's responsibility and which are the Council's in the Tenant Handbook.

All tenants have the option to carry out repairs that are their responsibility themselves, however if this work is not done to an acceptable standard then the Council will undertake remedial works and this will be recharged to the tenant.

Photographs should be taken of the repair work required and used as supporting evidence for any recharges.

#### **4.2 Void recharges**

When a tenant vacates their property, any repair work required to return the property to an acceptable and appropriate standard will also be recharged – these are specifically referred to as 'void recharges.'

Prior to tenancy termination, a tenant can arrange for a representative of the Council to undertake a pre-termination inspection. The aim of this inspection is to identify any aspects of disrepair which would be the tenant's responsibility, and therefore rechargeable if not rectified before the end of the tenancy. This provides the tenant with an opportunity to remedy the damage/defects prior to the end of their tenancy and avoid recharges – however, if they do not do so, then void recharges will be issued following the end of their tenancy. All properties are void inspected (post termination when the property is empty) so even those where a pre-termination inspection has not taken place will be assessed for rechargeable repairs at the end of the tenancy period.

Common void recharges include:

- Repairs due to deliberate damage or neglect to the external and internal fabric of the building, including walls and fences (e.g. damage to internal doors, kitchen units or glass)
- Inappropriate use of fixtures and fittings
- Repairs due to unauthorised/unsafe tenant improvements
- Lock changes due to keys not being returned upon tenancy termination
- Clearance of rubbish from properties and gardens
- Removal of sheds/outhouses/other structures not approved by, or provided by the Council

#### **4.3 Out of hours call outs**

Repairs can be reported to the Council through their contact centre, which is open Monday to Friday 9am to 5pm. Should a tenant have an emergency repair outside of these hours, this can be reported through the Council's out of hours service. This service is however for emergency repairs only and as such the cost of the call out can be recharged to the tenant if it is deemed upon arrival that the repair is not an emergency and/or the tenant is misusing the service.

#### **4.4 Damage caused by the Council**

There may be rare occasions whereby damage to a property is caused inadvertently by the Council, most likely in cases of an emergency. In these instances, whether there is a recharge or not would be dependent upon the circumstances preceding the damage and therefore each case would be assessed on its own merit.

For example, if the Council needed to force entry into a property due to safeguarding or welfare concerns then it is very likely that there would be no recharge after the case has been assessed, however if the Council needed to force entry to fix a leak as there had been no successful communication with the tenant, and the leak was entering the property below, then it is more than likely that there would be a recharge for gaining entry alongside the necessary repairs to fix the leak. In both instances before determining a recharge the case would be fully investigated, including a review of previous repair history.

### **5. Mutual exchanges**

Prior to a mutual exchange taking place, both properties will be inspected by the Council. Any rechargeable repairs that are identified must be completed and paid for before final authorisation will be given for the mutual exchange to go ahead.

## **6. Mitigating circumstances**

The Council acknowledges that there may be circumstances under which it is not appropriate to recharge for a repair after additional information has been obtained from the tenant or third party. Some examples are listed below:

- Repairs caused as a result of a crime, for example burglary, will not be recharged for providing the crime has been reported to the Police, a Police incident number has been obtained and provided to the Council and there is a satisfactory history of repairs at the property
- Repairs to damage caused as a result of domestic abuse
- Repairs where a tenant's mental or physical health, or age may have been a contributing factor to needing the repair, or where these factors inhibit them from carrying out repair work themselves

As such, each case will be investigated on an individual basis, previous repair history will be reviewed and discretion may be utilised to waive the recharge in part or full if deemed appropriate. Any balance that is waived will be written off following authorisation from the Council's Housing Services Manager and/or Head of Housing Services.

## **7. Recharges raised against an estate**

There may be occasions where a recharge arises following a tenant passing away. In this instance, the invoice will be raised and issued to the next of kin. The next of kin will be asked to make payment to clear the recharge from the estate, or to advise the Council in writing if there are no such funds to do so to initiate the recharge being written off.

## **8. Disputes**

Both current and former tenants have the right to dispute a rechargeable repair or void recharge. The Council's Income team will thoroughly investigate any disputes, including any evidence provided by the tenant to support their dispute. If a decision is made in favour of the tenant then the recharge can be waived in part or full, and the appropriate balance will be written off by the Council. If a decision is made that the recharge stands the tenant will be asked to clear the outstanding balance in full, or to make a suitable repayment plan. Should a tenant not be happy with the outcome of their dispute then they have the right to utilise the Council's complaint process.

## **9. Calculation and payment of recharges**

The Council uses the National Schedule of Rates (version 8), which is a recognised standard within the industry, to determine rechargeable repair costs. This ensures a fair and consistent process based on pre-determined pricing.



When a repair is identified as being rechargeable, the tenant will be notified of this immediately and where possible, an expected recharge amount will be given. Upon completion of a rechargeable repair an invoice will be raised by the Council and posted to the tenant. The invoice will set out that payment is required in full within 14 working days otherwise contact should be made with the Council's Income Team to secure an appropriate payment arrangement. Details of how to pay by bank are provided on the invoice.

### **9.1 Debt prioritisation**

In instances where a tenant has other priority debts owing to the Council i.e. rent, court costs and former tenancy arrears, collection of recharges will come second to these unless payment to recharges is explicitly requested by the tenant, or a specific arrangement has been made.

### **9.2 Unpaid recharges**

All outstanding rechargeable repair and void recharge costs, including those with secure payment arrangements in place, will be monitored by the Council's Income team to ensure the outstanding costs are cleared as quickly as possible. If a recharge remains unpaid after the invoice is issued, or if a payment arrangement is broken, then the Council's Income team will pursue recovery through the steps outlined in the Council's Rechargeable Repairs Procedure. This will include legal methods of enforcement where appropriate.

If a tenant has any outstanding unpaid rechargeable repairs then the Council may make the decision not to undertake any further non-emergency repairs at the property until the outstanding debt has been paid. Emergency and external repairs will still take place.

## **10. Tracing**

If a former tenant has outstanding recharges and a forwarding address is not known, the Council's Income Team will try two tracing attempts. If both tracing attempts are unsuccessful and no forwarding information can be obtained then the outstanding debt should be recommended for write off.

## **11. Review**

This policy will be reviewed every three years, unless legislative or regulatory changes require an earlier review.

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# Cheltenham Borough Council

## Recharge Policy – Tenant Summary

### **What is this document about?**

This summary explains which repairs Cheltenham Borough Council (the Council) will recharge you for, how you can pay and what to do if you do not agree with the charge.

### **What is this policy about?**

Sometimes tenants cause damage to their homes. If the damage is not normal wear and tear, the Council may ask the tenant to pay for the repairs. This is called a recharge.

### **When might you have to pay?**

- You or someone in your home damages the property
- You make changes to your home without asking the Council first
- You leave the property in poor condition when you move out
- You call the emergency repair service when it's not a real emergency

### **Examples of things you might pay for:**

- Broken doors, windows or toilet seats
- Lost keys or lock changes
- Rubbish left in the home or garden
- Unsafe DIY work (for example fitting a shower or removing walls)

### **What if you're moving out?**

Before you leave, the Council can check your home. If repairs are needed and you do not fix them to a good standard, you may be charged.

### **Special cases (you might not have to pay):**

- If the damage was caused by a crime (like burglary) and you report it to the Police
- If the damage was caused by domestic abuse
- If your health or age makes it hard for you to do repairs yourself

### **How do you pay?**

The Council will send you a bill. You should pay within 14 days or contact the Income Team to make a payment plan.

**What if you do not agree with the charge?**

You can tell the Council. They will look at your case and decide if the charge is fair. If they decide it is not, they may cancel it.

**Who can you contact if you need help or more information?**

If you need further information or any support please contact the Council's Income Team:

- Telephone – 0800 408 0000
- Email – [incometeam@cheltenham.gov.uk](mailto:incometeam@cheltenham.gov.uk)
- Website – [Cheltenham.gov.uk](http://Cheltenham.gov.uk)

# Equality Impact Assessment

## Introduction

An Equality Impact Assessment (EqIA) is a method for assessing the effects or impacts of a council policy or function on removing barriers to equality.

The Equality Act 2010 includes a public sector equality duty which requires public authorities to try and eliminate discrimination; advance equality of opportunity between persons who share a relevant protected characteristic and those who do not share it and promote equality and good relations across a range of protected characteristics.

The protected characteristics are:

Age	Disability	Gender Reassignment
Marriage and civil partnership	Pregnancy and maternity	Race
Religion or belief (including lack of belief)	Sex	Sexual orientation

An EqIA should be completed with the full range of protected characteristics considered during the initial stages of developing new strategies, policies, functions or services, prior to starting a procurement exercise and before decisions are made.

Examples of when an EqIA should be completed are:

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>Any proposals to introduce or add to a service</li> </ul>     | <ul style="list-style-type: none"> <li>Any proposals to adopt policy priorities, strategies and plans</li> </ul>                               |
| <ul style="list-style-type: none"> <li>Any proposals to remove, reduce or alter a service</li> </ul> | <ul style="list-style-type: none"> <li>Changes to staffing structure where groups of employees are likely to be negatively affected</li> </ul> |
| <ul style="list-style-type: none"> <li>Any new policies or changes to policies</li> </ul>            | <ul style="list-style-type: none"> <li>Any proposals in relation to procured or commissioned services</li> </ul>                               |

## Stage 1 - Equality Screening

Whenever a policy/service or function is reviewed, changed, developed or removed an initial equality impact assessment stage 1 will need to be undertaken. This is a screening template and will help establish whether a full assessment is needed. This should be done at an early stage of the process so that it is part of policy development.

## Stage 2 – Equality Impact Assessment

This is the full EqIA and seeks to identify the equality considerations that have been taken into account including any mitigating actions proposed and ensures decisions are based on evidence. The EqIA will need to be agreed with the appropriate Head of Service or Director and should be included on the decision making report, along with commentary on the assessment in the main body of the report.

**STAGE 1 – Equality Screening****1. Identify the policy, project, function or service change****a. Person responsible for this EqIA**

Officer responsible: Talia Izzard

Service Area: Housing Services

Title: Housing Services Manager

Date of assessment: 05/11/25

Signature: *Talia Izzard***b. Is this a policy, function, strategy, service change or project?**

Policy

If other, please specify:

**c. Name of the policy, function, strategy, service change or project**

Recharge Policy

Is this new or existing?

New or proposed

**Please specify reason for change or development of policy, function, strategy, service change or project**

The policy has been developed to outline how the Council will identify, determine and recover the cost of repairs that are not covered by the right to repair clause in the tenancy agreement.

**d. What are the aims, objectives and intended outcomes and who is likely to benefit from it?**

Aims:

The aim of this policy is to ensure the charging and collection of rechargeable repairs is undertaken in a fair, effective and transparent manner, with any recovered expenditure being reinvested back into the housing service.

Objectives:

The policy will:

- Provide clear guidelines on what repairs the Council will recharge for, and under what circumstances recharges will apply
- Explain how recharges are calculated, raised and collected – including the actions to be taken if a recharge is not paid

Outcomes:

1. Tenants will be informed as to what repairs are the responsibility of the Council, what repairs are their responsibility and as such are rechargeable, and what mitigating circumstances may result in charges being waived.
2. Employees of the Council will be able to utilise the policy to identify when a repair should be recharged and under what circumstances a recharge may be waived.

	3. The Council will be able to ensure that existing housing stock is maintained and preserved to acceptable standards through the reinvestment of recharge costs.
Benefits:	<p>1. This policy should offer assurance to tenants that the Council is committed to ensuring all its properties are high quality, safe and well-maintained and as such will recharge tenants who cause any wilful damage or neglect. The costs recovered from these recharges will then be reinvested back into the Council's housing service to help provide long lasting homes.</p> <p>2. Employees of the Council can utilise this policy when determining whether a repair is rechargeable to ensure fairness and transparency.</p>

**e. What are the expected impacts?**

Are there any aspects, including how it is delivered or accessed, that could have an impact on the lives of people, including employees and customers.

**Yes**

Do you expect the impacts to be positive or negative?

**Unsure**

Please provide an explanation for your answer:

This policy acts as a standard to determine whether a repair is rechargeable or not, as well as indicating what could be considered as mitigating circumstances. Some tenants may view this to have a positive impact as it could be seen to improve the condition of the Council's housing stock through deterring people to cause wilful or neglectful damage, or to make unauthorised adaptations whilst also recognising circumstances whereby damage occurs through no fault of the tenant. However, for others it could be seen to have a negative impact as there will be tenants who are recharged for damage they have caused, and this could happen on numerous occasions if damage is repeated.

**If your answer to question e identified potential positive or negative impacts, or you are unsure about the impact, then you should carry out a Stage Two Equality Impact Assessment.**

**f. Identify next steps as appropriate**

Stage Two required

**Yes**

Owner of Stage Two assessment

**Talia Izzard**

Completion date for Stage Two assessment

**05/11/25**

**Please forward this completed form to [add email address] and move on to Stage 2 if required.**

## 2. Engagement and consultation

The best approach to find out if a policy etc, is likely to impact positively or negatively on equality groups is to look at existing research, previous consultation recommendations, studies or consult with representatives of those equality groups.

### a. Research and evidence

List below any data, consultations (previous, relevant, or future planned), or any relevant research, studies or analysis that you have considered to assess the policy, function, strategy, service change or project for its relevance to equality.


### b. Consultation

Has any consultation be conducted?

**Yes**

Describe the consultation or engagement you have conducted or are intending to conduct. Describe who was consulted, what the outcome of the activity was and how these results have influenced the development of the strategy, policy, project, service change or budget option.

If no consultation or engagement is planned, please explain why.

This policy has been reviewed by the Tenant Panel who were positive about the policy and felt that it was clear, well-structured and easy to understand. Members of the panel appreciated that the document clearly explained what a recharge is, when tenants might be expected to pay and what steps could be taken if they disagree with a charge. The Tenant Panel felt that the examples provided were helpful for residents and that the inclusion of mitigating circumstances, including examples, shows a fair and considerate approach to recharging.

The Tenant Panel did ask what happens if the Council itself causes damage to a property, for example in cases of an emergency. In acknowledgement of this, an additional section was created in the policy to outline this including examples.



### 3. Assessment

#### a. Assessment of impacts

For each characteristic, please indicate the type of impact (positive – contributes to promoting equality or improving relations within an equality group, neutral – no impact, negative – could disadvantage them).

Please use the description of impact box to explain how you justify the impact and include any data and evidence that you have collected from surveys, performance data or complaints to support your proposed changes

DRAFT

Protected Characteristic	Specific Characteristic	Impact	Description of impact	Mitigating Action
<b>AGE</b>	Older people (60+)	Low negative	Older people may be negatively impacted by this policy as they could be less able to carry out repairs themselves and as such be recharged for them by the Council.	Tenants have the right to dispute a rechargeable repair. The Council's Income team will thoroughly investigate any disputes, including mitigating circumstances and previous repair history to come to an informed conclusion. Age will be considered as a mitigating factor where it may have contributed to needing the repair, or where age inhibits a tenant from carrying out repair work themselves. All cases are investigated on an individual basis and discretion may be utilised to waive the recharge in part or full if deemed appropriate. The policy outlines this in full.
	Younger People (16-25)	Neutral		
	Children (0-16)	Neutral		
<b>DISABILITY</b> A definition of disability under the Equality Act 2010 is available <a href="#">here</a> .  <i>See also carer responsibilities under other considerations.</i>	Physical disability	Low negative	Tenants with a physical disability may be negatively impacted by this policy as their physical disability could be a contributing factor in rechargeable damage being caused and/or they could be less able to carry out repairs themselves and as such be recharged for them by the Council.	Tenants have the right to dispute a rechargeable repair. The Council's Income team will thoroughly investigate any disputes, including mitigating circumstances and previous repair history to come to an informed conclusion. Physical disability will be considered as a mitigating factor where it

				may have contributed to needing the repair, or where a physical disability inhibits a tenant from carrying out repair work themselves. All cases are investigated on an individual basis and discretion may be utilised to waive the recharge in part or full if deemed appropriate. The policy outlines this in full.
	Sensory Impairment (sight, hearing)	Low negative	Tenants with a sensory impairment may be negatively impacted by this policy as they could be less able to carry out repairs themselves and as such be recharged for them by the Council.	Tenants have the right to dispute a rechargeable repair. The Council's Income team will thoroughly investigate any disputes, including mitigating circumstances and previous repair history to come to an informed conclusion. Sensory impairment will be considered as a mitigating factor where it may have contributed to needing the repair, or where sensory impairment inhibits a tenant from carrying out repair work themselves. All cases are investigated on an individual basis and discretion may be utilised to waive the recharge in part or full if deemed appropriate. The policy outlines this in full.
	Mental health	Low negative	Tenants with mental health may be negatively impacted by this policy as their mental health could be a contributing factor in rechargeable	Tenants have the right to dispute a rechargeable repair. The Council's Income team will thoroughly investigate any

			damage being caused and/or they could be less able to carry out repairs themselves and as such be recharged for them by the Council.	disputes, including mitigating circumstances and previous repair history to come to an informed conclusion. Mental health will be considered as a mitigating factor where it may have contributed to needing the repair, or where mental health inhibits a tenant from carrying out repair work themselves. All cases are investigated on an individual basis and discretion may be utilised to waive the recharge in part or full if deemed appropriate. The policy outlines this in full.
	Learning Disability	Low negative	Tenants with a learning disability may be negatively impacted by this policy as their learning disability could be a contributing factor in rechargeable damage being caused and/or they could be less able to carry out repairs themselves and as such be recharged for them by the Council.	Tenants have the right to dispute a rechargeable repair. The Council's Income team will thoroughly investigate any disputes, including mitigating circumstances and previous repair history to come to an informed conclusion. Learning disabilities will be considered as a mitigating factor where it may have contributed to needing the repair, or where a learning disability inhibits a tenant from carrying out repair work themselves. All cases are investigated on an individual basis and discretion may be utilised to waive the recharge

				in part or full if deemed appropriate. The policy outlines this in full.
<b>GENDER REASSIGNMENT</b>		Neutral		
<b>MARRIAGE &amp; CIVIL PARTNERSHIP</b>	Women	Neutral		
	Men	Neutral		
	Lesbians	Neutral		
	Gay Men	Neutral		
<b>PREGNANCY &amp; MATERNITY</b>	Women	Neutral		
<b>RACE*</b> Further information on the breakdown below each of these headings, is available <a href="#">here</a> . For example Asian, includes Chinese, Pakistani and Indian etc	White	Neutral		
	Mixed or multiple ethnic groups	Neutral		
	Asian	Neutral		
	African	Neutral		
	Caribbean or Black	Neutral		
		Neutral		
<b>RELIGION &amp; BELIEF**</b> A list of religions used in the census is available <a href="#">here</a>	See note	Neutral		
<b>SEX (GENDER)</b>	Men	Neutral		
	Women	Neutral		

<b>SEXUAL ORIENTATION</b>	Trans Men	Neutral		
	Trans Women	Neutral		
	Heterosexual	Neutral		
	Lesbian	Neutral		
	Gay	Neutral		
	Bisexual/Pansexual	Neutral		
<b>Other considerations</b>				
<b>Socio-economic factors</b> (income, education, employment, community safety & social support)		Negative	Tenants on a low income could be negatively impacted by this policy due to being recharged for any wilful or neglectful damage.	If a tenant is recharged but does not have the financial means to pay the outstanding balance in full then a payment arrangement can be made. The policy outlines this in full.
<b>Rurality</b> i.e. access to services; transport; education; employment; broadband		Neutral		
<b>Other (e.g. caring responsibilities)</b>		Neutral		

\* To keep the form concise, race has not been included as an exhaustive list, please augment the list above where appropriate to reflect the complexity of other racial identities.

\*\* There are too many faith groups to provide a list, therefore, please input the faith group e.g. Muslims, Buddhists, Jews, Christians, Hindus, etc. Consider the different faith groups individually when considering positive or negative impacts. A list of religions in the census is available [here](#)

#### 4. Outcomes, Action and Public Reporting

a. Please list the actions identified through the evidence and the mitigating action to be taken.

Action	Target completion date	Lead Officer

b. Public reporting

All completed EqIA's are required to be publicly available on the Council's website once they have been signed off. EqIA's are also published with the papers for committee and full council decisions.

Please send completed EqIA's to [email address]

#### 5. Monitoring outcomes, evaluation and review

The Equalities Impact Assessment is not an end in itself but the start of a continuous monitoring and review process. The relevant Service or Lead Officer responsible for the delivery of the policy, function or service change is also responsible for monitoring and reviewing the EqIA and any actions that may be taken to mitigate impacts.

Individual services are responsible for conducting the impact assessment for their area, staff from Corporate Policy and Governance will be available to provide support and guidance, please email xxxx if you have any questions.

#### 6. Change log

Name	Date	Version	Change

**This EqIA should be reviewed on an annual basis. Next review due November 2026.**

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# Cheltenham Borough Council Empty Homes (Voids) Policy

## Version control

**Document name:** Cheltenham Borough Council Empty Homes (Voids) Policy

Version: 1.0

Responsible officer

- Matt Ward, Head of Housing Services
- John Clements, Operations Manager Responsive Repairs

Approved by: Cabinet

Next review date: October 2028

Retention period: 6 month after replacement of policy

## Revision history

Revision date	Version	Description
October 2025	1	New Policy

## Consultees

### Internal

- Tenancy Management
- Empty Homes Teams
- Responsive Repairs
- Cabinet Member for Housing and Customer Services

### External

- Tenants via the Tenant Panel

## Distribution

Website

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## **1. Purpose of the policy**

- 1.1 This policy sets out Cheltenham Borough Council's approach to managing empty homes (void properties).
- 1.2 The purpose of the policy is to:
- a) Set out the principles and service standards of void management to ensure efficient turnaround and minimise rental loss;
  - b) help to meet housing need by maximizing the availability of our housing stock; and
  - c) make best use of housing stock with special characteristics and assist downsizers

## **2. Scope of the policy**

- 2.1 This policy applies to all council-owned housing stock managed directly by Cheltenham Borough Council and includes:
- a) tenancy termination
  - b) Inspections
  - c) Viewings and offers
  - d) Work to void properties
  - e) Creating tenancies
  - f) Management of long-term voids

## **3. Objectives of the policy**

- 3.1 The objectives of this policy are:
- Minimise the time properties remain void.
  - Ensure properties meet the "Fit to Rent" standards before re-letting.
  - Reduce financial loss from empty properties.
  - Improve customer satisfaction and housing availability.
  - Support strategic housing goals including homelessness prevention and affordable housing delivery.

## **4. Definitions**

**Void Property:** A dwelling that is unoccupied and not generating rental income.

**Major Void:** A property that requires significant repairs or refurbishment prior to re-letting. This typically includes at least one major component replacement—such as a new kitchen, bathroom, or extensive plastering works. In most cases, these works can be capitalised within the financial budgets.

**Minor Void:** A property that requires only minimal repairs or preparation before being ready to re-let. These works are generally low-cost and do not involve major component replacement.

## **5. Void Categories**

- Routine Voids: Arising from natural tenancy turnover.
- Decant Voids: Required for regeneration, redevelopment or disrepair.
- Hard-to-Let Voids: Properties with low demand due to location, size, or condition.
- Temporary Furnished Accommodation voids - properties set aside for temporarily housing homeless households.

## **6. Void Management Process**

### **6.1 Tenancy Termination**

- 6.1.1 Full details about ending a tenancy can be found in the Tenancy Agreement, including the requirement for a tenant to provide 4 weeks written notice. Tenants who are transferring to another social tenancy (either council or another Registered Provider) may be permitted to give a reduced notice period. All decisions in this respect will need to be agreed with the council in advance.
- 6.1.2 Where the outgoing tenant has given notice and fails to leave the property after the end of the notice period legal action may be taken to remove them from the property.
- 6.1.3 The council will, wherever possible, inspect properties becoming vacant, both prior to and following the termination of a tenancy.

### **6.2 Pre-Termination Visits**

- 6.2.1 The purpose of pre-termination inspections is to ensure that the outgoing tenant clearly understands which repairs are their responsibility. During the inspection, they will be advised of the approximate cost of CBC carrying out these repairs, which will be recharged to them if they choose not to complete the work themselves.
- 6.2.2 In addition, the inspection allows CBC to identify any garden, shed or parking space that is being used by the tenant and any work that may need to be scheduled in advance of the keys being returned. This enables early engagement with our contractors, helping to minimise both the cost and duration of the void period for CBC.
- 6.2.3 Once written notice ending the tenancy has been received, a pre-termination visit will be undertaken as soon as practicable. This visit will determine the condition of the property and highlight any repairs that the tenant will be required to undertake before leaving the property and where applicable, explain that the council reserves the right to recharge the outgoing tenant for any damages to the property caused by the willful neglect or arising out of unauthorised alterations to the property.

- 6.2.4 At this stage if the tenant has undertaken their own improvements, where permission has not been authorised, or where permission required reinstatement, the inspecting officer will look for damage to the property. If the outgoing tenant is advised that they need to remove the improvement works, they are liable for all costs associated with returning the property to the original state.
- 6.2.5 If the tenant is on the housing register and is transferring to another council property a pretransfer visit will be carried out. If the works are not completed during this visit the council may withdraw alternative offers of accommodation or they may be charged for the works to be undertaken on their behalf.

### **6.3 Post-Termination Inspection**

- 6.3.1 A post-termination inspection will be undertaken on all void properties within 2 working days of the property becoming void.
- 6.3.2 The purpose of this inspection will be to:
- a) Ensure the property is empty, and to remove any items that pose a risk to the health and safety of prospective tenant(s) or contractors.
  - b) Determine whether prospective tenants can be allowed to view the property.
  - c) Ensure the property is secure and change the front and back door locks.
  - d) Identify any outstanding disrepair which may be the responsibility of the previous tenant.
  - e) Arrange for electrical appliances and installations to be checked.
  - f) Identify if the property requires a pre-clean or other works before the prospective tenants can view.
  - g) Identify works and repairs to comply with the council's Lettable Standard.
  - h) Apply a risk-based approach to determining the appropriate level of security (if required).

### **6.4 Termination following the death of the tenant**

- 6.4.1 Where the tenant dies, the tenancy still needs to be terminated by the giving of 4 weeks written notice. The council may, however, agree to accept a shorter notice period.
- 6.4.2 In the instances where the tenancy has been ended due to the death of the sole tenant the person who has been properly authorised to deal with the late tenant's estate is responsible for the removal of all goods from the property. Where there is no person properly authorised to deal with the deceased tenant's estate, then the council will commence the formal legal process to end the tenancy by the service of a Notice to Quit on the Public Trustee. Once this Notice has expired, any goods

remaining in the property will be disposed of following the procedure set out in Section 41 of the Local Government (Miscellaneous Provisions) Act 1982 which is discussed below in this policy.

- 6.4.3 The property will still be subject to a pre and post termination visit. If damage to the property has occurred owing to the wilful neglect of the deceased tenant or the carrying out of unauthorised alterations by the deceased tenant, then the council may consider pursuing the estate for the costs of making good any damages caused by the deceased tenant during the tenancy.

## **6.5 Evictions and Abandonments**

- 6.5.1 The outgoing tenant is responsible for removing all personal possessions from the property by the end of the written notice period. However, there may be some instances where the tenant fails to give notice (either because of eviction or abandonment) and belongings are left in the property or where notice has been given but belongings are still left within the property. Once the notice period has expired and the tenant has left the property, the council accepts no responsibility for any items left within the property or the land forming part of the tenancy. In such circumstances the council reserves the right to issue a formal Notice in accordance with section 41 of the Local Government (Miscellaneous Provisions) Act 1982 advising there are personal belongings within the property and that upon expiry of the notice any belongings remaining will become the property of the council and will be dealt with in accordance with section 41.

## **6.6 Recharges**

- 6.6.1 The council will recharge the tenant the cost of repairing any damage or unauthorised alteration to the property.
- 6.6.2 If the outgoing tenant does not comply with their tenancy obligations to vacate the property and leave it in a satisfactory condition with vacant possession and/or if the outgoing tenant fails to return all keys and fobs the council will charge the outgoing tenant for the cost of deep cleaning the property, and/or any costs in removing left items at the property and/or the cost of any replacement keys.
- 6.6.3 At the end of the tenancy, the council reserves the right to recover from the outgoing tenant any compensatory damages that have occurred during the period of the tenancy because of the tenant being in breach of the tenancy agreement.
- 6.6.4 The council will make every reasonable effort to contact the outgoing tenant to inform them of any outstanding items for which they may be liable to offer the tenant the opportunity to settle the matter and thereby avoiding the need for formal legal proceedings via the civil courts. The amount claimed by way of compensatory damages will be raised by way of a recharge notification to the outgoing tenant. Any recharge notifications will be noted on the debtors' system and may affect any future application for re-housing if they are not cleared.

6.6.5 Further information on recharges can be found in our rechargeable repairs policy.

## **6.7 Letting a void property**

6.7.1 The council aims to ensure that allocations are made giving full consideration of the customer needs, the property and any issues in the local area.

6.7.2 To ensure that void rent loss is kept to a minimum, the process of selecting a new tenant for a property will begin when the council is made aware that the property will be available for re-letting. Prospective tenants will be selected in accordance with the council's relevant policies and advertised via Homeseeker Plus.

## **6.8 Viewings and Offers**

6.8.1 Once a suitable applicant has been identified they may be invited to attend a viewing at the property. In exceptional circumstances where adaptations are needed, a viewing for a prospective tenant will be undertaken prior to the outgoing tenant leaving the property to minimise any delay in allocating the property.

6.8.2 Lettings Officers will inform the applicants when the void property can be viewed. This may be before, after or during void works depending on health and safety considerations. Where disabled adaptations are required, the applicants and an OT will visit the property before repair works commence and if the property is suitable, the Disabled Adaptations Procedure will be followed.

## **6.9 Creating new tenancies**

6.9.1 As soon as all essential repairs are completed satisfactorily, the prospective tenant will be invited to sign the Tenancy Agreement. The terms of the Tenancy Agreement will be explained to ensure that the tenant(s) is fully aware of the landlord and tenant responsibilities, and the consequences if conditions are breached.

6.9.2 The new tenant will also be provided with appropriate advice about:

- a) Paying their rent.
- b) Applying for benefits, if required.
- c) Setting up utilities.
- d) Reporting any repairs.
- e) Health and Safety including fire and safety.

6.9.3 Tenants will be given the opportunity to provide feedback relating to the void management and allocations process by completing a Tenant Satisfaction Survey.

6.9.4 Feedback and satisfaction will be monitored and reported in accordance with the council's performance management framework.



## **6.10 Works to void properties**

- 6.10.1 All properties will meet the lettable standard, as shown in Appendix 1. Prior to any works being undertaken the council will ensure that there is an up-to-date asbestos survey for the property.
- 6.10.2 Tenants/prospective tenants will not be given access to the property for any reason once void work has begun, due to health and safety reasons unless it is authorised by the contractor, voids supervisor or Operations Manager for Responsive Repairs.
- 6.10.3 In some instances, works to the property may be undertaken after the tenant has signed up, specifically where the works can be completed without significant disruption for the tenant, the works will not pose a significant health and safety risk to the tenant or member of their household and the tenant agrees to the works being undertaken on tenancy. External works on the property will, in the main, be undertaken after the new tenancy has started.
- 6.10.4 The council may also delay the completion of some works if the property is known to be included on a planned programme in the next 6 months.
- 6.10.5 Internal decorating may be undertaken by the council in exceptional circumstances. Exceptional circumstances may include a tenant moving into the property that is elderly or vulnerable and/or the property being in a particularly poor state of decoration. The council may offer decorating vouchers to assist with the cost of redecoration.
- 6.10.6 Some adaptations may be completed before the tenancy commences, but these will be dependent on the individual needs, must be specified in an Occupational Therapist report and be in accordance with the Disabled Facilities Grant procedures.

## **6.11 Utilities and services**

- 6.11.1 All properties will be inspected and be issued with both electrical and gas safety certification ensuring that the property is compliant with the current gas and electrical regulations. All properties will have a valid Energy Performance Certificate (EPC) in place prior to the letting with a minimum rating of between A to E to mirror the council's commitment to sustainability and compliance with minimum energy efficiency standards (MEES).
- 6.11.2 When a property has become void the council will cap the gas supply to reduce any health and safety risks. Wherever possible the supplies will also be transferred to a preferred supplier to reduce any delays in managing the void process.
- 6.11.3 During the health and safety checks the electric and gas meters at the property will be checked. Any evidence of tampering will be recorded. Tampering with meters is a criminal offence and the council will provide tenancy details to utilities companies and the Police if there is evidence that a meter has been damaged.



- 6.11.4 The gas supply will not be uncapped until the tenant confirms that they have moved into the property, to ensure that any risks of gas build up are minimised. The council aims to ensure that the gas is uncapped as soon as possible following the request of the customer. When the gas is uncapped the tenant will also be provided with the annual Gas Safety Certificate.
- 6.11.4 The council will ensure the water supply/system within each property is maintained in accordance with the Water Safety Policy.
- 6.11.5 Smoke and Carbon Monoxide alarms will be fully tested and installed where required in line with the council's Fire Safety Policy.

## **6.12 Major voids**

- 6.12.1 Where a void property requires major works, and therefore a high level of investment is needed to bring it up to an appropriate standard, then an options appraisal may be undertaken to assess whether the works should be completed, or if the property should be taken out of use. Consideration will be given to:
- a) Level of rent loss if the property is not tenanted and the impact on the Housing Revenue Account
  - b) The level of demand for the property type and area
  - c) The overall cost of the works required.
- 6.12.2 If the assessment finds that the works are financially viable, they will be completed. For properties where the assessment finds that it is not financially viable to undertake the works and there is little demand for the property type and/or area the property may be disposed of – either through sale or demolition

## **6.13 Temporary Furnished Accommodation (TFA)**

- 6.13.1 These properties are held for the temporary housing of homeless households. They contain flooring, curtains, and appliances and usually a full complement of beds, sofas, tables and chairs to make them suitable for homeless households. The Void Repairs Inspector will take note of the inventory before clearing the property so that items belonging to CBC are not disposed of, unless they are damaged. All damaged and missing items are notified to the Empty Homes Team Assistant so that recharges for the prior tenants can be arranged. The Empty Homes Team will arrange for the delivery of replacement items once the repair work is complete. The Housing Options Team will be advised of the availability of TFA properties as and when necessary.

## **6.14 Hard to Let Properties**

- 6.14.1 The priority for the council is to ensure that all homes are let as soon as possible to tenants who can sustain the tenancy. A property will be hard to let if it requires 3 offers or more to let it.

6.14.2 Additional action(s) may be taken when a hard to let property is identified to attract a suitable tenant. A combination of the following may be agreed and implemented:

- a) Additional internal works beyond the needs of the customer, including accessibility aids or adaptations
- b) Internal decoration
- c) Carpeting
- d) Support for tenants moving in

## **6.15 Adapted Properties**

6.15.1 Properties which are adapted when they become void will be let to a suitable tenant, who requires the adaptations. Decisions to remove major adaptations from properties will be made by a service manager based on all available information on the demand for the property, subject to approval from the Director.

## **7. Performance Monitoring**

7.1 The council is committed to ensuring that its repairs and maintenance services are delivered to a high standard and provide high levels of customer satisfaction. To help it do this, it will monitor and manage performance through a range of methods.

7.2 The council will measure and evaluate performance against a range of appropriate and relevant performance indicators and will benchmark itself against other social housing providers. All completed void properties will be cleaned and post inspected to ensure quality of repair works and investigate complaints in relation to the standard of work and will actively collect and analyse tenants' views on the repairs service provided, with feedback collected by staff acting independently of the delivery of the service.

7.3 Performance in relation to the void management service will be monitored through the Performance Framework. Key measures in relation to void management are:

- a) Number of void properties – maximum of 5% of total stock
- b) Average re-let time for a minor void - 15 days for works, 25 days key to key
- c) Average re-let time for a major void - 8 weeks for works, 10 weeks key to key
- d) Amount of void loss – 1% or below
- e) Average void costs.

7.4 Performance information and benchmarking data will be reported to the Cabinet Housing Committee and to our tenants.

## **8. Governance and Review**

- 8.1 The policy will be reviewed periodically to ensure it is consistent with changes in legislation and regulation. As standard, the policy will be reviewed at three yearly intervals.

## **9. Equality and Accessibility**

- 9.1 The council recognises that it provides housing for communities which include wide social diversity and is committed to providing equal access to services.
- 9.2 This policy aims to treat all customers fairly, with respect and professionalism. In line with the duty placed on the local authority under the Equalities Act 2010 specific consideration of the impact of this policy has been given to people with protected characteristics, including gender, race, age, disability, religion, sexual orientation and marital status. The approach adopted within this policy focuses on understanding individual circumstances in order to provide appropriate advice and support; this includes understanding the needs of tenants who have protected characteristics.
- 9.3 Consideration will therefore be given to language barriers, accessibility and cultural issues which may affect a tenant's ability to manage their tenancy or seek advice on problems, and resolutions which take account of the individual's beliefs and abilities.
- 9.4 The council will enable all tenants to have clear information and equal access to available services and information in a range of appropriate languages and formats will be provided when requested. This policy has been designed to be fully inclusive regardless of the ethnicity, gender, sexuality, religious belief, or disability of service users or residents.

## **Appendix 1: Lettable Standard**

We want your new home to be of a good standard. Our service aim is to provide a property which is safe, secure, habitable and clean in a timely and cost-effective manner. This standard outlines what you can expect from your new home.

### **Security**

We will make sure:

- Your doors open, close and lock freely with all handles fitted with new 5 lever locks (front and back doors).
- You have 2 keys for the front door and 2 keys for the back door to the property.
- That all window fittings are in good working order and keys will be provided for window locks where fitted.

- You are given 2 entry fob keys to be issued where there is a communal entrance door.

### **Health and Safety**

We will make sure:

- There are working smoke alarms on each floor, either battery operated or hard wired into the property.
- That Gas and electricity installations have been tested and certified as safe.
- If gas is present in the property, a carbon monoxide detector will also be installed.
- That the water supply is working correctly.
- That the property is free of rubbish, this includes the attic and any outbuildings.
- The floors are in a safe and level condition ready for you to cover.
- All stair treads, newel posts, handrails and bannisters are secure and free from defects.
- That all windows and doors meet current regulations.

### **Kitchen and bathroom**

We will make sure:

- There is a fully working supply of hot and cold water to the kitchen and bathroom
- The kitchen and bathroom floors are fitted with a cleanable vinyl tile or vinyl sheet floor covering. This will be free from stains, sealed with no rips or tears.
- Splashbacks or tiles to worktops are in place and fully sealed.
- That is either a gas or electric cooker point. (In properties where there is no gas supply an electric cooker point will be provided).
- Toilets are fully working, clean and free from staining with a new toilet seat fitted.
- That there is a cold-water feed and waste pipe for connection of a washing machine, space allowing.
- A minimum of a functional bath and /or shower, wash hand basin and toilet in the bathroom.
- That all cupboards are secure, clean and fit for purpose along with worktops sink and draining board.
- That space allowing, minimum kitchen unit provision will be as follows:-

One bedroom properties and bedsits: One sink base unit, one double wall unit and one double base unit.

Two bedroom properties: One sink base unit, one double wall unit, one double base unit, one additional double base or double wall unit.

Three/ Four bedroom properties: One sink base unit, two double base units, two double wall units

## **General**

We will make sure that:

- All internal and external doors are in good working order.
- The inside of your home is cleaned to the following standard:
  - Hard floor coverings to be swept and mopped;
  - Light fittings and switches to be wiped clean;
  - Kitchen units and sanitary fittings to be clean;
  - Door frames and skirting to be clean.
- There is a minimum of one means of fixed space heating in the form of an electric or gas heater or a radiator in the living room.
- That plasterwork is in good condition, noting that you may need to carry out some minor preparatory work to hairline cracks and nail holes before you decorate. Where a room is wallpapered and the wallpaper is intact the wallpaper will not be stripped for inspection purposes. Where wallpaper in a room is damaged all walls in that room will be stripped and any plasterwork repairs made good.
- Any non-standard items (such as a timber shed or fitted wardrobe) installed by the previous occupant to be left in the property where they are found to be functional and safe. We will ask you to sign a disclaimer stating that you understand you are responsible for the repair and replacement of any such items.

## **Garden and communal areas**

We will make sure that:

- Your garden, if there is one is safe and clear of rubbish, with no obvious trip hazards.
- That fencing that consists of post and wire will be provided on all property boundaries unless the boundary borders a public footpath, public highway or garage site. Please refer to our fencing policy if you are unsure.
- That any brick external stores are in a wind and watertight condition.

## **Decoration Vouchers**

You are responsible for the internal decoration of your new home

We may be able to help you with some of the cost if decorating is required. Your Letting Officer will advise you of any help we can give you by issuing decorating vouchers which you can use to buy your own materials.

## **Minor repairs after moving in**

To avoid causing you unnecessary delays in moving into your new home, we may need to carry out some minor repairs, such as replacement glazing after you have moved in.

We will agree any work with you and confirm approximate timescales for completing this work.



# Your new home

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The standard you can expect when you move into your rented home

**CBC service standards**

## Service statement

We want your new home to be of a good standard. Our service aim is to provide a property which is safe, secure, habitable and clean in a timely and cost-effective manner. This service standard outlines what you can expect from your new home.

### Security

**We will make sure:**

- Your doors open, close and lock freely with all handles fitted with new five lever locks (front and back doors)
- You have two keys for the front door and two keys for the back door to the property
- That all window fittings are in good working order and keys will be provided for window locks where fitted
- You are given two entry fobs where there is a communal entrance door

### Decoration vouchers

**You are responsible for the internal decoration of your new home**

- We may be able to help you with some of the cost if decorating is required. Your lettings officer will advise you of any help we can give you by issuing decorating vouchers which you can use to buy your own materials

### Health and safety

**Your safety is important to us we will make sure:**

- There are working smoke alarms on each floor, either battery operated or hard wired into the property
- That gas and electricity installations have been tested and certified as safe
- If gas is present in the property, a carbon monoxide detector will also be installed
- That the water supply is working correctly
- That the property is free of rubbish, this includes the attic and any outbuildings
- The floors are in a safe and level condition ready for you to cover
- All stair treads, newel posts, handrails and bannisters are secure and free from defects
- That all windows and doors meet current regulations





## Kitchen and bathroom

### We will make sure:

- There is a fully working supply of hot and cold water to the kitchen and bathroom
- The kitchen and bathroom floors are fitted with a cleanable vinyl tile or vinyl sheet floor covering. This will be free from stains, sealed with no rips or tears
- Splashbacks or tiles to worktops are in place and fully sealed
- That there is either a gas or electric cooker point (in properties where there is no gas supply an electric cooker point will be provided)
- Toilets are fully working, clean and free from staining with a new toilet seat fitted
- That there is a cold water feed and waste pipe for connection of a washing machine, space allowing
- A minimum of a functional bath and /or shower, wash hand basin and toilet in the bathroom
- That all cupboards are secure, clean and fit for purpose along with worktops sink and draining board
- That space allowing, minimum kitchen unit provision will be as follows:

### One bedroom properties and bedsits:

- One sink base unit, one double wall unit and one double base unit

### Two bedroom properties:

- One sink base unit, one double wall unit, one double base unit, one additional double base or double wall unit

### Three/ four bedroom properties:

- One sink base unit, two double base units, two double wall units

## Garden and communal areas

### We will make sure:

- Your garden, if there is one, is safe and clear of rubbish, with no obvious trip hazards
- That fencing that consists of post and wire will be provided on all property boundaries unless the boundary borders a public footpath, public highway or garage site. Please refer to our fencing policy if you are unsure
- That any brick external stores are in a wind and watertight condition



## Minor repairs after moving in

To avoid causing you unnecessary delays in moving into your new home, we may need to carry out some minor repairs, such as replacement glazing after you have moved in.

We will agree any work with you and confirm approximate timescales for completing this work.



## We will make sure:

- All internal and external doors are in good working order
- The inside of your home is cleaned to the following standard:
  - Hard floor coverings to be swept and mopped
  - Light fittings and switches to be wiped clean
  - Kitchen units and sanitary fittings to be clean
  - Door frames and skirting to be clean
- There is a minimum of one means of fixed space heating in the form of an electric or gas heater or a radiator in the living room
- That plasterwork is in good condition, noting that you may need to carry out some minor preparatory work to hairline cracks and nail holes before you decorate. Where a room is wallpapered and the wallpaper is intact the wallpaper will not be stripped for inspection purposes. Where wallpaper in a room is damaged all walls in that room will be stripped and any plasterwork repairs made good
- Any non-standard items (such as a timber shed or fitted wardrobe) installed by the previous occupant to be left in the property where they are found to be functional and safe. We will ask you to sign a disclaimer stating that you understand you are responsible for the repair and replacement of any such items

## How we'll review this standard

### We will:

- Use feedback from surveys, complaints and compliments
- Regularly report on how we are doing and use our Tenant and Leaseholder forums to help scrutinise our services. In addition, we will use our Tenant Satisfaction Measures and benchmarking against other providers to help shape our services to you

## We will review this standard

### When we:

- Update our policies or review our services
- Notice that your valued feedback is telling us we might need to look at things again

## How to contact us

Visit our website for the latest information at [cheltenham.gov.uk](https://www.cheltenham.gov.uk)

Call us on our freephone number **0800 408 0000**

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# Equality Impact Assessment

## Introduction

An Equality Impact Assessment (EqIA) is a method for assessing the effects or impacts of a council policy or function on removing barriers to equality.

The Equality Act 2010 includes a public sector equality duty which requires public authorities to try and eliminate discrimination; advance equality of opportunity between persons who share a relevant protected characteristic and those who do not share it and promote equality and good relations across a range of protected characteristics.

The protected characteristics are:

Age	Disability	Gender Reassignment
Marriage and civil partnership	Pregnancy and maternity	Race
Religion or belief (including lack of belief)	Sex	Sexual orientation

An EqIA should be completed with the full range of protected characteristics considered during the initial stages of developing new strategies, policies, functions or services, prior to starting a procurement exercise and before decisions are made.

Examples of when an EqIA should be completed are:

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>Any proposals to introduce or add to a service</li> </ul>     | <ul style="list-style-type: none"> <li>Any proposals to adopt policy priorities, strategies and plans</li> </ul>                               |
| <ul style="list-style-type: none"> <li>Any proposals to remove, reduce or alter a service</li> </ul> | <ul style="list-style-type: none"> <li>Changes to staffing structure where groups of employees are likely to be negatively affected</li> </ul> |
| <ul style="list-style-type: none"> <li>Any new policies or changes to policies</li> </ul>            | <ul style="list-style-type: none"> <li>Any proposals in relation to procured or commissioned services</li> </ul>                               |

## Stage 1 - Equality Screening

Whenever a policy/service or function is reviewed, changed, developed or removed an initial equality impact assessment stage 1 will need to be undertaken. This is a screening template and will help establish whether a full assessment is needed. This should be done at an early stage of the process so that it is part of policy development.

## Stage 2 – Equality Impact Assessment

This is the full EqIA and seeks to identify the equality considerations that have been taken into account including any mitigating actions proposed and ensures decisions are based on evidence. The EqIA will need to be agreed with the appropriate Head of Service or Director and should be included on the decision making report, along with commentary on the assessment in the main body of the report.

**STAGE 1 – Equality Screening****1. Identify the policy, project, function or service change****a. Person responsible for this EqIA**

Officer responsible: Matt Ward

Service Area: Housing Services

Title: Head of Housing Services

Date of assessment: 06 November 2025

Signature:


**b. Is this a policy, function, strategy, service change or project?**

Policy

If other, please specify:

**c. Name of the policy, function, strategy, service change or project**

Empty Homes (Voids) Policy

Is this new or existing?

New or proposed

**Please specify reason for change or development of policy, function, strategy, service change or project**

The policy has been developed to review and formally capture the existing internal Empty Homes (Voids) process to tenants.

**d. What are the aims, objectives and intended outcomes and who is likely to benefit from it?**

Aims:

The policy formally sets out Cheltenham Borough Council's approach to managing empty homes (void properties).

Objectives:

The purpose of the policy is to:

- a) Set out the principles and service standards of void management to ensure efficient turnaround and minimise rental loss.
- b) help to meet housing need by maximizing the availability of our housing stock; and
- c) make best use of housing stock with special characteristics and assist downsizers.

Outcomes:

The outcomes of this policy are to:

- Make the process transparent to tenants
- Minimise the time properties remain void.

	<ul style="list-style-type: none"> <li>• Ensure properties meet the “Fit to Rent” standards before re-letting.</li> <li>• Reduce financial loss from empty properties.</li> <li>• Improve customer satisfaction and housing availability.</li> <li>• Support strategic housing goals including homelessness prevention and affordable housing delivery.</li> </ul>
Benefits:	In addition to the expected outcomes, Cheltenham Borough Council tenants will also understand their rights as a tenant and the Empty Homes (Voids) process and standard.

**e. What are the expected impacts?**

Are there any aspects, including how it is delivered or accessed, that could have an impact on the lives of people, including employees and customers.

**No**

Do you expect the impacts to be positive or negative?

**Positive**

Please provide an explanation for your answer:

The Empty Homes (Voids) Policy will improve Cheltenham Borough Council’s management of managing its empty homes leading to a better and more efficient use of its assets.

**If your answer to question e identified potential positive or negative impacts, or you are unsure about the impact, then you should carry out a Stage Two Equality Impact Assessment.**

**f. Identify next steps as appropriate**

Stage Two required

**No**

Owner of Stage Two assessment

Completion date for Stage Two assessment

**Please forward this completed form to [add email address] and move on to Stage 2 if required.**

## STAGE 2 – Full Equality Impact Assessment

---

### 2. Engagement and consultation

The best approach to find out if a policy etc, is likely to impact positively or negatively on equality groups is to look at existing research, previous consultation recommendations, studies or consult with representatives of those equality groups.

#### a. Research and evidence

List below any data, consultations (previous, relevant, or future planned), or any relevant research, studies or analysis that you have considered to assess the policy, function, strategy, service change or project for its relevance to equality.

Best practice

A review of the existing Empty Homes Process/Procedure

#### b. Consultation

Has any consultation be conducted?

Yes

Describe the consultation or engagement you have conducted or are intending to conduct. Describe who was consulted, what the outcome of the activity was and how these results have influenced the development of the strategy, policy, project, service change or budget option.

If no consultation or engagement is planned, please explain why.

The Policy has been seen and reviewed by a group of Cheltenham Borough Council tenants.

### 3. Assessment

#### a. Assessment of impacts

For each characteristic, please indicate the type of impact (positive – contributes to promoting equality or improving relations within an equality group, neutral – no impact, negative – could disadvantage them).

Please use the description of impact box to explain how you justify the impact and include any data and evidence that you have collected from surveys, performance data or complaints to support your proposed changes

DRAFT

Protected Characteristic	Specific Characteristic	Impact	Description of impact	Mitigating Action
<b>AGE</b>	Older people (60+)	Neutral		
	Younger People (16-25)	Neutral		
	Children (0-16)	Neutral		
<b>DISABILITY</b> A definition of disability under the Equality Act 2010 is available <a href="#">here</a> .  <i>See also carer responsibilities under other considerations.</i>	Physical disability	Neutral		
	Sensory Impairment (sight, hearing)	Neutral		
	Mental health	Neutral		
	Learning Disability	Neutral		
<b>GENDER REASSIGNMENT</b>		Neutral		
<b>MARRIAGE &amp; CIVIL PARTNERSHIP</b>	Women	Neutral		
	Men	Neutral		
	Lesbians	Neutral		
	Gay Men	Neutral		
<b>PREGNANCY &amp; MATERNITY</b>	Women	Neutral		
<b>RACE*</b> Further information on the breakdown below each of these headings, is available <a href="#">here</a> .	White	Neutral		
	Mixed or multiple ethnic groups	Neutral		
	Asian	Neutral		



For example Asian, includes Chinese, Pakistani and Indian etc	African	Neutral		
	Caribbean or Black	Neutral		
		Neutral		
<b>RELIGION &amp; BELIEF**</b> A list of religions used in the census is available <a href="#">here</a>	See note	Neutral		
<b>SEX (GENDER)</b>	Men	Neutral		
	Women	Neutral		
	Trans Men	Neutral		
	Trans Women			
<b>SEXUAL ORIENTATION</b>	Heterosexual	Neutral		
	Lesbian	Neutral		
	Gay	Neutral		
	Bisexual/Pansexual	Neutral		
<b>Other considerations</b>				
<b>Socio-economic factors</b> (income, education, employment, community safety & social support)		Neutral		
<b>Rurality</b> i.e. access to services; transport; education; employment; broadband		Neutral		
<b>Other (e.g. caring responsibilities)</b>		Neutral		

\* To keep the form concise, race has not been included as an exhaustive list, please augment the list above where appropriate to reflect the complexity of other racial identities.

\*\* There are too many faith groups to provide a list, therefore, please input the faith group e.g. Muslims, Buddhists, Jews, Christians, Hindus, etc. Consider the different faith groups individually when considering positive or negative impacts. A list of religions in the census is available [here](#)

DRAFT

#### 4. Outcomes, Action and Public Reporting

a. Please list the actions identified through the evidence and the mitigating action to be taken.

Action	Target completion date	Lead Officer

b. Public reporting

All completed EqIA's are required to be publicly available on the Council's website once they have been signed off. EqIA's are also published with the papers for committee and full council decisions.

Please send completed EqIA's to [email address]

#### 5. Monitoring outcomes, evaluation and review

The Equalities Impact Assessment is not an end in itself but the start of a continuous monitoring and review process. The relevant Service or Lead Officer responsible for the delivery of the policy, function or service change is also responsible for monitoring and reviewing the EqIA and any actions that may be taken to mitigate impacts.

Individual services are responsible for conducting the impact assessment for their area, staff from Corporate Policy and Governance will be available to provide support and guidance, please email xxxx if you have any questions.

#### 6. Change log

Name	Date	Version	Change

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# Cheltenham Borough Council

## Housing Repairs and Maintenance Policy for Tenanted Properties

### Version control

**Document name:** Housing Repairs and Maintenance Policy for Tenanted Properties

Version: 1.1

Responsible officer

- Operations Manager, Responsive Repairs

Approved by: Cabinet

Next review date: November 2028

Retention period: 6 months after replacement of policy

### Revision history

Revision date	Version	Description
October 2025	1	New Policy
November 2025	1.1	Updated following tenant and leaseholder feedback

### Consultees

#### Internal

- Housing Service Managers
- Director of Governance, Housing and Communities
- Cabinet Housing Committee

#### External

- Tenants through the Tenant Panel
- Leaseholders through the Leaseholders Panel

### Distribution

Website

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## **1. Introduction and purpose of the policy**

- 1.1 Cheltenham Borough Council (CBC) repairs service plays a crucial role in ensuring overall customer satisfaction among its tenants. High-quality repairs services significantly enhance tenants' quality of life and the enjoyment of their homes.
- 1.2 All CBC tenants will, at some point during their tenancy, access the repairs and maintenance service. It is therefore essential that repair works are completed promptly and efficiently. Repairs and maintenance represent one of the largest areas of revenue expenditure for CBC.
- 1.3 As such, cost-effectiveness is vital. Many tenants are aware that repair costs are funded directly from their rent payments and, understandably, expect a high-quality service that offers good value for money.
- 1.4 In addition to promoting tenant satisfaction, maintaining the housing stock is in the best interest of CBC and keeping them in good condition is a strategic priority.
- 1.5 This policy sets out CBCs commitment to deliver a high-quality responsive repairs service and how we will
  - deliver high-quality homes and services for tenants
  - maintain the value of our housing stock
  - ensure services meet tenants needs and expectations
  - fulfils our legal obligations as a landlord

## **2. Scope**

- 2.1 The principles and terms within this policy apply to the responsive repairs service at CBC. It applies to all homes, communal areas and garages where the council has a responsibility for repairs.
- 2.2 This policy does not cover works on empty homes (void properties), cyclical maintenance or planned maintenance.

## **3. Legislative Requirements**

- 3.1 The key pieces of legislation that are relevant to this policy are:
  - Regulator for Social Housing Consumer Standards: Safety & Quality Standard & Transparency, Influence and Accountability Standard
  - The Decent Homes Standard
  - Housing Health and Safety Rating System (HHSRS)
  - Landlord and Tenant Act 1985
  - Health and Safety at Work etc. Act 1974
  - Decent Homes Standard 2010
  - Party Wall Act 1996
  - Secure Tenants of Local Authorities (Right to Repair Regulations) 1994

- Construction (Design and Management) Regulations 2015
- Building Safety Act 2022
- The Homes (Fitness for Human Habitation) Act 2018
- Control of Asbestos Regulations 2012
- Equality Act 2010
- Work at Height Regulations 2005
- Regulatory Reform (Fire Safety) Order 2005
- Housing Act 2004
- Management of Health and Safety at Work regulations 1999 (as amended)
- The Gas and Safety (Installations and Use) Regulations (GSIUR) 1998 as amended
- The Workplace (Health, Safety and Welfare) Regulations 1992
- Electricity at Work Regulations 1985
- Building Regulations 2010
- Pre-Action Protocol for Housing Disrepair
- Control of Substances Hazardous to Health (COSHH)
- Provision and Use of Work Equipment (PUWER)
- The control of Noise at Work Regulations 2005

## **4. Principles**

The following principles set out how the council will deliver a high-quality repairs service which meets regulatory requirements and maximising operational efficiency.

### **4.1 Reporting a repair**

Repairs can be reported through the MyCBH account or by calling 0800 408 0000.

An out of hours emergency repair service operates outside of normal working hours. To report an emergency call 0800 137 111. This service is for emergency repairs only, which include:

- Serious leaks or burst pipes
- Unsafe electrical wiring
- Unsecured doors or windows

We will respond to an emergency within 4 hours to make the situation safe. It may not be possible to complete the repair in full during the emergency visit, in which case a full repair will be scheduled for a later date.

If for any reason we are unable to make your home safe we may apply our Decant (required move) policy.

### **4.2 Repair appointments**

Repairs appointments are offered in fixed timeslots from Monday to Friday. Saturday appointments may be provided in exceptional circumstances



Appointments are available in the following time bands:

Morning (am) 08:00 – 12:00

Mid-morning 10:00 – 14:00

Afternoon (pm) 12:00 – 16:00

Residents may request a more specific time when booking. Where possible this will be accommodated.

If residents need to cancel or rearrange an appointment, they must contact the **repairs line** 0800 408 0000. Should a repair be cancelled more than three times the council reserves the right to put the repair on hold and/or cancel the repair request.

### 4.3 Timescales for repairs

We will prioritise the most serious repairs based on statutory responsibility, risk and urgency and we aim to respond within the following timescales:

Emergency Repairs 24 hours

Urgent Repairs 5 working days

Routine Repairs 28 days

### 4.4 Repair responsibilities – tenants repairs

Tenants have responsibilities set out in their tenancy agreement.

Below is a summary of typical responsibilities. A full list is available in the Repairs and Maintenance Handbook.

Repair / Issue	Council (CBC)	Tenant
Gas, electricity, and water supply – up to and within the property (unless utility provider's responsibility)	✓	
Structure of the property – roof, external walls, front/back doors, windows, gutters, downpipes, drains	✓	
Communal fences (depending on property boundaries)	✓	
Outbuildings, sheds, coal bunkers (originally installed by the Council)	✓	
Existing central heating, water heaters, and fires (provided by the Council)	✓	
Internal walls, floors, and ceilings	✓	
Floor coverings in <b>kitchens and bathrooms only</b> (standard sheet vinyl)	✓	
Floor coverings in other rooms (e.g., carpet, laminate)		✓

Repair / Issue	Council (CBC)	Tenant
Sanitary fittings – plugs, chains, and toilet seats		✓
Window frames, catches, and sash cords	✓	
Chimney stacks and flues	✓	
Communal areas – lifts, stairs, pathways, play areas	✓	
Kitchen units, air vents, extractor fans (provided by the Council)	✓	
Fitting/replacing door latches, bells, spy holes, and extra locks		✓
Clearing <b>minor blockages</b> (e.g. caused by fat, wipes, or sanitary items)		✓
Internal decoration (e.g. painting, wallpaper)		✓

Note: *Floor coverings* include any materials such as carpet, laminate, tile, or vinyl.

CBC is only responsible for kitchen and bathroom flooring (wet rooms) and will provide standard vinyl sheets only.

#### 4.5 Rechargeable repairs

Where the council identifies that a repair is the tenants responsibility, we may complete the repair and recover the costs of the work from the tenant as per our rechargeable repairs policy.

If damage is caused by criminal action to a home, tenants must report this to the police and obtain a crime reference number, so this can be provided to the council, and we will arrange for the repair to be carried out without charge.

#### 4.6 Responsibilities and expectations

Residents are asked to:

- provide access to carry out works
- report repairs early so they do not cause a larger problem in the longer term.
- test their smoke and carbon monoxide alarm once a month
- tell us if they are experiencing condensation, damp and mould.
- undertake minor repairs where they are able and avoid anything which may result in blockages to pipes and drains, such as disposing of fat, oil, wipes and nappies.
- keep the inside of their home in good condition and keep the garden tidy. This includes maintaining grass, plants and tree branches within the property boundary so as not to cause nuisance to other residents.
- keep appointments or cancel with advance notice.
- treat CBC staff and contractors with respect.

- not to smoke while workers are present.
- ensure children and pets are safely away during work.
- have an adult present for the duration of the work.

The council will:

- Treat customers with respect and consideration.
  - Communicate appointments clearly
  - Introduce themselves, show ID, and explain:
    - Who do they work for.
    - Purpose, duration, and areas they'll need access to.
  - Ask tenants about the problem and get permission before moving furniture or belongings.
  - Arrive on time, prepared with tools and materials.
  - Keep the work area clean and tidy.
  - Park considerately and responsibly.
  - Never enter a home unless an adult is present.
  - Be aware of any additional needs (e.g. mobility or hearing issues).
- 
- Limit disruption; reconnect utilities the same day if turned off.
  - Avoid leaving fire or communal doors open.
  - Try to complete the repair in one visit.
  - Get permission before:
    - Using customer facilities (toilet, water, power, etc.).
    - Leaving equipment overnight.
  - If a job isn't finished:
    - Discuss and leave information setting out why
    - Arrange a follow up appointment
  - Explain repairs clearly and check customer satisfaction.
  - Show how new equipment works and leave instructions.
  - Report any additional issues noticed.

#### **4.8 Performance monitoring**

Key Performance Indicators (KPIs) and Tenant Satisfactory Measure (TSMs) are a fundamental component of CBC's performance management framework.

At CBC, KPIs are designed to:

- Serve as clear and transparent measures of performance for tenants, elected members, staff, regulators, and other stakeholders.
- Reflect the councils housing priorities as outlined in the Corporate Plan.
- Set challenging yet realistic targets that encourage continuous improvement.
- Be reviewed annually to ensure they remain relevant and suitably ambitious in a changing environment.
- Incorporate benchmarking by comparing performance with peer organizations to identify areas for improvement.

The current TSMs for the repairs service are:

- Proportion of non-emergency responsive repairs completed within the landlords target timescale
- Proportion of emergency responsive repairs completed within the landlord's target timescale



We also monitor performance against our repairs timescales.

## Repairs & Maintenance for Tenanted Properties: What Tenants Need to Know

### Purpose of the Policy

Cheltenham Borough Council (CBC) aims to provide a **high-quality, cost-effective repairs service** that keeps homes safe, comfortable, and well-maintained. Repairs are funded through rent, so value for money is key.

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### Scope

This policy covers **responsive repairs** for your home:

It **does not** include:

- Empty homes (voids)
  - Planned or cyclical maintenance
  - safe and habitable homes.
- 

### Reporting Repairs

- **Online:** via MyCBH account
  - **Phone:** 0800 408 0000
  - **Emergency Repairs** (e.g. burst pipes, unsafe electrics):  
Call **0800 137 111** – CBC will respond within **4 hours** to make the home safe.
- 

### Appointments

- Offered Monday–Friday in time slots:
    - Morning: 08:00–12:00
    - Mid-morning: 10:00–14:00
    - Afternoon: 12:00–16:00
  - Saturday appointments in exceptional cases
  - Tenants must give notice to cancel. After 3 cancellations, CBC may pause or cancel the request.
-

### **Repair Timescales**

- **Emergency:** within 24 hours
  - **Urgent:** within 5 working days
  - **Routine:** within 28 days
- 

### **Who's Responsible?**

#### **CBC is responsible for:**

- Structure (roof, walls, windows)
- Heating systems
- Kitchen/bathroom flooring
- Communal areas

#### **Tenants are responsible for:**

- Internal decoration
  - Minor blockages
  - Toilet seats, plugs, chains
  - Floor coverings (except kitchen/bathroom)
  - Doorbells, locks, spy holes
- 

### **Rechargeable Repairs**

If a repair is the tenant's responsibility but CBC carries it out, **costs may be charged**.

If damage is due to crime, report it to the police and provide a **crime reference number** to avoid charges.

---

### **Expectations**

#### **Tenants should:**

- Report issues early
- Allow access for repairs
- Maintain their home and garden
- Keep appointments

- Treat staff respectfully

**CBC will:**

- Communicate clearly
- Arrive on time and prepared
- Respect your home and privacy
- Minimise disruption
- Explain repairs and check satisfaction

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# Equality Impact Assessment

## Introduction

An Equality Impact Assessment (EqIA) is a method for assessing the effects or impacts of a council policy or function on removing barriers to equality.

The Equality Act 2010 includes a public sector equality duty which requires public authorities to try and eliminate discrimination; advance equality of opportunity between persons who share a relevant protected characteristic and those who do not share it and promote equality and good relations across a range of protected characteristics.

The protected characteristics are:

Age	Disability	Gender Reassignment
Marriage and civil partnership	Pregnancy and maternity	Race
Religion or belief (including lack of belief)	Sex	Sexual orientation

An EqIA should be completed with the full range of protected characteristics considered during the initial stages of developing new strategies, policies, functions or services, prior to starting a procurement exercise and before decisions are made.

Examples of when an EqIA should be completed are:

<ul style="list-style-type: none"> <li>Any proposals to introduce or add to a service</li> </ul>	<ul style="list-style-type: none"> <li>Any proposals to adopt policy priorities, strategies and plans</li> </ul>
<ul style="list-style-type: none"> <li>Any proposals to remove, reduce or alter a service</li> </ul>	<ul style="list-style-type: none"> <li>Changes to staffing structure where groups of employees are likely to be negatively affected</li> </ul>
<ul style="list-style-type: none"> <li>Any new policies or changes to policies</li> </ul>	<ul style="list-style-type: none"> <li>Any proposals in relation to procured or commissioned services</li> </ul>

## Stage 1 - Equality Screening

Whenever a policy/service or function is reviewed, changed, developed or removed an initial equality impact assessment stage 1 will need to be undertaken. This is a screening template and will help establish whether a full assessment is needed. This should be done at an early stage of the process so that it is part of policy development.

## Stage 2 – Equality Impact Assessment

This is the full EqIA and seeks to identify the equality considerations that have been taken into account including any mitigating actions proposed and ensures decisions are based on evidence. The EqIA will need to be agreed with the appropriate Head of Service or Director and should be included on the decision-making report, along with commentary on the assessment in the main body of the report.

**STAGE 1 – Equality Screening****1. Identify the policy, project, function or service change.****a. Person responsible for this EqIA**

Officer responsible: John Clements

Service Area: Building Services

Title:

Date of assessment: 10/11/2025

Signature: *John Clements***b. Is this a policy, function, strategy, service change or project?**

Policy

If other, please specify: Policy

**c. Name of the policy, function, strategy, service change or project**

Housing Repairs and Maintenance Policy for Tenanted Properties

Is this new or existing?

**Already exists and is  
being reviewed****Please specify reason for change or development of policy, function, strategy, service change or project****d. What are the aims, objectives and intended outcomes and who is likely to benefit from it?**

Aims:

The Responsive Repairs Policy aims to provide a clear, fair, and efficient framework for the delivery of repairs to council-managed housing stock. It seeks to ensure that all residents live in homes that are safe, secure, and well-maintained and that repairs are carried out within reasonable timescales based on the urgency of the issue. The policy also aims to support vulnerable residents, reduce inequalities, and promote tenant satisfaction.

Objectives:

This policy sets out CBCs commitment to deliver a high-quality responsive repairs service and how we will therefore ensure that repair works are completed promptly and efficiently. Repairs and maintenance represent one of the largest areas of revenue expenditure for CBC. The key stakeholders are:

- Council tenants and leaseholders.
- Tenancy Services officers and repairs teams.
- Contractors and suppliers.
- Community and wellbeing teams.
- Residents' groups and tenant panels
- Vulnerable residents, including those with disabilities, older people, and families with young children.

Outcomes:	The principles and terms within this policy apply to the responsive repairs service at CBC. It applies to all homes, communal areas and garages where the council has a responsibility for repairs.
Benefits:	<ul style="list-style-type: none"> <li>• Compling to Legal requirement and Compliance</li> <li>• Deliver high-quality homes and services for tenants!</li> <li>• Maintain the value of our housing stock!</li> <li>• Ensure services meet tenants' needs and expectations!</li> <li>• fulfils our legal obligations as a landlord Compling to Legal requirement and Compliance</li> </ul>

e. What are the expected impacts?	
Are there any aspects, including how it is delivered or accessed, that could have an impact on the lives of people, including employees and customers.	Yes
Do you expect the impacts to be positive or negative?	Positive
Please provide an explanation for your answer:	
This policy is to clearly outline CBC expectations for repair, focusing on service delivery, for all our tenants regardless of customers, Value for Money and Legislative Requirements	

**If your answer to question e identified potential positive or negative impacts, or you are unsure about the impact, then you should carry out a Stage Two Equality Impact Assessment.**

f. Identify next steps as appropriate	
Stage Two required	Choose an item.
Owner of Stage Two assessment	
Completion date for Stage Two assessment	

**Please forward this completed form to [add email address] and move on to Stage 2 if required.**

## STAGE 2 – Full Equality Impact Assessment

### 2. Engagement and consultation

The best approach to find out if a policy etc, is likely to impact positively or negatively on equality groups is to look at existing research, previous consultation recommendations, studies or consult with representatives of those equality groups.

#### a. Research and evidence

List below any data, consultations (previous, relevant, or future planned), or any relevant research, studies or analysis that you have considered to assess the policy, function, strategy, service change or project for its relevance to equality.

CBC senior management Internal consultation with housing staff and manager

Review of best practice guidance from HQN

Legal and legislative frameworks.

Alignment with existing policies.

Reviewed by CBC SIPS team

Reviewed by Amanda Wary Safeguarding Equality & Diversity Manager

#### b. Consultation

Has any consultation be conducted?	Yes
------------------------------------	-----

Describe the consultation or engagement you have conducted or are intending to conduct. Describe who was consulted, what the outcome of the activity was and how these results have influenced the development of the strategy, policy, project, service change or budget option.

If no consultation or engagement is planned, please explain why.

Discussed at senior level , r

### 3. Assessment

#### a. Assessment of impacts

For each characteristic, please indicate the type of impact (positive – contributes to promoting equality or improving relations within an equality group, neutral – no impact, negative – could disadvantage them).

Please use the description of impact box to explain how you justify the impact and include any data and evidence that you have collected from surveys, performance data or complaints to support your proposed changes

Protected Characteristic	Specific Characteristic	Impact	Description of impact	Mitigating Action
<b>AGE</b>	Older people (60+)	Positive and negative	struggle to report repairs digitally or cope with delays in heating or mobility-related repairs. Older tenants may have mobility issues or health conditions that make it harder to cope with delays or disruptions. experience mobility issue	Provide telephone and in-person reporting options; prioritise heating, lighting, and access repairs. Flags on QL with vulnerabilities. With in the HHSRS guidance based upon the level of risk factor prioritisation of repairs where older tenants, families with young children, or young people in supported housing are affected. Equality and diversity training for all staff including Sub-contractors; robust complaint procedures.
	Younger People (16-25)	Positive	No significant negative impact identified	
	Children (0-16)	Positive	No significant negative impact identified	
<b>DISABILITY</b> A definition of disability under the Equality Act 2010 is available <a href="#">here</a> .  <i>See also carer responsibilities under other considerations.</i>	Physical disability	Positive and negative	sensory, mobility, or learning disabilities may face barriers in communication or access during repairs.	communication (large print, BSL, Easy Read); provide reasonable adjustments and prioritise adaptations. Contractors Positive impact – reasonable adjustments made where needed to support disabled residents. Priority repair times for equipment critical to independent living. Equality and diversity training for all staff including Sub-contractors; robust complaint procedures.
	Sensory Impairment (sight, hearing)	Positive and negative	sensory, mobility, or learning disabilities may face barriers in communication or access during repairs.	

	Mental health	Positive and negative	sensory, mobility, or learning disabilities may face barriers in communication or access during repairs.	
	Learning Disability	Positive and negative		
<b>GENDER REASSIGNMENT</b>		Positive and negative	Trans and non-binary community can suffer from Minority stress – this can impact on both their mental and physical health – they can become isolated and find it difficult to engage- CBH need to work hard to ensure that these communities feel safe and able to work with teams to ensure that the DMC can be addressed sensitively. This may mean working in partnership with local groups to ensure that the person feels safe and respected.	This may mean working in partnership with local groups to ensure that the person feels safe and respected. Flags on Q/L Equality and diversity training for all staff including Sub-contractors; robust complaint procedures.
<b>MARRIAGE &amp; CIVIL PARTNERSHIP</b>	Women	Neutral	No significant negative impact identified	
	Men	Neutral	No significant negative impact identified	
	Lesbians	Neutral	No significant negative impact identified	
	Gay Men	Neutral	No significant negative impact identified	
<b>PREGNANCY &amp; MATERNITY</b>	Women	Positive and negative	Health risks from dust, fumes, or lack of heating/hot water	Prioritise urgent repairs for expectant or new parents. Positive impact – quicker response times for households with new-borns or expectant mothers to ensure a safe home environment. Equality and diversity training for all staff including Sub-contractors; robust complaint procedures.

<b>RACE*</b> Further information on the breakdown below each of these headings, is available <a href="#">here</a> . For example Asian, includes Chinese, Pakistani and Indian etc	White	Positive	No significant negative impact identified	Positive impact – repairs service accessible to all, with translation services or cultural sensitivity considerations where needed. Offer translation and interpretation services; ensure diverse workforce training
	Mixed or multiple ethnic groups	Positive	language barriers or cultural expectations may affect communication and satisfaction.	Offer translation and interpretation services; ensure diverse workforce training.
	Asian	Positive	language barriers or cultural expectations may affect communication and satisfaction.	
	African	Positive	No significant negative impact identified	
	Caribbean or Black	Positive	No significant negative impact identified	
		Positive	. No significant negative impact identified	
<b>RELIGION &amp; BELIEF**</b> A list of religions used in the census is available <a href="#">here</a>	See note	Positive and negative	Contractors entering during religious observances could cause discomfort.	Respect cultural and religious practices; flexible appointment times.
<b>SEX (GENDER)</b>	Men	Neutral	Risk of bias or discrimination from contractors.	Equality and diversity training for all staff including Sub-contractors; robust complaint procedures.
	Women	Neutral	No significant negative impact identified	.Equality and diversity training for all staff including Sub-contractors; robust complaint procedures.
	Trans Men	Neutral		Equality and diversity training for all staff including Sub-contractors; robust complaint procedures.
	Trans Women			
<b>SEXUAL ORIENTATION</b>	Heterosexual	Positive	No significant negative impact identified	

	Lesbian	Positive and negative	No significant negative impact identified	
	Gay	Positive and negative	No significant negative impact identified	
	Bisexual/Pansexual	Positive and negative	No significant negative impact identified	
Other considerations				
<b>Socio-economic factors</b> (income, education, employment, community safety & social support)		Positive and negative		
<b>Rurality</b> i.e. access to services; transport; education; employment; broadband		Neutral		
<b>Other (e.g. caring responsibilities)</b>		Choose an item.		

\* To keep the form concise, race has not been included as an exhaustive list, please augment the list above where appropriate to reflect the complexity of other racial identities

\*\* There are too many faith groups to provide a list, therefore, please input the faith group e.g. Muslims, Buddhists, Jews, Christians, Hindus, etc. Consider the different faith groups individually when considering positive or negative impacts. A list of religions in the census is available [here](#)



#### 4. Outcomes, Action and Public Reporting

a. Please list the actions identified through the evidence and the mitigating action to be taken.

Action	Target completion date	Lead Officer

b. Public reporting

All completed EqIA's are required to be publicly available on the Council's website once they have been signed off. EqIA's are also published with the papers for committee and full council decisions.

Please send completed EqIA's to [email address]

#### 5. Monitoring outcomes, evaluation and review

The Equalities Impact Assessment is not an end in itself but the start of a continuous monitoring and review process. The relevant Service or Lead Officer responsible for the delivery of the policy, function or service change is also responsible for monitoring and reviewing the EqIA and any actions that may be taken to mitigate impacts.

Individual services are responsible for conducting the impact assessment for their area, staff from Corporate Policy and Governance will be available to provide support and guidance, please email xxxx if you have any questions.

#### 6. Change log

Name	Date	Version	Change

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## Cheltenham Borough Council

### Cabinet Housing Committee – November 2025

### Compliance Performance data for October 2025 and KPI reporting for Q2

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#### Accountable officer:

Claire Hughes – Director of Governance, Housing and Communities

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# 1. October 2025 Compliance Performance data

## 1.1 Compliance report exceptions (see appendix B for more information)

- 1.1.1 Our current compliance position for gas stands at 6 properties without a valid landlord's gas safety certificate.
- 1.1.2 One overdue property has now been completed from the September report, with four being carried over to October.
- 1.1.3 Two properties became overdue in the month of October and are therefore new entries to the compliance report.
  - Two properties have had an injunction to access served and now lie in contempt of court; we await new court dates.
  - One property has a court date scheduled for 06.11.2025.
  - One property has now had an additional statement added from Tenancy Management and can now be submitted to court.
  - One property due to be handed back on the 30.11.2025, gas cap will be completed at void status.
  - One property has had tenancy terminated, keys received 30.10.2025, gas will be capped by voids. We would expect this to be compliant by the time of the next report.
- 1.1.4 Our current position for EICR's (5-year programme) stands at 16 overdue inspections.
  - One property is at legal status and awaiting a court date.
  - One property has sustained significant fire damage and will therefore be reporting as overdue for over 1 year.
  - Four properties are due to be returned by the end of week commencing 03.11.2025 and we would therefore expect these to be removed from the overdue report by the end of November.
  - Nine properties are major voids expected to be handed back within a three-month period.
  - One new acquisition requires an asbestos report and is expected to be handed back within a 3-month period.
  - Whilst these are overdue in accordance with our policy, they remain legally compliant.

## 1.2 Additional comments

- 1.2.1 We currently have a total of 73 capped gas supplies – our report shows 74 however there is a duplicate address within the report. All of these are tenanted.
- 1.2.2 54 gas supplies have been capped for over three months.
- 1.2.3 Following a discussion with HQN who will be conducting a mock inspection in the following months the gas cap process will be under review so that we can effectively demonstrate to the Regulator that we are exhausting all avenues to prevent gas meters being capped.

## 1.3 Current Fire risk actions (see appendix A for more information)

- 1.3.1 There are currently three fire actions showing as past their due date.
  - One high risk action is awaiting approval on costs.

- Two medium risk actions, one is with our contractor's technical team under review, and one is under approval for costs.

#### **1.4 Legacy fire risk actions (see appendix A for more information)**

1.4.1 Legacy fire action progress is reviewed weekly, and a new tracker has been created for the team to provide real time updates with more accurate timeframes to provide a better understanding on how long we will be reporting these as overdue.

1.4.2 Fire Doors – Our current position is six medium risk action and one low.

- The Low-risk action relates to a leasehold property which we are in the process of obtaining an installation date and requesting access from the leaseholder.
- The medium risk actions are all sat with our door contractor with installation dates in November.

1.4.3 Compartmentation – Our current position is three high risk actions, five medium risk and three low risk actions.

- Works have commenced on all the high-risk compartmentation actions with works to be completed on the 24.11.2025. In the meantime, appropriate mitigations are in place.
- Four of the medium risk actions for compartmentation require costs to be approved and one is awaiting certification to be submitted so that this can be signed off.
- Of the low-risk compartmentation actions, one is due to be completed by 24.11.2025, one requires costs to be approved, and one is awaiting confirmation on a completion date.

1.4.4 Windows – Our current position is 15 medium risk action all of which are on target for completion within the next month access permitting.

- Four window actions have now been completed.

#### **1.5 Compliance trend analysis**

Please see appendix C for more information

Two areas have been non-compliant for 3+ Months:

- BS01 - Proportion of Homes for which all required gas safety checks have been carried out for CBC properties
  - Non-Compliance is less than 1% for all three months
  - As detailed above, these are largely due to ongoing court matters and therefore the extended non-compliance is not considered of concern at this time as there are reasonable explanations for this non-compliance
- Electric - EICR (5 year programme)
  - Non- Compliance is less than 1% for all three months
  - Whilst overdue in accordance with our policy, we remain legally compliant and for the three months where we have been non-compliant there have been reasonable explanations for this non-compliance

## **1.6 Stock Condition Survey coverage across our dwelling types and associated areas:**

### **Dwellings – Flats, Houses, Bungalows, and Bedsits**

- Flats: 2,425 total, with 1,781 surveyed (73.4%).
  - Includes 421 sheltered flats, of which 363 (86.2%) have been surveyed.
- Houses: 1,935 total, with 1,387 surveyed (71.7%).
- Bungalows: 223 total, with 180 surveyed (80.7%).
  - Includes 14 sheltered bungalows, of which 12 (85.7%) have been surveyed.
- Bedsits: 62 total, with 51 surveyed (82.3%).
  - Includes 55 sheltered bedsits, of which 46 (83.6%) have been surveyed.

Observation: Sheltered properties show strong coverage across all dwelling types.

### **Blocks and Associated Areas**

- Blocks: 545 total, with 472 surveyed (86.6%).
  - All 15 listed blocks have been surveyed (100%).
- External Areas: 343 total, with 285 surveyed (83.1%).
- Shed Blocks: 195 total, with 169 surveyed (86.7%).

## **1.7 Decent Homes Update - November 2025**

Latest QSR data (27/10/2025) shows the following - Based on 4,655 properties, 4,547 properties (97.67%) are considered 'decent' and as such we are compliant with Decent Homes standards.

Out of 55,591 components surveyed, only 5% (2,857) are in fair or poor condition. As part of this assessment, we have identified 108 properties (2.32%) as non-decent, 31 of which relate to component failures (identified only in terms of Key and Non-Key Component conditions) and 77 relate to thermal comfort. Component failures will be addressed through the planned maintenance programme in the coming years. Kitchens and bathrooms are the largest areas of concern and are already scheduled for replacement. The 77 issues that relate to thermal comfort are being reviewed as part of a data quality check.

## 2. KPI reporting for Q2

### 2.1 July – September (Q2) KPI's

There were no significant exceptions for this month, but some data prompted additional questions to data owners. Please see Appendix D for more information.

- Number of new Benefit and Money cases – Upwards trend
  - Trends from previous years do show the same pattern over the summer months, with an increase again then through the Winter, peaking in January, therefore this is not seen as exceptional
- Former tenant arrears amount (includes court costs) and Former tenant arrears no. of cases over £10 – upwards trend
  - Former tenant arrears tend to rise for a period of time (due to slippage of debt from current arrears to former arrears) but then decrease as payment arrangements start to take impact and quarterly write offs are processed. As such, the trend often increases throughout each quarter, with a significant drop just after quarter end. Quarter 2 write offs are still pending, which will be why the upwards trend has continued. The pending write offs equate to approx. £19k, which when processed will bring arrears back down to similar levels as at the end of June 25. The cases put forward for write off are those whereby all recovery attempts have been exhausted, or where we are unable to trace the former tenant. Former tenant arrears no. of cases over £10 – 18 cases above £10 are waiting to be written off for Quarter 2.
- % of sheltered accommodation alarm system calls answered within 3 minutes – steady downwards trend (not significant)
  - The Taking Care average customer wait time has continued to improve, and has now reduced to 27 seconds so far week commencing 20/10/2025. These results reflect the impact of several key actions, including:
    - Increased line capacity installed, providing greater call-handling capability during peak periods.
    - Reduced sickness absence following the exceptional spike experienced at the beginning of October.
    - Onboarding of newly trained operators, who are now contributing to overall service performance.
  - The Taking Care Corporate Admin Team came under significant pressure during this period and they redeployed resources to support call handling. This temporary adjustment did affect the timeliness of some administrative duties. The team has now returned to operating fully within SLA for live customer data updates. In addition, further training classes for new team members are scheduled with cohorts already filled for November and January. These planned intakes will ensure we maintain the resource levels required to consistently deliver and sustain high performance.

- Number of Evictions due to rent arrears – Context provided
  - June – 4 warrants - Of the 4 warrants issued in June, one was suspended on payment terms
  - July – no warrants
  - August – 1 warrant - 3 evictions went ahead in August (there was no tenant present at any of these evictions). The warrant issued in August resulted in an eviction taking place in September – the tenant was not present at the property.
  - September – 2 warrants - Of the 2 warrants issued in September, one was suspended on payment terms and following the other, an eviction took place in October – the tenant was not present at the property.



**Appendix A (Fire risk actions table)**

Workstream		Total No. properties in programme	No. compliant properties	No. non-compliant properties	Compliance %	Direction of travel
<b>Fire safety</b>	FRAs - blocks	449	449	0	100.00	Static
	TSM: Percentage of homes covered by compliant fire risk assessments	2517	2517	0	100.00	Static
		<b>High risk actions</b>	<b>Med risk actions</b>	<b>Low/planned risk actions</b>	<b>Total</b>	
	Overdue FRAs remedial actions < 3 months	0	1	0	1	Down
	Overdue FRAs remedial actions 3-6 months	1	1	0	2	Up
	Overdue FRAs remedial actions 6-12 months	0	0	0	0	Static
	Overdue FRAs remedial actions >12 months	3	7	0	10	Down
	<b>Total</b>	4	9	0	13	Down

Appendix B (Compliance snapshot)

Compliance Scorecard - SNAPSHOT														
Select the period that you would like to look at on the left-hand side filter panel.														
Compliance Area	Compliance Scorecard													
	Metadata					Properties			Compliance		Non-Compliance		Performance Indicator	Properties due within 30 days
	Period (Year)	Period (Month)	KPI ID	Descriptor	Landlord	Total	On programme	Off Programme	In Date #	In Date %	Overdue #	Overdue %	PI	Next 30 days due total
Domestic														
KPIs (Includes leaseholder properties) - CBC/CBH														
BS01 - Proportion of Homes for which all required gas safety checks have been carried out.	2025	10	12845	KPI	CBC & CBH	4713	4420	293	4414	99.84%	6	0.16%	Non Compliant	41
BS02 - Proportion of Homes for which all required fire risk assessments have been carried out.	2025	10	12846	KPI	CBC & CBH	4713	2521	2192	2521	100%	0	0%	Compliant	89
BS03 - Proportion of Homes for which all required asbestos management surveys or re-inspections have been carried out.	2025	10	12847	KPI	CBC & CBH	4713	2238	2475	2238	100%	0	0%	Compliant	0
Electric - EICR (5 year programme)	2025	10	12789	KPI	CBC & CBH	4713	4637	76	4621	99.65%	16	0.35%	Non Compliant	0
Electric - EICR (10 year programme)	2025	10	12541	KPI	CBC & CBH	4713	3	4710	3	100%	0	0%	Compliant	0
TSMS (Tenant Satisfaction Measures) - Excludes Leaseholders														
BS01/CBC - Proportion of Homes for which all required gas safety checks have been carried out.	2025	10	12834	TSM (BS01)	CBC	4592	4332	260	4325	99.84%	6	0.16%	Non Compliant	40
BS01/CBH - Proportion of Homes for which all required gas safety checks have been carried out.	2025	10	12837	TSM (BS01)	CBH	121	88	33	88	100%	0	0%	Compliant	1
BS02/CBC - Proportion of Homes for which all required fire risk assessments have been carried out.	2025	10	12835	TSM (BS02)	CBC	4592	2487	2105	2487	100%	0	0%	Compliant	89
BS02/CBH - Proportion of Homes for which all required fire risk assessments have been carried out.	2025	10	12838	TSM (BS02)	CBH	121	34	87	34	100%	0	0%	Compliant	0
BS03/CBC - Proportion of Homes for which all required asbestos management surveys or re-inspections have been carried out.	2025	10	12836	TSM (BS03)	CBC	4592	2238	2354	2238	100%	0	0%	Compliant	
BS03/CBH - Proportion of Homes for which all required asbestos management surveys or re-inspections have been carried out.	2025	10	12839	TSM (BS03)	CBH	121	0	121	0		0		Compliant	
BS04/CBC : TSM Percentage of Water Safety Checks Compliant CBC	2025	10	12840	TSM (BS04)	CBC	4592	406	4186	406	100%	0	0%	Compliant	3
BS04/CBH : TSM Percentage of Water Safety Checks Compliant CBH	2025	10	12841	TSM (BS04)	CBH	121	0	121	0		0		Compliant	
Communal Blocks / Schemes														
BS01 - Proportion of Blocks for which all required gas safety checks have been carried out.	2025	10	0	BLOCK	CBC & CBH	546	13	533	13	100%	0	0%	Compliant	
BS04 - Percentage of Water Safety Checks Compliant CBC and CBH	2025	10	0	KPI	CBC & CBH	546	24	522	24	100%	0	0%	Compliant	3
Fire - Higher Risk Blocks	2025	10	102836	KPI	CBC & CBH	546	71	475	71	100%	0	0%	Compliant	
Fire - Lower Risk Blocks	2025	10	102934	KPI	CBC & CBH	546	379	167	378	100%	0	0%	Compliant	
Electric - EICR (5 year programme for blocks)	2025	10	0	BLOCK	CBC & CBH	546	341	205	341	100%	0	0%	Compliant	
Asbestos Surveys Communal Required	2025	10	102838	KPI	CBC & CBH	546	0	546	0		0		Compliant	0
Lifts	2025	10	0	BLOCK	CBC & CBH	546	313	233	313	100%	0	0%	Compliant	

### Numeric KPI Scorecard Snapshot

Compliance Area	Period (Year)	Period (Month)	Number of Properties	Numeric Value	Percentage
No. of properties with capped gas	2025	10	4713	74	1.57%
No. properties requiring gas safety checks in next 3 months	2025	10	4713	538	11.42%
% up to date stock surveys	2025	10	5103	3760	73.68%
Properties that are compliant with CO alarms (%)	2025	10	4261	4251	99.77%
Properties that are compliant with smoke alarms (%)	2025	10	4645	4632	99.72%



Appendix C (Compliance Trend)

Compliance Area	KPI ID	Descriptor	FLAGAL Area	Landlord	In Date %	Overdue %	PI	In Date %	Overdue %	PI	In Date %	Overdue %	PI	In Date %	Overdue %	PI	In Date %	PI
Domestic					Jul-25			Aug-25			Sep-25			Oct-25			Trend	
KPIs (includes leaseholder properties) - CBC/CBH																		
BS01 - Proportion of Homes for which all required gas safety checks have been carried out.	12845	KPI	GAS	CBC & CBH	99.95%	0.05%	Non Compliant	99.91%	0.09%	Non Compliant	99.89%	0.11%	Non Compliant	99.84%	0.16%	Non Compliant	99.90%	Non Compliant for 3+ months
BS02 - Proportion of Homes for which all required fire risk assessments have been carried out.	12846	KPI	FIRE	CBC & CBH	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Non Compliant	99.96%	Compliant
BS03 - Proportion of Homes for which all required asbestos management surveys or re-inspections have been carried out.	12847	KPI	ASBESTOS	CBC & CBH	99.87%	0.13%	Non Compliant	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	99.97%	Compliant
Electric - EICR (5 year programme)	12789	KPI	ELECTRIC	CBC & CBH	99.66%	0.34%	Non Compliant	99.61%	0.39%	Non Compliant	99.57%	0.43%	Non Compliant	99.65%	0.35%	Non Compliant	99.62%	Non Compliant for 3+ months
Electric - EICR (10 year programme)	12541	KPI	ELECTRIC	CBC & CBH	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100.00%	Compliant
TSMS (Tenant Satisfaction Measures) - Excludes Leasholders																		
BS01/CBC - Proportion of Homes for which all required gas safety checks have been carried out.	12834	TSM (BS01)	GAS	CBC	99.95%	0.05%	Non Compliant	99.91%	0.09%	Non Compliant	99.88%	0.12%	Non Compliant	99.84%	0.16%	Non Compliant	99.90%	Non Compliant for 3+ months
BS01/CBH - Proportion of Homes for which all required gas safety checks have been carried out.	12837	TSM (BS01)	GAS	CBH	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100.00%	Compliant
BS02/CBC - Proportion of Homes for which all required fire risk assessments have been carried out.	12835	TSM (BS02)	FIRE	CBC	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Non Compliant	99.96%	Compliant
BS02/CBH - Proportion of Homes for which all required fire risk assessments have been carried out.	12836	TSM (BS02)	FIRE	CBH	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100.00%	Compliant
BS03/CBC - Proportion of Homes for which all required asbestos management surveys or re-inspections have been carried out.	12836	TSM (BS03)	ASBESTOS	CBC	99.87%	0.13%	Non Compliant	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	99.97%	Compliant
BS03/CBH - Proportion of Homes for which all required asbestos management surveys or re-inspections have been carried out.	12839	TSM (BS03)	ASBESTOS	CBH	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100.00%	Compliant
BS04/CBC : TSM Percentage of Water Safety Checks Compliant CBC	12840	TSM (BS04)	LEGIONELLA	CBC	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100.00%	Compliant
BS04/CBH : TSM Percentage of Water Safety Checks Compliant CBH	12841	TSM (BS04)	LEGIONELLA	CBH	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100.00%	Compliant
Communal Blocks / Schemes																		
BS01 - Proportion of Blocks for which all required gas safety checks have been carried out.	0	BLOCK	GAS	CBC & CBH	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100.00%	Compliant
BS04 - Percentage of Water Safety Checks Compliant CBC and CBH	0	KPI	LEGIONELLA	CBC & CBH	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100.00%	Compliant
Fire - Higher Risk Blocks	102936	KPI	FIRE	CBC & CBH	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100.00%	Compliant
Fire - Lower Risk Blocks	102934	KPI	FIRE	CBC & CBH	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Non Compliant	99.94%	Compliant
Electric - EICR (5 year programme for blocks)	0	BLOCK	ELECTRIC	CBC & CBH	99.71%	0.29%	Non Compliant	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	99.86%	Compliant
Asbestos Surveys Communal Required	102688	KPI	ASBESTOS	CBC & CBH	95.26%	4.74%	Non Compliant	99%	1%	Non Compliant	100%	0%	Compliant	100%	0%	Compliant	98.68%	Compliant
Lifts	0	BLOCK	LIFTS	CBC & CBH	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100.00%	0%	Compliant	99.93%	Compliant

## Appendix D (KPI report)

## Cabinet Housing Committee Performance Report

Performance date: June 2025 - September 2025 (Inclusive)

Business unit	Frequency	KPI ID	KPI short desc	June 2025	July 2025	August 2025	September 2025		Trend
				latest	latest	latest	latest	year to date	
Anti Social Behaviour	Monthly	10162	Number of ASB cases opened	6.00	4.00	12.00	2.00	30.00	
		10163	Number of ASB cases closed	1.00	0.00	0.00	4.00	5.00	
		10165	Number of live cases at month end	0.00	93.00	105.00	103.00	103.00	
		12871	TSM Number of new ASB cases opened that involve hate incidents per thousand properties	0.21	0.00	0.00	0.00	0.21	
		12884	TSM Number of new ASB cases opened per thousand properties	1.28	0.85	2.56	0.42	6.37	
	Quarterly	12483	Number of evictions for ASB	0.00			1.00	1.00	
		12624	TSM % tenants satisfied with landlord approach to handling anti-social behaviour	63.06			59.85	61.32	
Benefit and Money Advice	Monthly	10167	Income generated on behalf of customer year to date	576,217.13	880,125.14	1,027,790.46	1,160,336.20	1,160,336.20	
		10190	Number of new Benefit and Money cases	51.00	53.00	40.00	62.00	309.00	
		10245	Amount of Rent Arrears Cleared year to date £s	24,233.75	29,583.78	33,997.19	38,334.13	38,334.13	
Community Investment	Quarterly	12767	TSM % tenants satisfied CBC listens to their views and acts upon them	69.80			62.28	65.82	
Complaints	Monthly	11435	TSM Stage 1 complaints relative to the size of the landlord	3.62	7.03	6.39	4.46	31.00	
		12860	TSM Complaints progressing to stage 2 relative to the size of the landlord	0.85	0.21	0.43	1.06	1.06	
		12879	TSM Complaints responded to within Complaint Handling Code timescales Stage 2	100.00	100.00	100.00	100.00	94.12	
		12885	TSM Complaints responded to within Complaint Handling Code timescales Stage 1	90.91	85.71	96.55	100.00	87.14	
	Quarterly	12825	TSM % tenants satisfied with landlord approach to handling complaints	38.64			40.00	39.36	
Customer Services	Monthly	12526	Total number of contact centre calls handled	3,676.00	4,059.00	3,410.00	4,029.00	23,353.00	
		12718	% Contact Centre Calls Answered within 60 seconds	89.39	90.00	82.99	87.99	89.58	
Empty Homes	Monthly	10066	Average time taken to relet minor void CBC properties (excluding FA and JDC) in days	152.13	112.57	119.00	136.82	129.50	
		10068	% Rent lost through CBC dwellings becoming vacant excluding temp furnished	2.61	2.68	2.69	2.68	2.65	
		10072	Average Time Taken to Relet Major Void and Option App CBC properties (excluding FA and JDC) in days	455.00	229.75	337.33	249.67	298.95	
		10368	Void Numbers	164.00	172.00	166.00	168.00	168.00	
		12644	Number of downsizers moved	1.00	0.00	0.00	3.00	7.00	
Estate Services	Quarterly	12822	TSM % satisfaction of tenants with communal areas about the maintenance of the areas	76.15			76.26	76.21	
Housing Revenues	Monthly	10010	Current arrears as % of rental income (excluding court costs)	2.04	2.29	1.90	2.14	2.14	
		10012	Current tenant arrears level (including court costs)	528,552.40	591,179.82	493,571.77	553,898.24	553,898.24	
		10017	Current Number of Arrears	1,334.00	1,487.00	1,229.00	1,407.00	1,407.00	
		10030	Former tenant arrears amount (includes court costs)	254,526.98	257,299.16	269,732.14	273,832.27	273,832.27	
		10031	Former tenant arrears no. of cases over £10	276.00	282.00	290.00	293.00	293.00	
		10032	Former tenant arrears cash collected (includes court costs)	6,279.21	4,672.34	3,663.22	6,853.50	32,595.02	
		12545	Number of Evictions due to rent arrears	0.00	0.00	0.00	0.00	0.00	
Housing Support	Monthly	10154	% Sheltered accommodation residents with a support plan	100.00	100.00	100.00	100.00	100.00	
		10155	% of sheltered accommodation alarm system calls answered within 3 minutes	99.01	98.71	97.18	96.89	98.26	
		12803	% HSO weekly fire tests completed	100.00	100.00	100.00	100.00	100.00	

Investment and Technical	Quarterly	12831	TSM % tenants satisfaction that the home is safe	83.18			83.26	83.22	
		12832	TSM % tenants satisfaction that the home is well maintained	81.25			80.16	80.67	
Responsive Repairs	Monthly	10046	TSM % of emergency repairs completed within target	85.71	100	100	98.85	91.91	
		10047	% of urgent repairs completed within target	99.18	98.06	100	97.59	98.5	
		10048	% of routine repairs completed within target	97.85	95.96	97.05	95.33	97.21	
		10049	% of programmed repairs completed within target (90 days)	0.00	99.28	99.27	100	99.48	
		12810	TSM % of non emergency repairs completed within target	97.19	95.66	94.56	94.51	95.67	
		12896	Housemark TSM % of repairs completed within target	95.77	96.21	95.09	94.9	95.26	
		12936	Total Number of TSM Responsive Repairs	1,017.00	1,056.00	632	961	5,655.00	
	Quarterly	12817	TSM % satisfaction with a repair in the last 12 months prior to the survey LCRA	80.54			85.62	83.11	
		12818	TSM % satisfaction with the time taken to complete repair in the last 12 months	81.51			81.17	81.33	
Tenancy Management	Monthly	12605	Adult Safeguarding - Number Referrals Made to GCC during Period	5.00	3.00	2.00	2.00	22.00	
		12669	Adult Safeguarding - Number Referrals accepted by GCC	5.00	3.00	2.00	2.00	22.00	
		12671	Child Safeguarding - Number Referrals Made to GCC in Period	4.00	1.00	0.00	1.00	8.00	
	Quarterly	12778	TSM Overall tenant satisfaction (%)	78.60			80.54	79.63	
		12820	TSM % tenants feeling landlord keeps them informed about things that matter to them	84.88			79.72	82.03	
		12821	TSM % tenants feeling landlord treats them fairly and with respect	84.73			84.82	84.78	
		12823	TSM % tenants satisfied that CBC makes a positive contribution to the neighbourhood	77.86			70.70	74.07	
Training and Employment	Monthly	10176	Number of Employment Initiatives service users entering work	4.00	5.00	5.00	4.00	31.00	
		10350	Employment Initiatives caseload per month	115.00	126.00	143.00	145.00	802.00	

## Cheltenham Borough Council

### Cabinet Housing Committee – 26 November 2025

### Housing Services Health and Safety Report

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#### Accountable member:

Cllr Flo Clucas, Cabinet Member for Housing and Customer Services

#### Accountable officer:

Andy Tootell, Health & Safety Manager, [andy.tootell@cheltenham.gov.uk](mailto:andy.tootell@cheltenham.gov.uk)

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#### Executive summary:

The report seeks to draw together the work that has been undertaken during the period of July 2025 – September 2025, whether it was successful, and identifies the current tasks and challenges being faced.

#### Recommendations:

1. The Cabinet Housing Committee is requested to note the information within the report.
- 

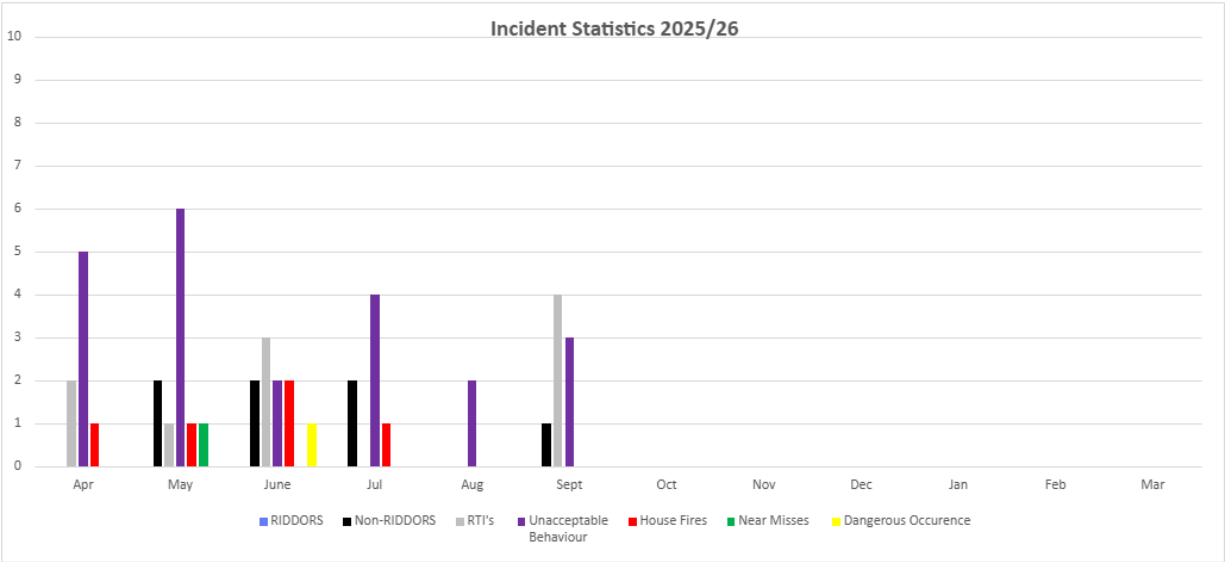
## 1 Background

2.1 The focus during this reporting period has included the following:

- Undertake a full inventory check and inspections of all equipment used by Building Services
- Deliver HHSRS training to several TMOs and surveyors
- H&S audit undertaken by Ubico compliance team

## 2 Main content

2.1 Health and Safety Incidents – April 2025 to September 2025



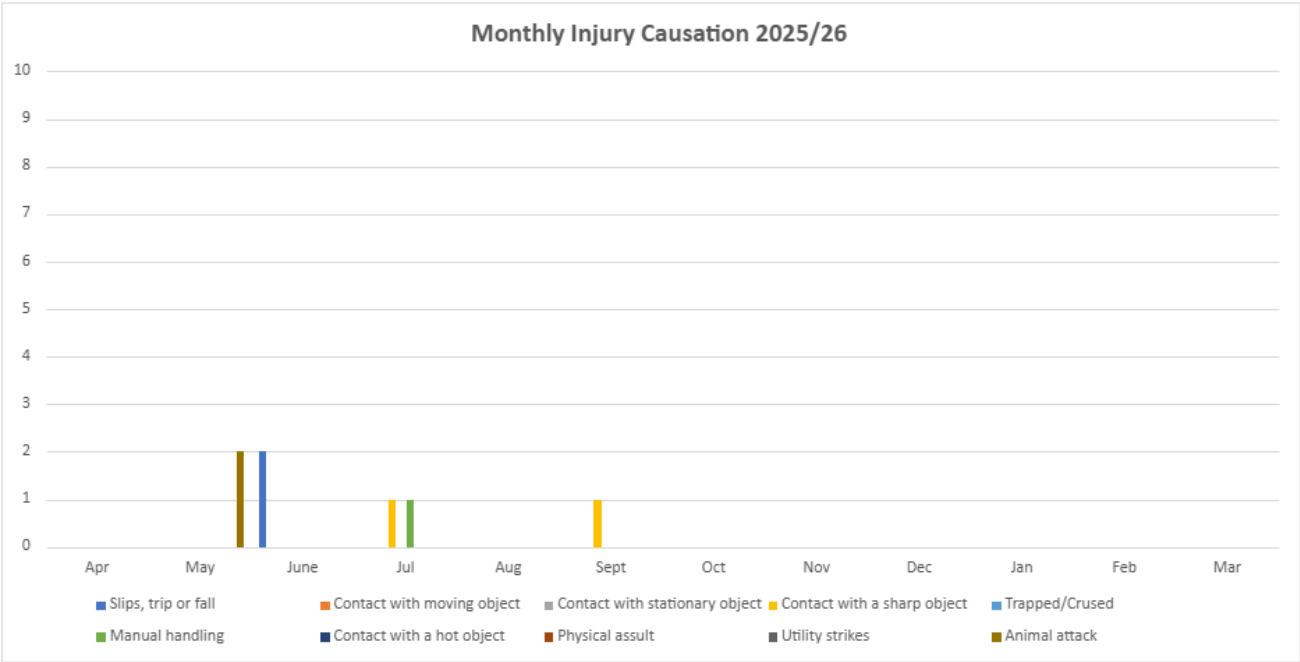
2.2 July 2025 – September 2025 Incident Narrative

Month	Incident Type	No
Jul	RIDDOR	0
	Non-RIDDOR	2
	Near Miss	0
	Dangerous Occurrence	0
	Unacceptable Behaviour	4
	RTI	0
	Fires	1
Aug	RIDDOR	0
	Non-RIDDOR	0
	Near Miss	0
	Dangerous Occurrence	0
	Unacceptable Behaviour	2
	RTI	0
	Fires	0
	RIDDOR	0

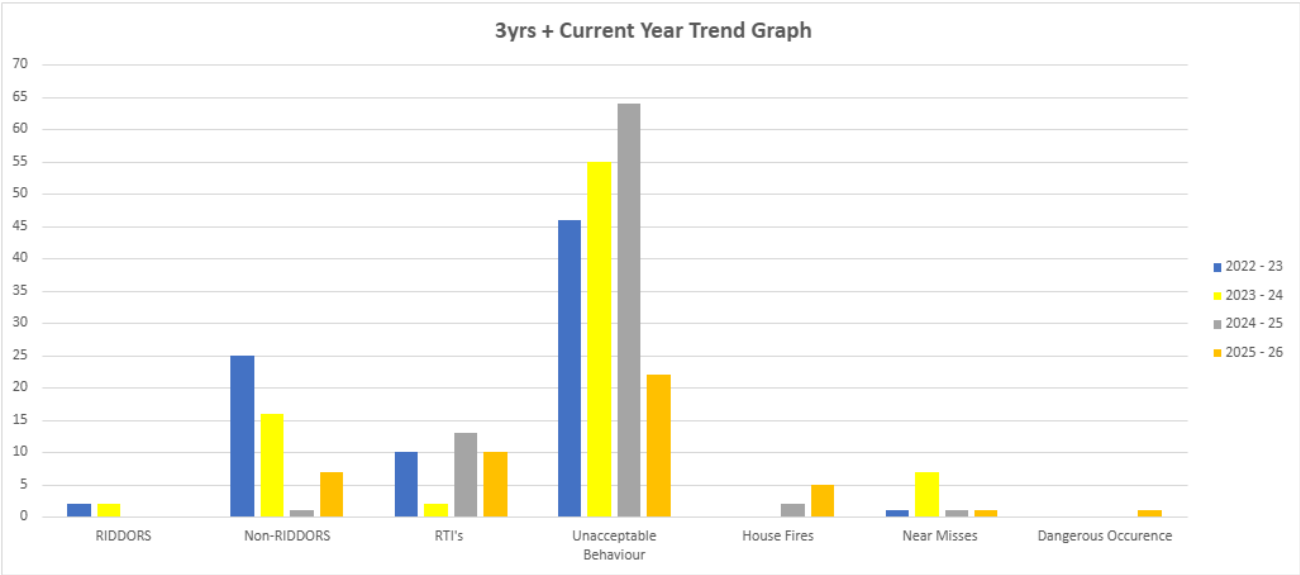


Sept	Non-RIDDOR	1
	Near Miss	0
	Dangerous Occurrence	0
	Unacceptable Behaviour	3
	RTI	4
	Fires	0

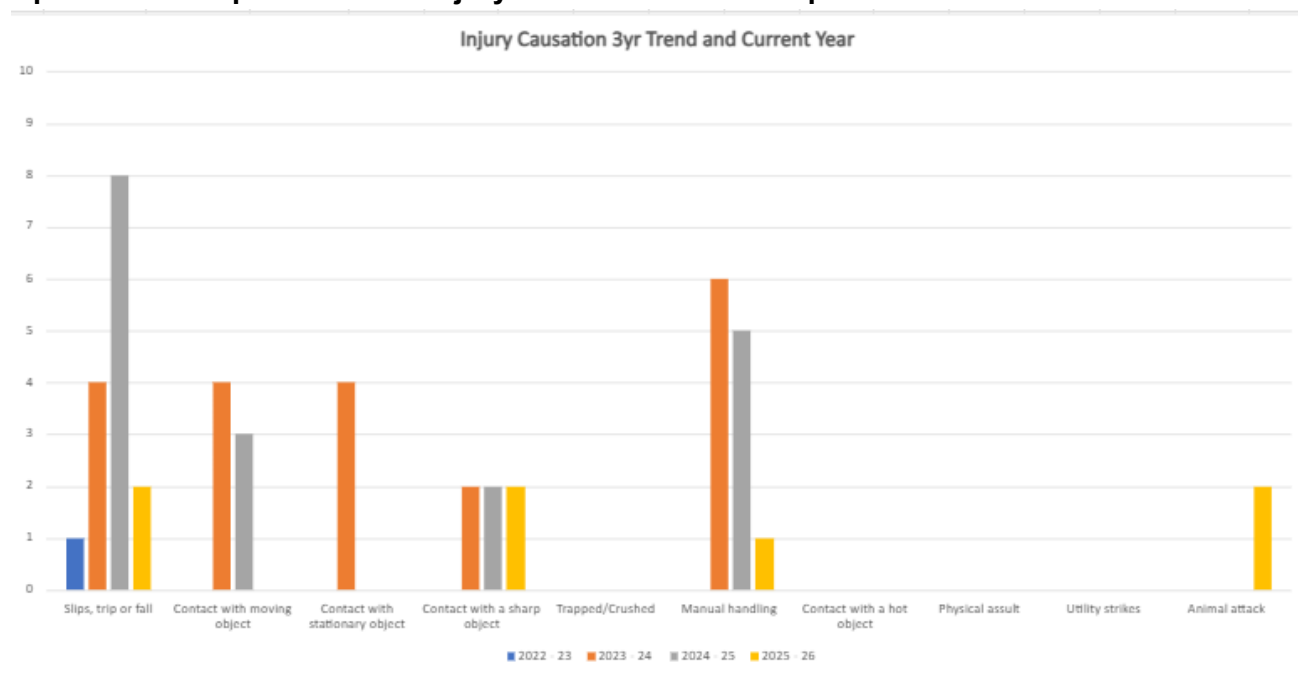
2.3 Monthly Injury Causation – April 2025 to September 2025



2.4 April 2022 to September 2025 Trend Graph



## 2.5 April 2022 to September 2025 Injury Causation Trend Graph



## 2.6 Health and Safety Audit

Ubico Compliance Team have completed their audit of Building Services H&S.

We are currently going through each item actioning any areas of concern. It is worth noting that we were already aware of most of the issues raised and already have plans in place to action them.

## 3 Conclusion

Currently, there are no reports or areas identified as significant concerns to the general health and safety of colleagues or others within Housing Services. This will continue to be monitored through a series of audits and inspections, ensuring that health and safety remains at the forefront of Housing Services activities.

## 4 Key risks

4.1 Please refer to appendix 1.

### Report author:

Andy Tootell, Health and Safety Manager, Housing Services, [andy.tootell@cheltenham.gov.uk](mailto:andy.tootell@cheltenham.gov.uk)

### Appendices:

- i. Risk Assessment

**Appendix 1: Risk Assessment**

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
CH4	Housing Properties Health & Safety - If we do not manage health and safety management of our housing properties, then we may be putting tenant at risk of serious injury or death.	Claire Hughes;  Paul Jones	5	3	15	Reduce	<ul style="list-style-type: none"> <li>- Clear health &amp; safety procedures in place with evidence these are followed.</li> <li>- Regular independent assurance that health and safety is being management effectively.</li> <li>- Effective oversight of health and safety performance by senior officers, Cabinet and Housing Cabinet committee.</li> </ul>	Claire Hughes	Ongoing
CH6	Housing Regulatory & Legal Requirements – If we fail to meet regulatory and legal requirements, specifically the Regulator for Social Housing consumer standards and the Housing Ombudsman Complaints Handling	Claire Hughes	4	3	12	Reduce	<ul style="list-style-type: none"> <li>- Self-referral made to regulator – no regulatory judgment issued.</li> <li>- Effective oversight of regulatory performance by senior officers, Cabinet and Housing</li> </ul>	Claire Hughes	Ongoing

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
	Code then this may result in intervention and reputational damage.						<p>cabinet committee.</p> <ul style="list-style-type: none"> <li>- Delivery of Improvement Plan</li> <li>- External expertise in place to support compliance with the standards including mock inspection.</li> <li>- Annual self-assessment of compliance with the Complaints Handling Code (published to tenants and HO.</li> <li>- New resource added to the improvement programme team</li> <li>-External expertise has been engaged on policy development, compliance strategy and data validation</li> <li>- Full review of</li> </ul>		

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
							consumer standards gap analysis is underway  - Inspection readiness evidence bank is being created		

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## Cheltenham Borough Council

### Cabinet Housing Committee – 26 November 2025

### Housing Improvement Programme

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#### **Accountable member:**

Cllr Flo Clucas, Cabinet Member for Housing and Customer Services

#### **Accountable officer:**

Claire Hughes, Director of Governance, Housing and Communities

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#### **Executive summary:**

A report to update the Cabinet Housing Committee on the Council's housing improvement programme. Providing a copy of the self- assessment against the consumer standards and feedback from Housing Quality Network on that self-assessment

The report also sets out the governance arrangements for the programme.

#### **Recommendations:**

1. That the Cabinet Housing Committee notes the report.
- 

## **1 Background**

- 1.1 This report is to update the committee on the Council's housing improvement programme.
- 1.2 The Social Housing (Regulation) Act 2023 introduced new consumer standards, which came into effect on 1 April 2024. From this date, the Regulator of Social Housing (RSH) transitioned from a reactive approach, where it could only investigate consumer issues in cases of 'serious detriment', to a proactive regulatory model.
- 1.3 As a result, the Council is now subject to inspections by the RSH. Following any inspection, landlords are graded from C1 to C4, with C1 indicating full compliance and effective delivery of outcomes, and C4 indicating significant areas of concern.
- 1.4 To ensure compliance and readiness for inspection, the Council has established a Housing Improvement Programme, led by the Director of Governance, Housing and Communities. The

programme not only aims to meet the new standards but also sets out an action plan to position the Council for a C1 assessment.

## **2 Governance**

2.1 The programme is overseen by the Housing Improvement Team, which acts as the programme board. This team comprises specialists, workstream leads, and a project manager, and meets monthly to:

- Review progress against workstream action plans
- Consider risks and issues
- Ensure alignment with the Council's digital roadmap, with input from the Head of Digital Development and Programme Office

2.2 The programme is structured around four workstreams, aligned with the four consumer standards:

1. Safety and Quality
2. Transparency, Influence and Accountability
3. Neighbourhood and Community
4. Tenancy

2.3 Each workstream is led by designated officers responsible for:

- Oversight and delivery of the action plan
- Logging and maintaining evidence for inspection
- Reporting progress via monthly highlight reports to the programme board

2.4 Starting January 2026, quarterly reports will be presented to this committee. These reports will include:

- A summary of key highlights from the previous quarter
- Progress against actions (expressed as a percentage)
- Key risks and issues

This will enable members, tenants, and leaseholders, via their representatives or the public question process, to effectively scrutinise the Council's improvement journey.

Update reports will also be presented directly to the Tenant Panel and Leaseholder Panel.

## **3 Self-Assessment**

3.1 In August, the Council completed a self-assessment against the consumer standards, identifying areas of strength and those requiring further improvement to achieve compliance. A copy of the self-assessment is attached at Appendix 2.

3.2 To validate the findings, the Council commissioned the Housing Quality Network (HQN) to review the evidence and conduct meetings with relevant staff. This review has now concluded, and a feedback session has taken place.



3.3 The feedback from HQN was as expected. It highlighted areas where we are doing well and areas for improvement. We were pleased that the areas of improvement aligned with those we had already identified.

3.4 In summary they identified:

- Evidence across most areas was well-organised and well-labelled
- Self-Assessments were fair, and identified areas of challenge
- Self-Assessment on safety and quality needs to include more detail around repairs, maintenance and planned improvements and aids and adaptations
- Overarching documents showing governance, structure for tenant input, etc were helpful
- Staff involved in workshops were knowledgeable, helpful and engaged
- In some areas policies etc are still CBH which need to be updated
- In HQN's opinion the compliance strategy is an excellent foundational document
- Very good TSMs will be helpful in your story

3.5 Some key areas for improvement against each of the standards are set out as follows:

Standard	Area for Improvement
<u>Safety and Quality</u> <ul style="list-style-type: none"> <li>• Compliance strategy was highlighted as excellent.</li> <li>• TSM results are very good</li> </ul>	<ul style="list-style-type: none"> <li>• Need to confirm decent homes/HHSRS/EPC position</li> <li>• Asset management strategy needs updating</li> <li>• Need to confirm if stock condition survey covers 100% of the stock and includes internal/external/communal areas/</li> <li>• Insufficient evidence on repairs</li> <li>• Aids and adaptations needs more work</li> </ul>
<u>Transparency, Influence and Accountability</u> <ul style="list-style-type: none"> <li>• Voice plan identified as being a great document</li> <li>• Good TSMs</li> <li>• Good tenant engagement</li> <li>• Excellent annual report</li> </ul>	<ul style="list-style-type: none"> <li>• Capture training records for staff e.g. those who have attended equalities training etc</li> <li>• Complete the work on updating the single equality scheme</li> <li>• Provide evidence of where we have changed things because we agreed that a process was unfair</li> <li>• Complete the work on updating the tenant handbook – set out our timescales for doing this</li> <li>• Include timescales in the self-assessment for updating the website</li> <li>• Identify a programme for developing our service standards with tenants</li> </ul>
<u>Neighbourhood and Community</u> <ul style="list-style-type: none"> <li>• Lots of good partnership work</li> </ul>	<ul style="list-style-type: none"> <li>• Good partnership work but we need to evidence it more</li> <li>• Publish things like cleaning and maintenance schedules</li> <li>• Invite residents to join estate inspections on a regular basis</li> </ul>

### Tenancy

- Good policies in place
- Fraud work is good
- Lots of good support work done directly through CBC
- Consider developing a policy on promoting wellbeing
- Finish work on updating the domestic abuse policy
- Need better data on aids and adaptations – do we know how many homes we have that have been adapted?
- Ensure KPI reporting includes the numbers of tenants downsizing

3.6 Overall, whilst the feedback does highlight areas of improvement these were, in the main, areas which the Council had already identified and for which there are relevant action plans in place.

3.7 We will now spend the coming weeks completing as many of the actions as we can. Where work is required over a longer period, detailed plans with timescales will be put in place. To provide further validation and assurance of our position we will then undergo a full mock inspection early in the new year. The outcome of which will be reported to this committee.

## **4 Key risks**

See risk assessment at Appendix 1.

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### **Report author:**

Claire Hughes, Director of Governance, Housing and Communities

[claire.hughes@cheltenham.gov.uk](mailto:claire.hughes@cheltenham.gov.uk)

### **Appendices:**

1. Risk Assessment
2. Self-Assessment against consumer standards

**Appendix 1: Risk Assessment**

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
1.	If we do not have relevant evidence of compliance with the consumer standards then we may receive regulatory intervention	Director of Governance, Housing and Communities	4	3	12	Reduce	Workshops completed with relevant officers to capture data.  HQN reviewed self assessment and action plan  New improvement team in place and linked to digital roadmap project	Director of Governance, Housing and Communities	Ongoing
2.	If we do not have regular reports to committee on our improvement journey then there is a risk that we are not complying with the Transparency, Influence and Accountability Standard	Director of Governance, Housing and Communities	2	2	4	Accept	Quarterly reporting in place	Director of Governance, Housing and Communities	January 2026

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
3.	If we do not link the housing improvement project to the digital roadmap then there is a risk that relevant interdependencies are not identified resulting in delays in delivery	Director of Governance, Housing and Communities	2	2	4	Accept	Process in place with Head of Digital Development and Programme Office attending programme board meetings	Director of Governance, Housing and Communities	Completed

# CONSUMER STANDARDS SELF ASSESSMENT

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## 1. Introduction

Cheltenham Borough Council is committed to preparing an annual self-assessment against the regulatory requirements for Registered Providers. This report provides an overview of regulatory content and observations on compliance.

The self-assessment identifies areas where our housing services are meeting the standards and makes recommendations for consideration to strengthen areas where further work is required.

## 2. Regulatory Context

The Regulator of Social Housing (“RSH”) is responsible for ensuring that social landlords deliver services against the consumer standards.

The Social Housing (Regulation) Act 2023 brought in a proactive role for the RSH on regulating the consumer standards. With effect from 1st April 2024, it gave the RSH new powers to inspect and to intervene when they believe necessary. The regulator also has new enforcement powers and tools to do so.

The RSH will now regulate the consumer standards through a programme of inspection. Following inspection, the RSH will issue a consumer grading of between C1 and C4.

The council will be inspected within a four-year period (by April 2028). In addition to programmed inspections, the council is required to make self-referrals on all material issues that relate to non-compliance or potential non-compliance with the consumer standards.

This self-assessment provides a comprehensive assessment against the regulatory standards and makes recommendations on areas of improvement which will be captured and monitored through our Housing Improvement Programme.

## 3. Self-Assessment Approach

This self-assessment has been conducted against the RSH consumer standards and the RSH Code of Practice that provides further guidance on the expectations and considerations for Registered Providers.

The self-assessment process has been directed by the Director of Governance, Housing and Communities.

The review has been conducted by the Housing Improvement Team, via a mixture of desktop reviews and facilitated workshops with relevant officers.

External support has been provided Pennington Choices Limited and the Housing Quality Network.

The self-assessment will be published and made available to our tenants.

## 4. Safety and Quality Standard

### Overview

We have made good progress against this standard over the past twelve months, implementing new systems and monitoring regimes to ensure that safety standards are met. Where our compliance figures are not 100%, we are actively addressing this.

However, there remains several actions to bring us up to a fully compliant position, including completion of legacy fire actions.

The overall satisfaction with our repairs service remains positive, our tenant satisfaction measures (TSMs) identified that 81.9% of respondents who have received a repair in the last 12 months were satisfied with the time taken and 81.8% satisfied with the overall repairs service. 78.8% of respondents reported that they are satisfied that their home is safe.

The following section provides an overview of how well we meet the standards.

### Findings

#### *Health and Safety*

- A Compliance Monitoring Group meets monthly and oversees our performance against all statutory safety requirements. This is supported externally by Pennington Choices Limited and HQN. Our newly development compliance reports are also discussed at the monthly housing operations meeting and reported to the Cabinet Housing Committee on a quarterly basis.
- We have a compliance strategy place, and all of our policies are up to date, having been approved in July 2025. Our policies are supported by written procedures and process maps.
- Fire Risk Assessments (FRAs) have now moved to a smoothed rolling programme meaning that we will no longer find ourselves in a position of large numbers of fire actions and one time. The assessments are conducted in accordance with current legislation & good practice guidance. The QL system has now been developed to ensure that we are able to effectively track actions, preventing the use of manually generated spreadsheets
- 99.63% of our stock has an EICR certificate within the last five-years with zero properties outside of ten-years. To achieve 100%, we have a fully funded Electrical Testing programme in operation to ensure that within the next 18 months, all homes will have been tested within a five-year period. Our HRA includes provision to maintain a five-year inspection cycle.
- We are 100% compliant with legislation regarding lifts in buildings and all statutory inspection requirements are met annually.
- Comprehensive gas safety inspections are in place with 99.91% of our homes compliant. The four outstanding properties are currently going through the legal process to secure access.
- We are 100% compliant on water safety.
- We have asbestos surveys for all required premises under the Duty to Manage and strong procedures support asbestos management during repair, refurbishment and demolition works. We separate contracts in place for surveyors and removal works as well as a third contractor for assurance.



- We have a Damp, Mould and Condensation policy in place and are working towards actively reporting on the number of live cases via our compliance report.

### *Stock Condition*

- We are working through a programme of stock conditions surveys for all of our stock. 72% of our stock has had a condition survey within the past 12 months, with a target to reach 100% by December 2025.
- From 2026 we will move to a rolling stock condition programme, surveying 20% of our stock each year, ensuring that all properties will always have been surveyed within a 5-year period.
- The existing Asset management strategy is out of date and requires reviewing and updating. This work is in progress.
- The data from our stock condition surveys is now being used to develop our planned maintenance programme, upon which we will be seeking to engage our tenants.

### *Repairs, Planned Maintenance and Adaptations*

- Our approach to damp, mould and condensation is defined through our policy. Performance is monitored using QL and datahub and will be reported as part of our compliance processes
- Our repairs and emergency out of hours service is easy to access 24/7, with a range of ways to report a repair available for all customers to meet their needs.

### *Opportunities for further improvement*

- Complete the overdue fire actions as a priority.
- In consultation with our tenants develop a repairs policy
- Update our tenant handbook
- Complete a review of our DMC policy and reporting to ensure we are fully compliant with Awaabs law
- Conduct an appraisal of QL to explore its functionality and to understand the gap between where it is now, and where it needs to be to support the end-to-end delivery of all compliance programmes.
- Implement a rolling programme of stock condition surveys on at least a five-year basis to ensure that data remains up to date and accurate to allow you to address any issues of non-decency and assist in future planning.
- Ensure regular, documented contract management meetings take place to cover standard areas such as performance, competency, complaints and so on,
- Ensure competency checks are undertaken across all contracts (at least annually), to demonstrate that your contractors, and any subcontractors they use, continue to have the competencies and accreditations you expect.
- Implement a formal and coordinated approach to informing residents about each area of compliance by developing a communications plan which sets out how and when information will be provided.

## 5. Transparency, Influence and Accountability Standard

### Overview

An assessment against the standard demonstrates that the service is performing well in some areas. There is evidence of tenant engagement but in some places, this is not co-ordinated or fed back to tenants. Therefore, it is difficult to demonstrate that the council is truly ensuring that investment and service delivery is directed towards tenants' priorities.

Our TSMs indicate that 67% of respondents stated that they were satisfied that their landlord listens to tenant views and acts upon them. Whilst this is above the sector average of 62% it's an indication that there is more we can do.

### Findings

- Our Tenant Engagement Plan offers a wide range of ways to get involved and the level of tenant engagement continues to develop.
- Our Cabinet Housing Committee, live streamed via YouTube and available on our website provides an opportunity for tenants and elected members to provide scrutiny and challenge on areas such as performance, complaints, policies and working practices.
- We publish an Annual Tenants Report that provides an overview of how we spend tenant's rent and strategic priorities.
- TSMs are published in line with regulatory requirements. We are compliant with the Housing Ombudsman's recommended approach to complaint handling. Our complaints policy is published and easily accessible and our performance is scrutinised by our Cabinet Housing Committee.
- All our policies include an equality impact assessment
- Our corporate values and employee code of conduct clearly set out the councils' expectations regarding staff behaviour and conduct, including upholding the Nolan principles.

### Opportunities for further improvement

- Finalise and publish our customer promise and customer charter
- Develop and publish service standards
- Update the single equality scheme
- Develop a contractor's code of conduct, clearly setting out our expectations for contractor's conduct
- Ensure that we follow up actions from our tenant scrutiny work and publish the outcomes
- Develop a communications and engagement calendar
- Develop a clear communications protocol so tenants are clear on the ways we can communicate with them.
- Update our tenant handbook to be more accessible
- Develop a repairs policy which clearly sets out our approach to repairs, including where these are rechargeable

- Actively publish our cleaning and grounds maintenance schedules

## 6. Neighbourhood and Community Standard

### Overview

An assessment against the Neighbourhood and Community Standard shows that the service is performing well in many areas. Guided by tenant feedback we are actively undertaking a review of our ASB services.

We work well with a range of partners to keep our neighbourhoods safe and our work on the Home Office Clear, Hold, Build initiative (Endeavour) has been recognised as best practice across the south-west.

We are active partners in a wide range of partnerships, some examples include weekly multi agency meetings with the police and social care, facing hardship group, safeguarding boards, combatting drugs partnership, serious and organised crime group, community safety partnership and safe estates group.

Local lettings plans are used where appropriate as an effective neighbourhood management tool.

### Findings

- An estate walkabouts programme operates monthly. This is supplemented with Housing Leadership Team walkabouts which also take place monthly.
- Our ASB team actively manage breaches of Tenancy through collaborative working with Housing Officers and in partnership with Gloucestershire Police.
- Our Anti-Social Behaviour Policy was updated in July 2025 and sets out our approach to dealing with ASB including Hate Crime and the range of enforcement actions tailored to risk.
- Our TSM score for satisfaction with ASB remains relatively static, but we hope to see an improvement in this next year as we progress with our ASB review
- Endeavour, Gloucestershire's approach to Clear, Hold, Build has been a huge success and has been recognised as best practice across the southwest of England.

### Opportunities for further improvement

- Conclude our ASB review
- More proactively promote the use of advocates
- Develop a community cohesion policy

## 7. Tenancy Standard

### Overview

Our assessment against the Tenancy Standard is that we are generally performing well, with good understanding of housing need. We can demonstrate a history of supporting tenants in their home and focusing on helping tenants sustain their tenancies.

There are many examples across the service where housing services have worked with a range of internal and external partners to support tenants.

### Findings

- We allocate homes in a fair and transparent manner in line with Homeseeker Plus and work with other Registered Providers who operate within the borough.
- Our Tenancy Policy was updated in July 2025
- We have policies and process in place for tackling tenancy fraud and actively carry out fraud related activities such as NFI matches and reviewing the housing waiting list bandings
- We have an active downsizing scheme to encourage best use of our stock and to assist with dealing with overcrowding and under occupancy
- We are part of the county wide initiative to create a single accessible housing register, although we acknowledge that significant work is required to bring this to fruition
- A number of teams and initiatives are in place to support the sustainment of tenancies including specialist tenancy investment officers, our benefits and money advice team and our training and employment service
- Our tenancy audits provide a rolling tenancy review programme, based on level of risk, which enables housing officers to provide a support visit to all tenants in their home. These audits allow our team to provide support and advice to our tenants and where required to make appropriate referrals for tenants.
- With the exception of 5 affordable units, we only provide secure tenancies and at the time of sign up our empty properties team provide support to ensure tenants understand their Tenancy Agreement and provide information on a range of services and support mechanisms.
- The council provides a mutual exchange service through Home Swapper free of charge for all tenants.

### Opportunities for further improvement

- Implement a programme for assessing all our properties to establish accessibility and grade them accordingly then ensure that this data is reflected in the lettings adverts on Homeseeker Plus
- Implement a process to ensure that all adaptations are accurately recorded on our QL housing management system
- Update the leaflet on downsizing initiatives
- Develop an annual report for the Cabinet Housing Committee demonstrating work done on sustaining tenancies
- More proactively promote the mutual exchange service

## 8. Conclusion

In conclusion there is evidence of good performance in many areas. However, where gaps exist these could result in the council receiving a lower consumer standards grade. It is therefore essential that we proactively work through the housing improvement programme, completing the identified actions as a matter of corporate priority.

## **Cheltenham Borough Council**

### **Cabinet Housing Committee – 26 November 2025**

## **Tenant Satisfaction Measures (TSM) 6 monthly update**

#### **Accountable member:**

Cllr Flo Clucas, Cabinet Member for Housing and Customer Services

#### **Accountable officer:**

Caroline Walker, Director of Housing, Customer Services and Communities

#### **Executive summary:**

The purpose of this report is to inform Housing Committee members of the results of Tenant Satisfaction Measure results for quarter 1 and quarter 2 2025/26 and to outline activities being developed to address areas of dissatisfaction.

#### **Recommendations:**

1. That the report is noted by Cabinet Housing Committee.

### **1. Background**

1. Members are reminded that tenant satisfaction surveys are carried out independently on the council's behalf, 250 tenants are contacted each quarter so that a representative sample of tenant perceptions and opinions is obtained. Most tenants (around 80%) give permission for the council to contact them to discuss areas of dissatisfaction further. These dissatisfied customers are contacted to better understand areas of concern and the feedback used for learning and improvement.

### **2. Main content**

Key messages from the survey results include:

- 82% tenants are satisfied with the overall service provided by the council (an increase of 3% from quarter 1)

Several satisfaction areas achieved satisfaction above 80%, these included:

- Well maintained Homes
- Safe Home
- Repairs Last 12 Months
- Time taken repairs
- Kept Informed
- Fairly and with respect

In contrast, tenants were less satisfied in three areas (below 70%)

- how the council listen to tenant's views and acts upon them (65%)
- the approach to dealing with ASB (63%)
- Satisfaction with the handling of complaints (41%) which is an increase of 4% from Q1

Follow up calls have been made to all dissatisfied tenants and contact established with 34 tenants. The key areas for dissatisfaction were repairs and planned maintenance, where possible individual tenant concerns have been resolved.

The estate services team are working in addressing the dissatisfaction with the cleaning of communal areas and the following activities are in progress:

- There are plans to carry out communal planting at James Donovan Court
- There are plans to carry out painting in communal blocks, including Scott and Edward Wilson House

The complaints team has recognised that the SMS text surveys are delivering a poor response rate and the team are not getting feedback regarding complaints handling. As a result of this the complaints team will look to arrange and conduct complaints scrutiny meetings with tenants with direct experience of making a complaint.

### **3. Performance Overview – Quarter 2 results**

82% of tenants were satisfied with the overall service in Q2, an increase of 3 % from Q1

80% of tenants believe kept informed, decrease of 5% from Q1

84% of tenants believe treated fairly and with respect, decrease of 1% from Q1

83% believe their home is safe, 83% satisfaction in Q1

82% satisfied with time taken to complete repairs, 82% satisfaction in Q1

87% satisfaction with repairs in the last 12 months, which is an increase of 6% from Q1

### **4. Key risks**

- Reputational damage and loss of public confidence
- Reduced tenant satisfaction and engagement.

#### **Report author:**

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#### **Appendices:**

- i. Risk Assessment
- ii. Q1 TSM Tracker report
- iii. Q2 TSM tracker report

## Appendix 1: Risk Assessment

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
	Reputational damage arising from poor tenant satisfaction	Caroline Walker, Director of Housing, Customer Service and Communities	3	3	9	Reduce the risk	Follow up calls to dissatisfied tenants and identify common themes. Liaise with Service Managers to identify improvements and communicate these to tenants.	Natasha Dhillon, Complaints Officer	Annually

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# Quarter 1

## Annual Customer Satisfaction Feedback Report 2025/2026

## Key TSM Metrics

### Overall Satisfaction

### Good Repair

### Building Safety

### Neighbourhood

### Engagement

### Complaints

### Wellbeing

### Trends

### Summary

## Introduction

Cheltenham Borough Council (CBC) owns and manages around 4,500 LCRA properties, as well as a small number of LCHO properties. Acuity has been commissioned to undertake quarterly independent satisfaction surveys of the tenants of Cheltenham Borough Council, to collect data on their opinions of, and attitudes towards, their landlord and the services provided.

The survey was designed using the Tenant Satisfaction Measures from the Regulator of Social Housing, which became mandatory to collect in April 2023 and are now an annual requirement going forward. Every quarter, tenants are contacted and invited to take part in a telephone interview. The survey is designed to collect the views of approximately 221 LCRA tenants per quarter, proportionately sampled by tenure type, area, and age. This report for Q1 2025/2026 presents an analysis of the results based on 221 completed surveys, as well as 10 incomplete surveys, which are required to be included in the report by the Regulator.

The telephone survey is confidential, and the results are sent back to CBC anonymized unless tenants give their permission to be identified – 84% of tenants did give permission to share their responses with their details attached and 96% of these tenants are happy for CBC to contact them to discuss any comments or issues they raised.

This survey aims to provide data on tenants' satisfaction, which will allow CBC to:

- Provide information on tenants' perceptions of current services
- Compare the results with previous surveys, where possible
- Compare the results with other landlords (in a separate annual report)
- Inform decisions regarding future service development
- Report to the Regulator annually as required.

For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with under 10,000 properties achieve a sampling error of at least  $\pm 4\%$  at the 95% confidence level. For this quarter, 221 completed responses were received, and this response is high enough to conclude that the findings are accurate to within  $\pm 6.4\%$  for the quarter and  $\pm 3.4\%$  annually. For there to be a statistically significant difference in results, the change from Q4 to Q1 will need to be above 13 percentage points (p.p) and annually would need to be greater than 6p.p.

*Note: The majority of figures throughout the report show the results as percentages. As percentages are rounded up or down from two decimal places in the results file to the nearest whole number, they may not always total 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together. The charts also show the base for each question shown as n=.*

# 79% Services Provided



In Q1, 79% of tenants are satisfied with the overall service provided by CBC, a fall of 3 percentage points (p.p) since the last survey in Q4 of 2024/2025.

The highest satisfaction is for the way CBC treats its tenants fairly and with respect, and for keeping tenants informed, both at 85% this quarter. Satisfaction with four other measures also score in the 80% range; well maintained home, safe home, the repairs service in the last 12 months, and the time taken for repairs.

Including satisfaction with the overall service, four measures fall in the 70% range, with just two scoring below this level. Satisfaction with the approach to ASB is at 63%, which is a decrease of 2p.p against last quarter, and satisfaction with complaint handling is just 39%, although this is an increase of 2p.p since the last survey.

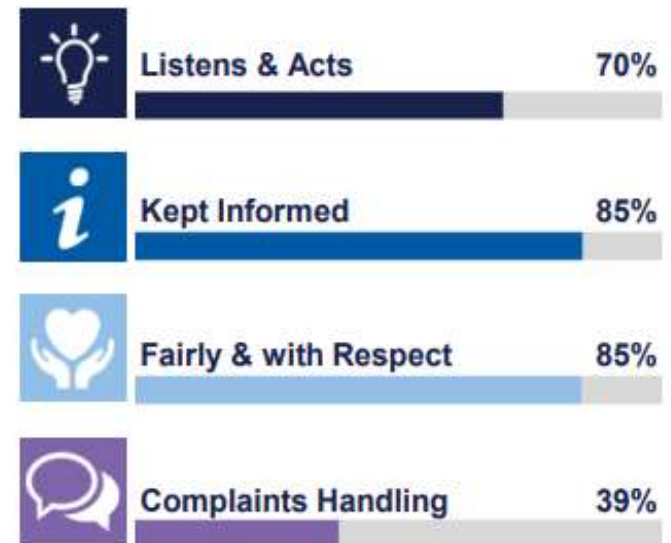
## TSM Key Metrics



### Keeping Properties in Good Repair



### Respectful & Helpful Engagement



### Responsible Neighbourhood Management





# Overall Satisfaction

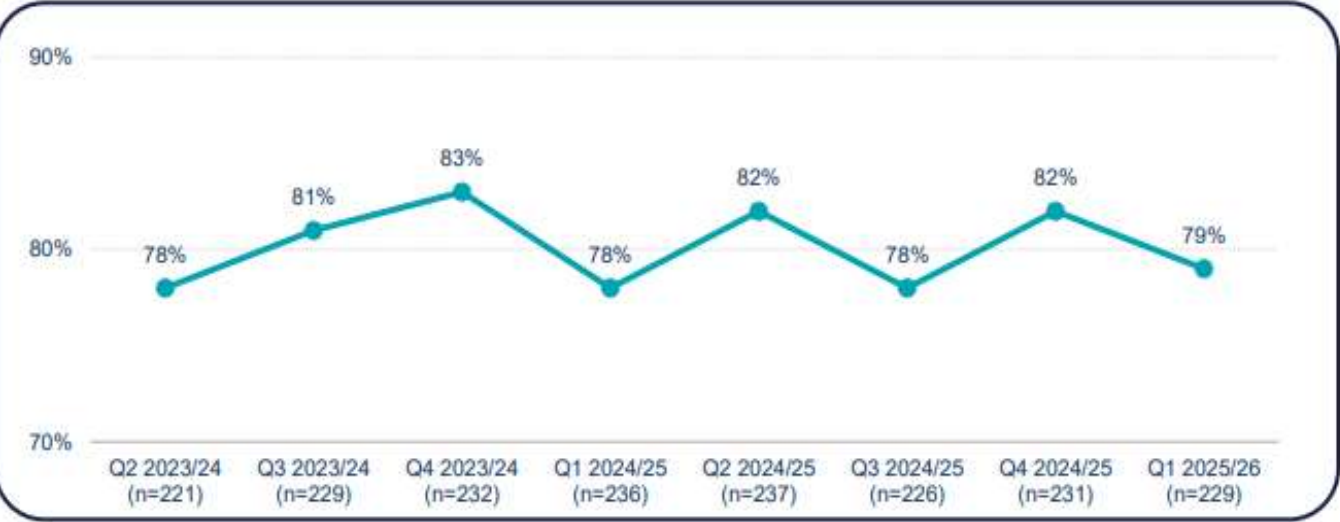
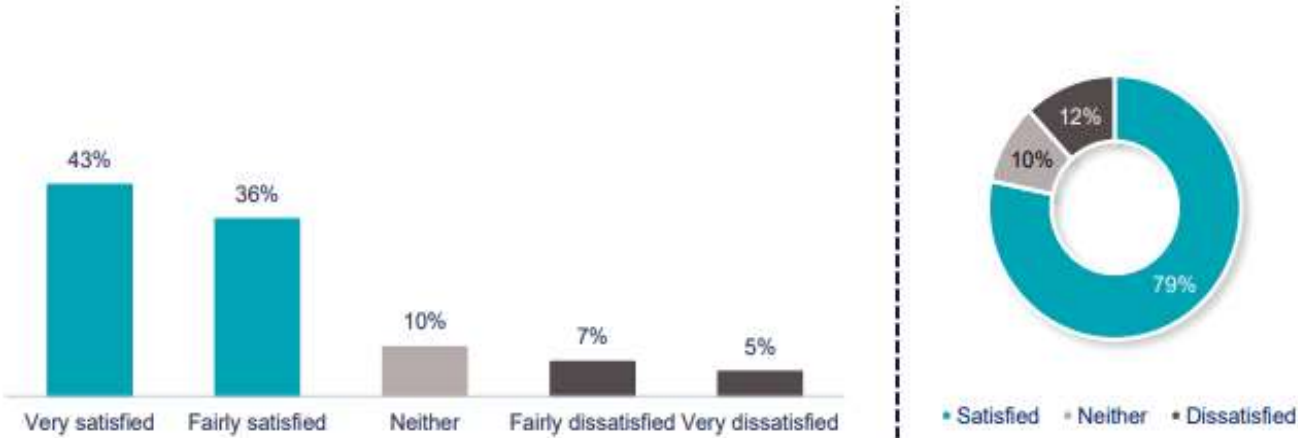


Tenants were asked, "Taking everything into account, how satisfied or dissatisfied are you with the service provided by Cheltenham Borough Council?" This is the key metric in any tenant perception survey.

Just under four-fifths of tenants (79%) are satisfied with the overall service provided by CBC, with more very satisfied than satisfied; 43% compared with 36%.

Just 12% of tenants are dissatisfied with the overall service and a further 10% gave a neutral score.

Satisfaction with overall service has been fairly consistent over the last two years, ranging from a high of 83% to a low of 78%, and has reduced by 3p.p from the last survey.

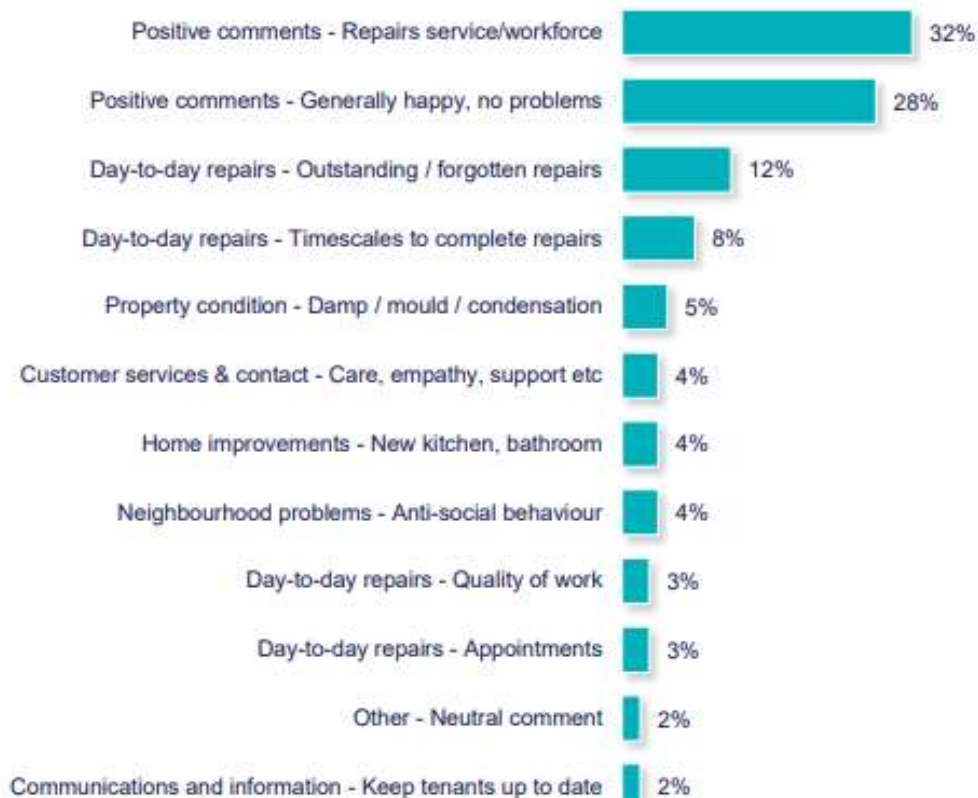




## Comments - Overall Satisfaction



(n=225)



The majority (60%) of the 225 comments regarding satisfaction with the overall service from CBC, are positive, and include compliments about the repairs service and those who deliver this service. For example, *"They are good. If I ever wanted anything, they have been on the ball"*.

Conversely, and accounting for around a fifth of the comments received, there are issues raised with the time taken to complete repairs, and repairs which tenants feel have been forgotten. In addition, there are a small number of issues with the quality of repairs completed.

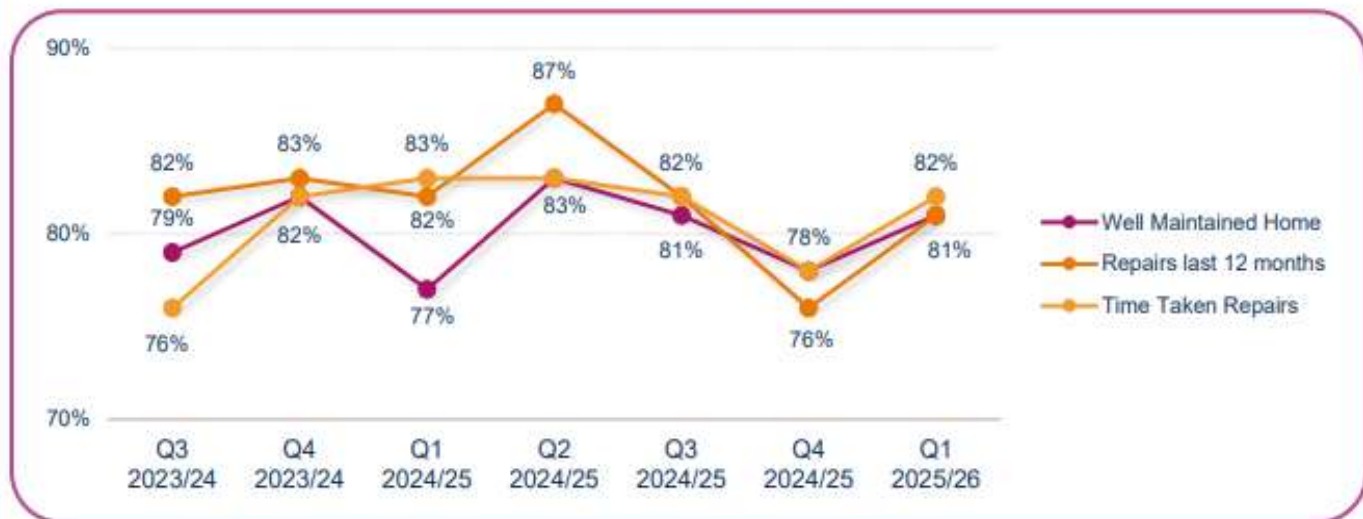
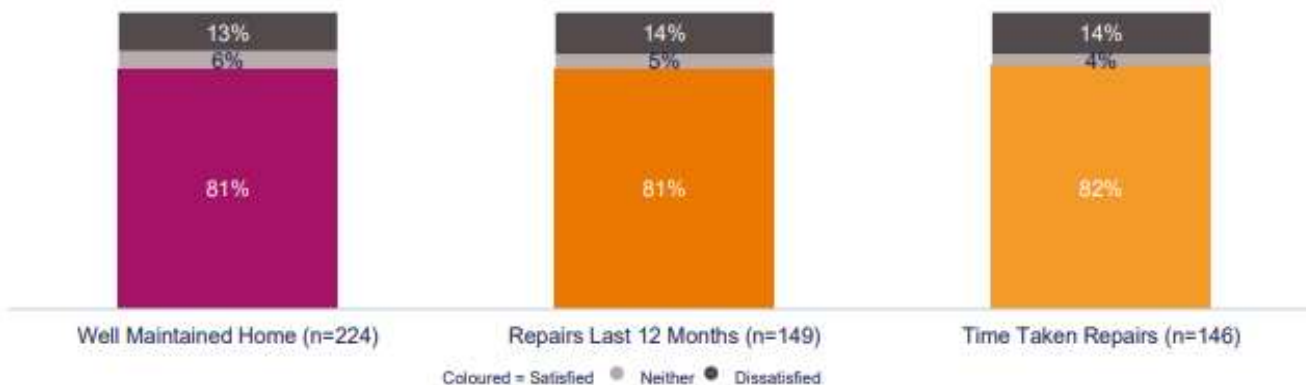
A small number of tenants feel there could be more care and empathy shown by CBC during their interactions and some mention concerns with ASB where there is a perception that sometimes action is not taken or is not adequate.

For Q1, 81% of tenants are satisfied that their home is well-maintained, up 3p.p, and 13% of tenants are dissatisfied.

Around two-thirds of tenants (63%) said they had a repair completed in their home in the last 12 months, and of these, 81% are satisfied with the repairs service over this period, which is an increase of 6p.p; 14% are dissatisfied.

The time taken to complete a repair sees an increase in satisfaction of 4p.p at 82%, although this is also down a little, by 4p.p, with the level of dissatisfaction remaining the same as last quarter at 14%.

## Keeping Properties in Good Repair





Tenants are asked to share thoughts about the repairs service in the last 12 months, and 145 comments were recorded.

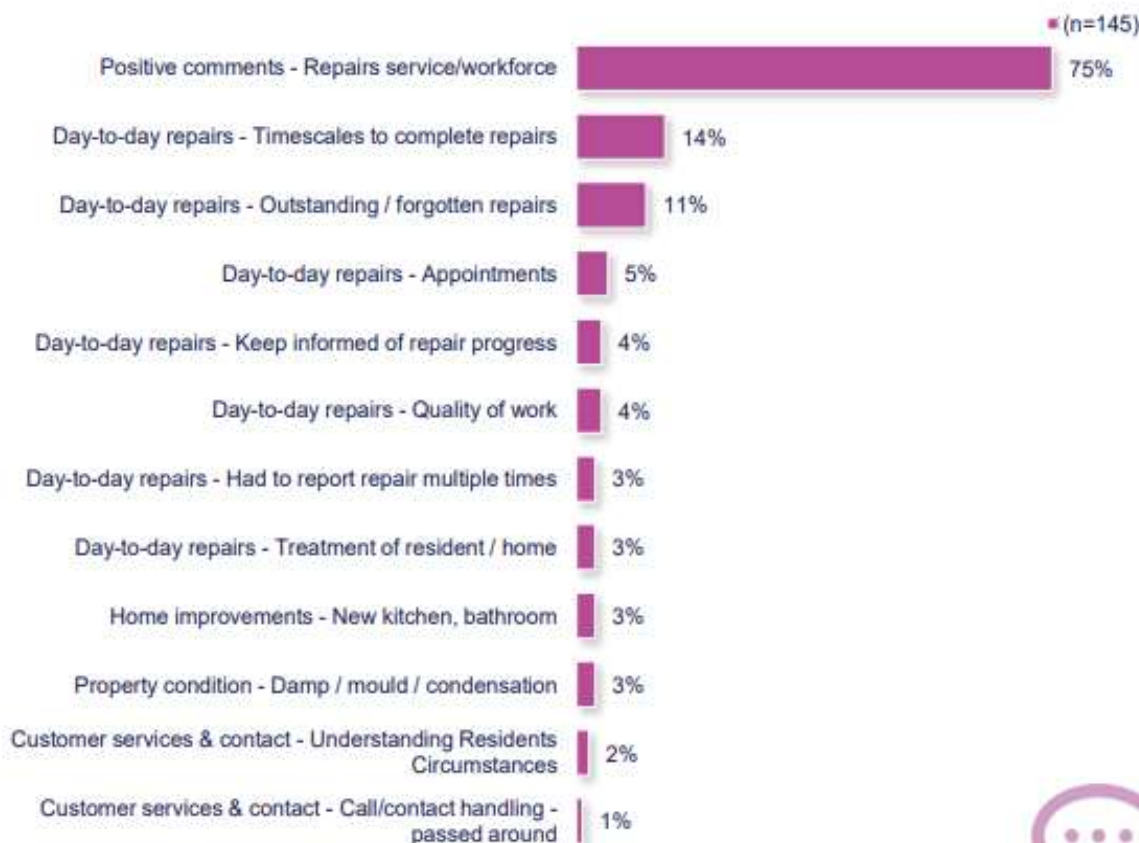
Three-quarters of the comments consist of positive feedback about the repairs service and/or those who deliver the service. The next most common themes are timescales to complete repairs (14% of the comments) and outstanding/forgotten repairs (11%), so whilst many praised the promptness and professionalism of those involved in delivering repairs, some concerns emerge about delays in completing repairs, with some tenants waiting months for issues to be resolved.

A lack of updates regarding ongoing repairs can lead to tenants reporting the repair more than once or resorting to chasing up progress, which causes some frustration.

Additionally, some mentioned their experience of poor service quality, including incomplete jobs and damage to property during repairs. The need for better scheduling to accommodate working tenants was also highlighted, as some tenants find it difficult to arrange time off for repairs.

Overall, while there are commendable aspects of the service, addressing communication and timeliness could enhance tenant satisfaction.

## Comments - Repairs



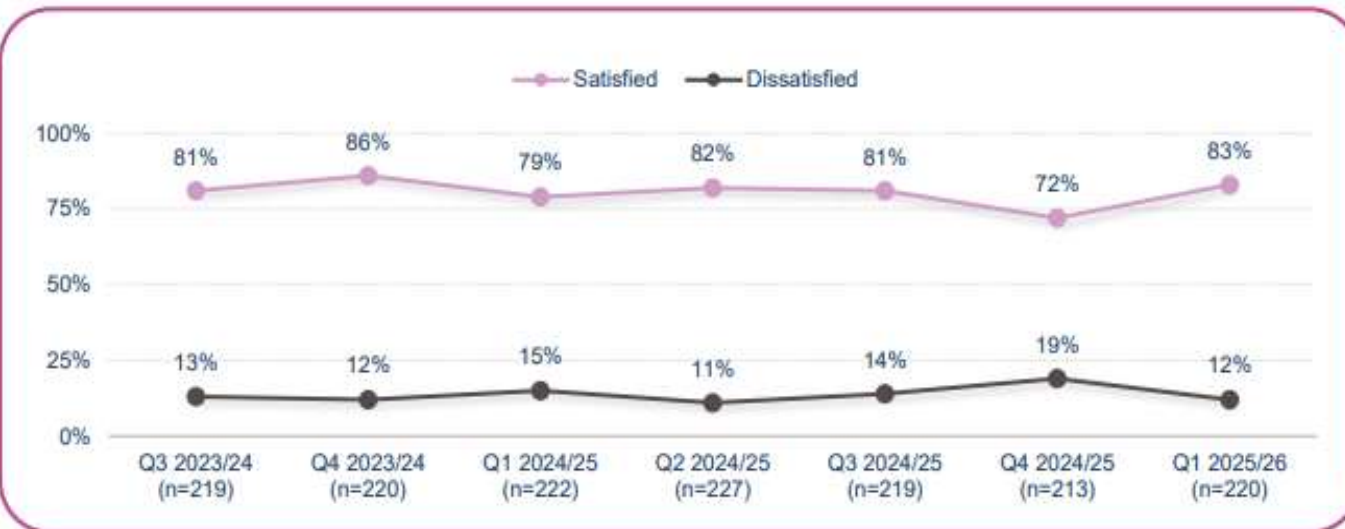
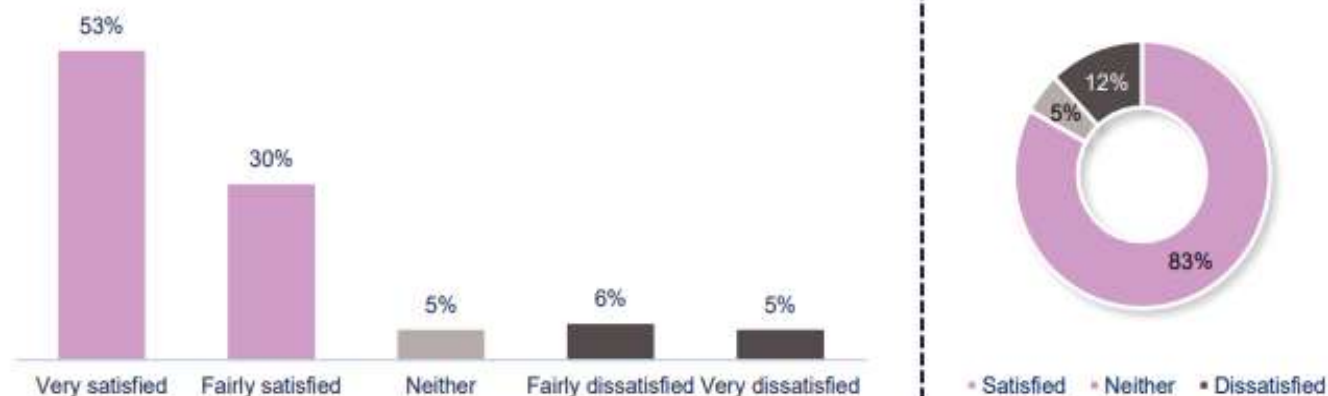
## Maintaining Building Safety

In a change to last quarter, satisfaction with the safety of the home is now above that of its maintenance, with 83% of tenants satisfied, which is up by 11p.p since Q3. Those satisfied with this measure are split between very satisfied at 53% and fairly satisfied at 30%.

Just 12% are dissatisfied (19%) and a further 5% were neither satisfied nor dissatisfied.

Satisfaction with this measure has recovered to the level seen in Q2 and Q3 of 2024/2025.

Whilst this measure is primarily about the structure and condition of properties, many tenants take a wider view of safety and often feel this includes broader impacts such as ASB and how secure they feel in their community or neighbourhood.





Those not satisfied that their home and/or communal areas are well maintained are asked to expand on this, and 73 comments were received from tenants.

Outstanding repairs which leave tenants feeling forgotten took centre stage with the most comments, followed closely by those who say they are experiencing damp and mould in their homes.

Several tenants feel their kitchens and/or bathrooms need upgrading, due to old fixtures, mould, and leaks persisting for years.

Regarding communal areas, some feel these are often left dirty, with reports of litter, drug paraphernalia, and anti-social behaviour, contributing to a sense of insecurity. The cleaning of these areas is perceived as inadequate by some tenants, with some noting that while efforts are made, they are insufficient to maintain a safe and pleasant environment. For example, *"The cleaners don't do what they should do, mess is left and the gardeners don't clear away rubbish or the grass trimmings."*

Additionally, there are concerns about the safety of children due to broken gates and poor maintenance of communal gardens. Overall, the feedback highlights a need for improved communication, timely repairs, and enhanced cleaning services to improve shared spaces and to positively influence satisfaction levels.

## Comments - Home or Communal Areas not Well Maintained or Safe

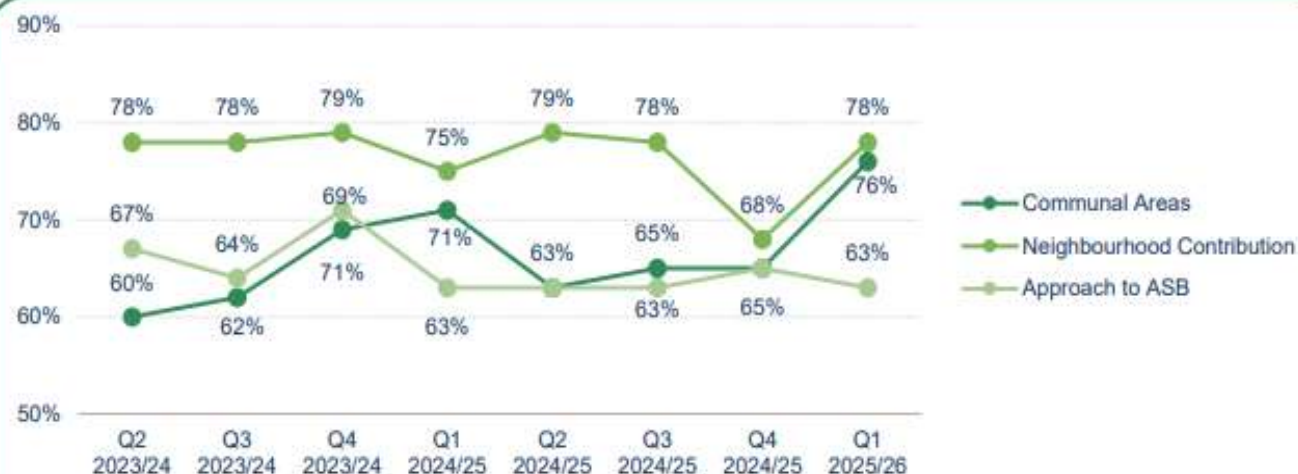
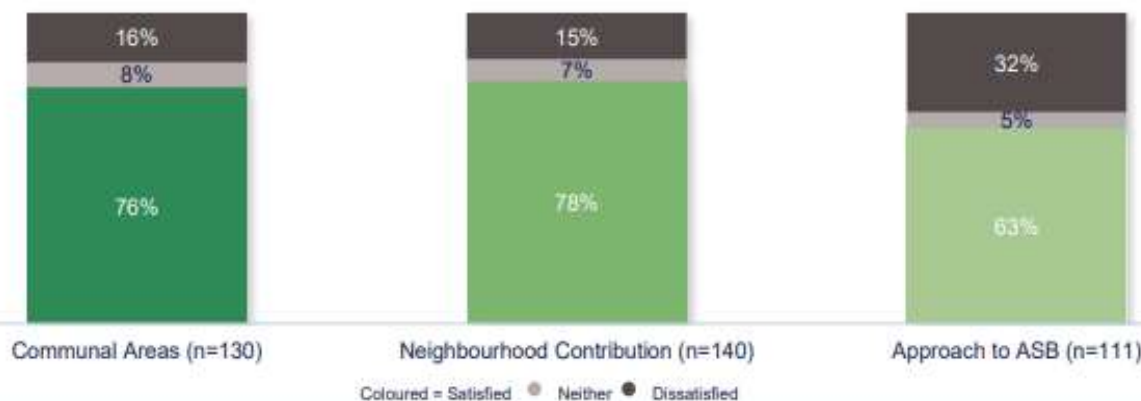


Just over half of the tenants (54%) surveyed this quarter state they live in a building with communal areas that CBC is responsible for maintaining. Of these tenants, 76% are satisfied that their communal areas are clean and well-maintained, an increase of 11p.p since Q3. Dissatisfaction is now at 16%, with a further 8% giving a neutral response.

Satisfaction that CBC makes a positive contribution to the neighbourhood fell by 10p.p in Q4, from 78% to 68%, and this has now been reversed, with a 10p.p increase in Q1, back to 78% satisfaction.

Satisfaction with the way the Council handles ASB has fallen by 2p.p to 63% this quarter, with those who are dissatisfied rising from 20% last quarter to 32% in Q1. This increase could perhaps be because more of those surveyed this quarter have experienced the ASB service firsthand, that cases are ongoing, and this has perhaps influenced scores – or alternatively, this could be based purely on perceptions. This would need closer review in order to draw firm conclusions, although some of the comments which follow may help understand what is driving these scores.

## Responsible Neighbourhood Management



When asked to share their views on CBC's contribution to the neighbourhood, 136 comments were recorded.

The vast majority of these comments were positive feedback, specifically about communal cleaning and maintenance, and feeling that their neighbourhood is a good place to live.

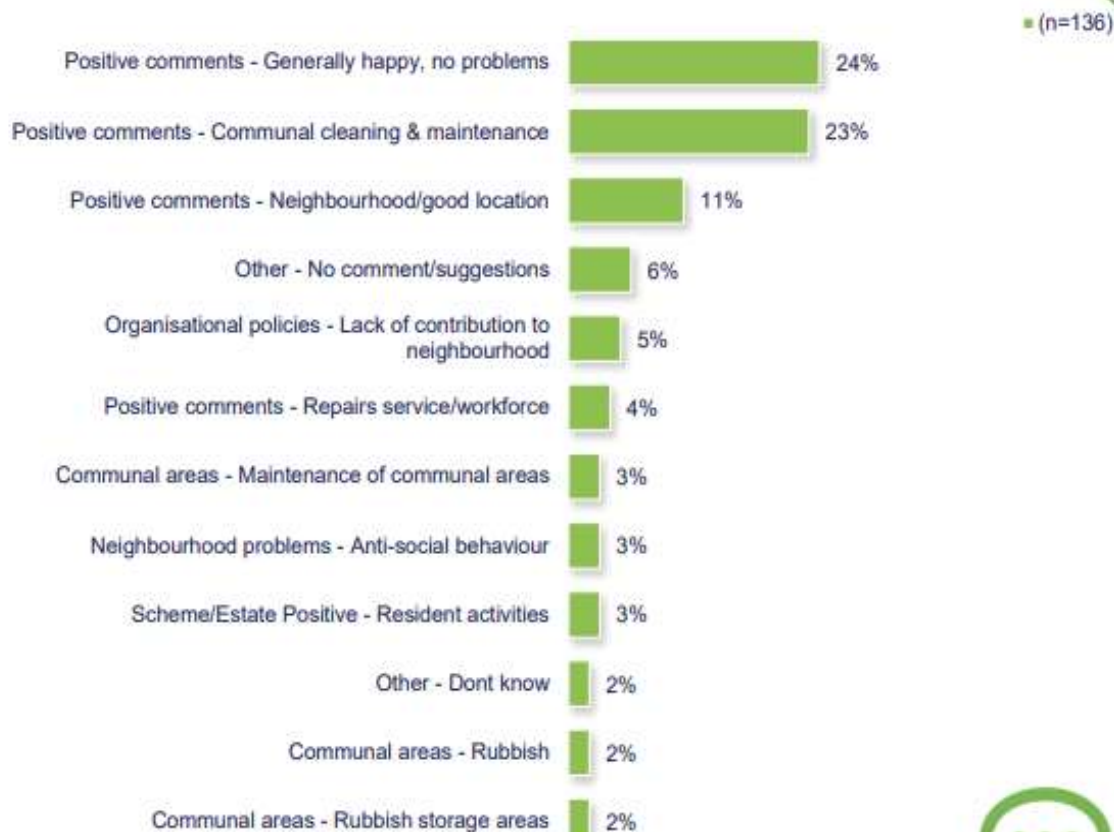
A small number say they have not seen any contribution from CBC in the local area, and others feel there could be more done to encourage recycling with the provision of bins to make this possible.

Some shared positive comments about the communal cleaning service, whereas others say the neighbourhood is impacted by ASB, which they feel is not tackled by CBC.

Several tenants spoke about the resident's activities which CBC organise for children locally, as these efforts are very much appreciated, such as *"They tend to do activities for children around the homes"*.

Overall, while there are commendable efforts in maintaining cleanliness and community activities, significant areas for improvement exist, particularly in addressing ASB issues.

## Comments - Neighbourhood





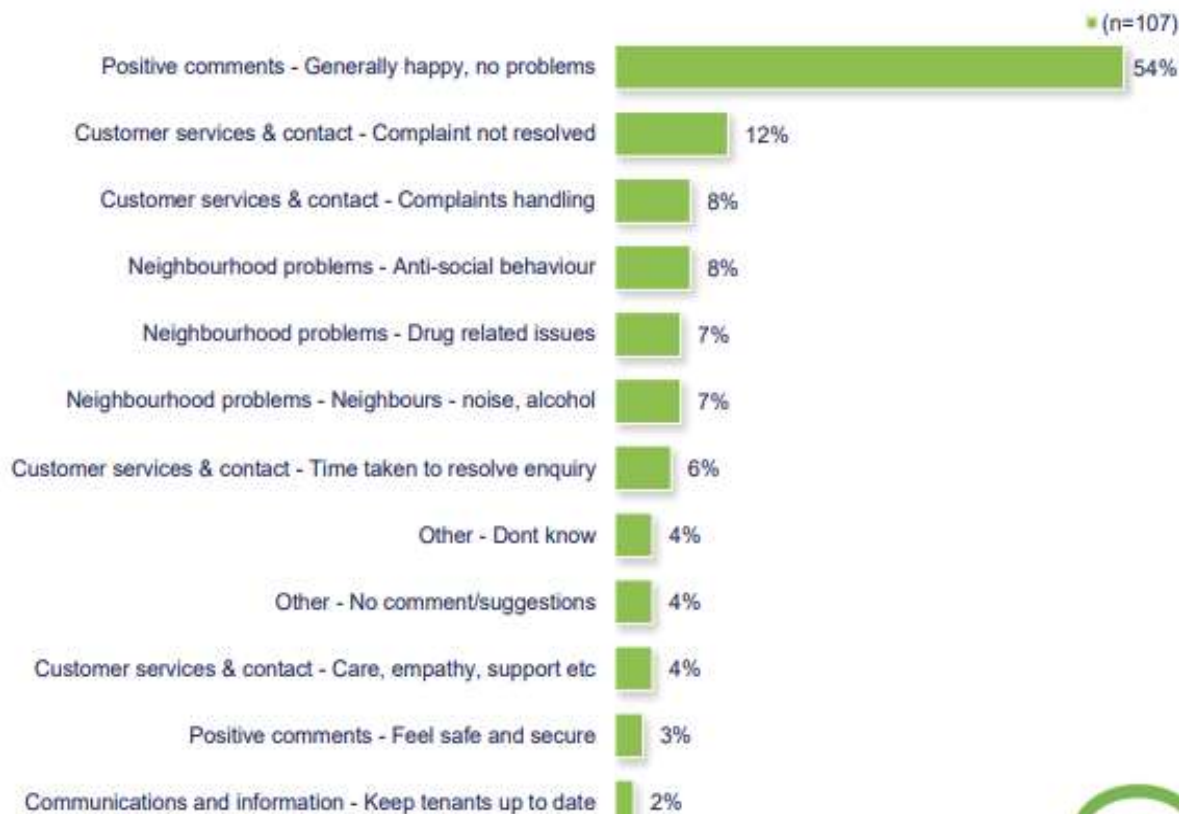
Regarding the approach to handling ASB, 107 comments were made, resulting in a mixed response.

Many tenants express satisfaction with the responsiveness and effectiveness of CBC in addressing ASB issues, particularly in cases involving drug-related activities and noise disturbances, and others who have not experienced this service themselves, still have a positive view based on the experience of others, for example, *"I can only go by what I've heard since I've personally never had to experience ASB, but from what I hear Cheltenham Borough Homes deal with ASB in a good way."*

Positive comments highlight timely interventions, improved safety measures, and effective communication from staff. Conversely, a number of tenants report dissatisfaction, citing a lack of follow-up, ineffective resolutions, and ongoing issues with problematic neighbours. Concerns about inadequate support during weekends and holidays were also raised, alongside frustrations over perceived leniency towards persistent offenders.

Overall, the feedback suggests there could be more consistency in handling ASB issues, so all tenants have a more positive experience.

## Comments - ASB

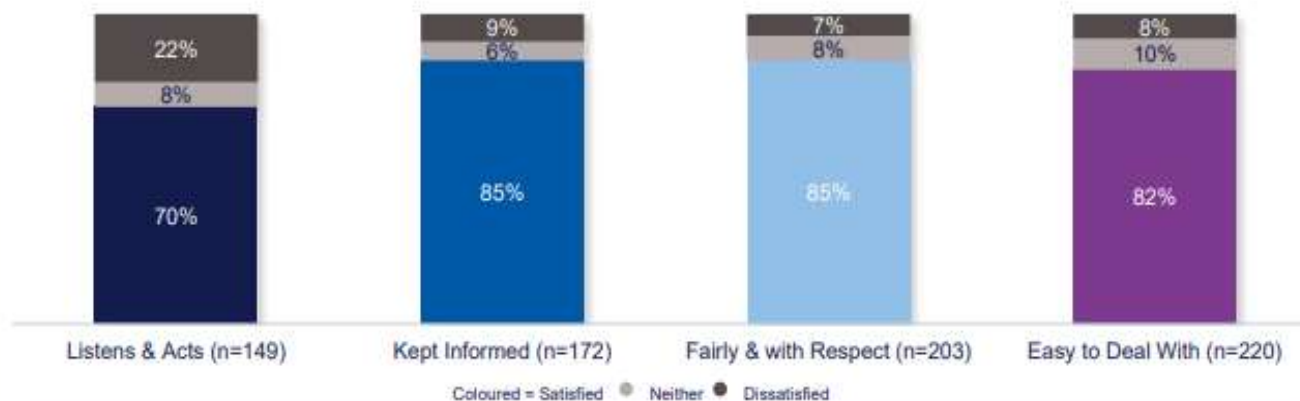


Just over four-fifths (82%) of tenants surveyed in Q1 find CBC easy to deal with, which is an increase of 6p.p since Q4.

Slightly more tenants (85%) are satisfied that they are kept informed by CBC (an increase of 6p.p), and the same percentage feel CBC treat them fairly and with respect (an increase of 1p.p).

Satisfaction with the way CBC listens to tenants' views and acts upon them is also up this quarter, by 8p.p, at 70%. This measure has the highest dissatisfaction of these four engagement measures, and some of the comments that follow may help with understanding the drivers of this dissatisfaction.

## Respectful & Helpful Engagement



Some 44 comments were received about how CBC listens to tenants' views and acts upon them, with some mentioning frustration over repair issues which remain outstanding, and also delays in repairs, particularly concerning kitchens and damp problems.

A recurring theme is the perception that feedback from tenants is often ignored, leading to feelings of frustration and, for some, a reluctance to report issues in the future.

The need for improved communication between teams and better access to senior staff for unresolved issues was also included here. Additionally, there were calls for more support for vulnerable tenants, particularly regarding anti-social behaviour and disability needs, for example, *"They don't listen properly and they don't understand my medical history and disability."*

Overall, the feedback indicates a need for enhanced engagement with tenants, and more timely action on reported issues, to foster a more responsive and supportive environment.

## Comments - Listens & Acts





A smaller number of comments, just 30, were noted regarding tenants' thoughts about being treated fairly and with respect.

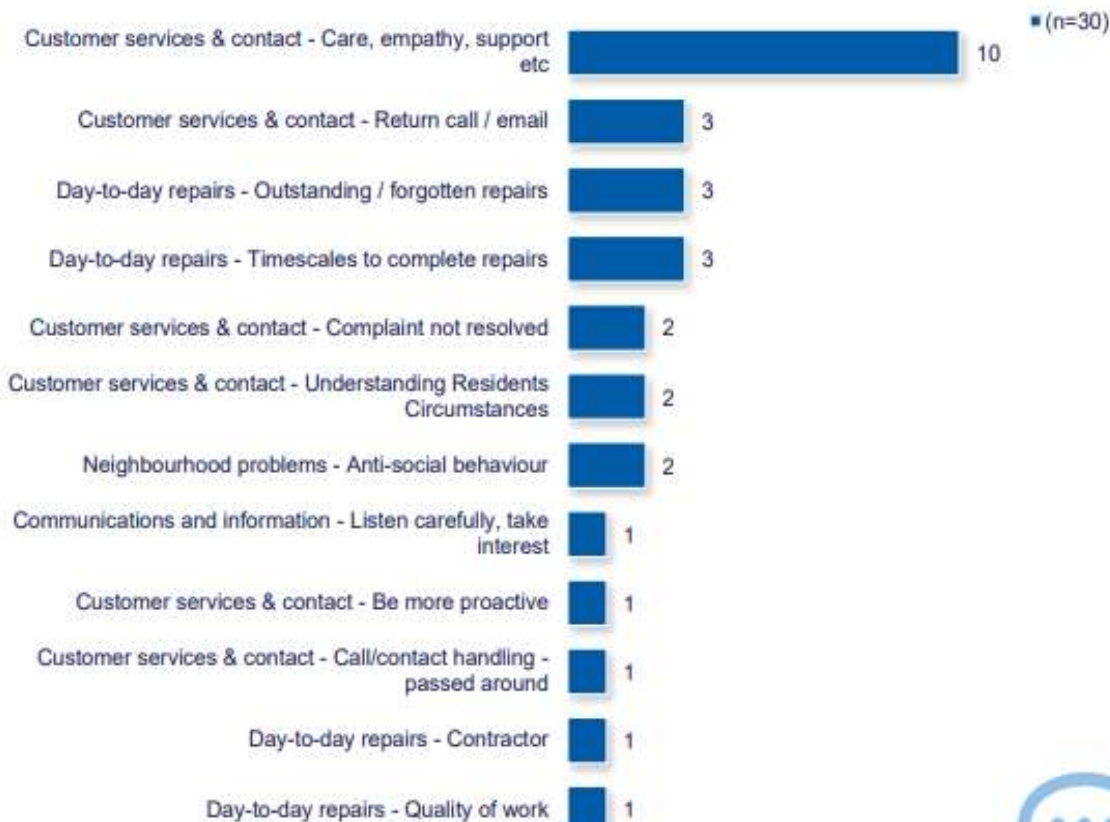
A third of the comments say there could be more care and empathy shown by CBC at times, and some tenants express frustration over unfulfilled promises regarding repairs and follow-ups, with some feeling that their concerns were dismissed or inadequately addressed.

Some share a perception of not being taken seriously when issues are reported, for example, *"They dismissed my complaint about the ASB officer who, in 5 years of complaining, had not even met me."*

Tenants report a lack of training among staff to handle specific needs, particularly for those with disabilities. The inconsistency in service quality, often dependent on the individual contacted, further exacerbates tenant frustrations for a minority. Some feel that their complaints are not taken seriously, leading to a sense of helplessness and a belief that they must fight for basic rights and services.

Overall, the feedback indicates a need for improved training, better communication, and a more empathetic approach to tenant interactions to enhance overall satisfaction and trust in the service.

## Comments - Fairly & with Respect



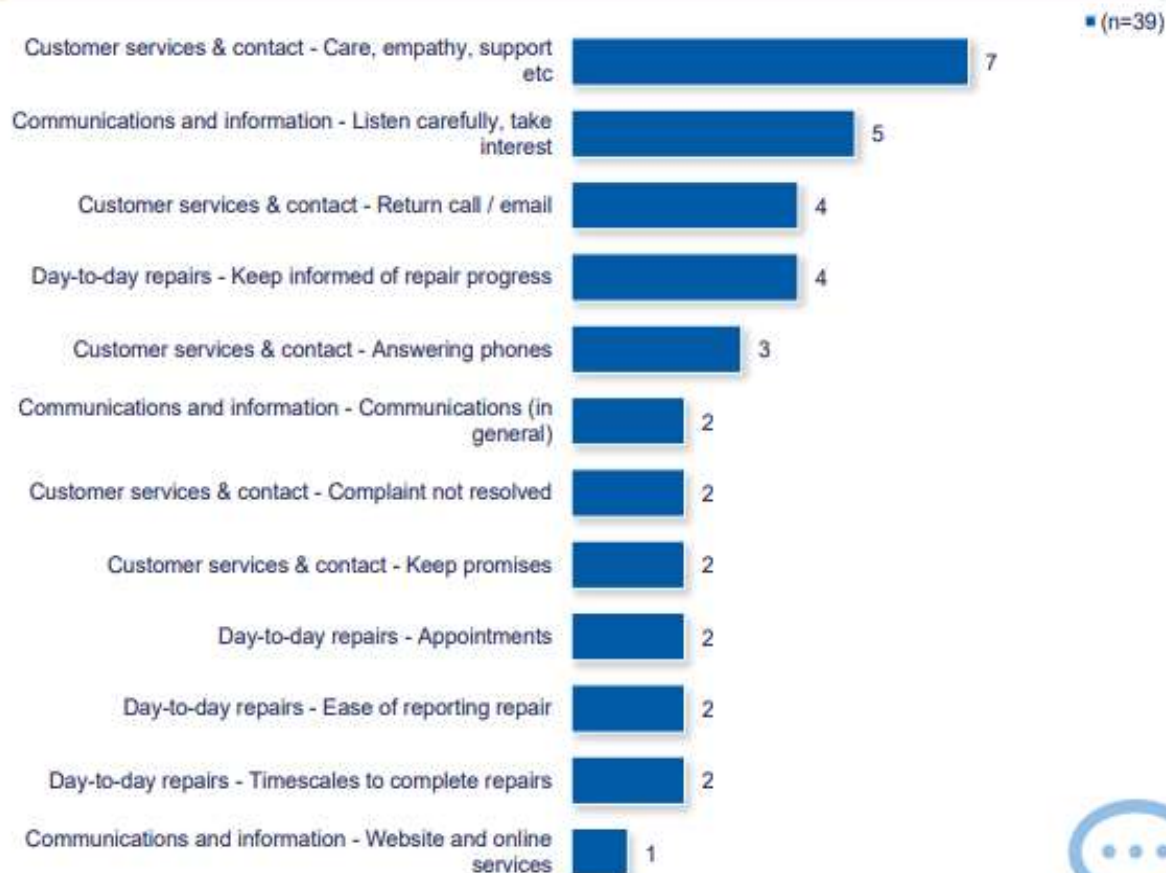
The score for CBC being easy to deal with was 82% this quarter, and 39 comments were received from those who do not find CBC easy to deal with.

The most common theme was for there to be more care and empathy when issues are reported, and for contact with the customer service team to be returned when promised. For example, *"Customer service really needs to be improved. Communication can be poor, follow-ups are often delayed or don't happen at all, and there's a general lack of accountability. Tenants deserve a service that is responsive, respectful, and consistent—especially when it comes to our homes and wellbeing."*

Some tenants note that while initial contact may be manageable, the subsequent service often falls short, leading to feelings of being brushed aside. Some inconsistency in service quality is highlighted, with some tenants experiencing helpful interactions while others report unhelpful or dismissive responses.

There are also complaints about the difficulty in reaching the right personnel and navigating the system, exacerbated by a confusing change in contact numbers. Overall, the feedback indicates that improved communication, accountability, and a more consistent service provision will help to limit the reasons for dissatisfaction in the future.

## Comments - Easy to Deal With





Just under a quarter of tenants (22%) say they made a complaint to CBC in the last 12 months, although it is not clear whether these were formal expressions of dissatisfaction managed under the complaint process, or perhaps service requests not yet completed.

Of these tenants, 39% said that they are satisfied with the way that their complaint was handled, an increase of 2p.p from Q4.

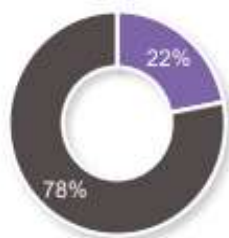
Dissatisfaction is higher than satisfaction at 53%, and a further 9% gave a neutral response.

Complaint handling is a common cause for dissatisfaction for social landlords and is often the lowest-scoring measure in surveys of this type, as is the case here for CBC. Sharing guidance and information that helps tenants distinguish between service requests (which may take time to complete fully) and service failures, alongside ensuring the timescales for complaint management are met, may help set correct expectations and limit the reasons for dissatisfaction in the future.

## Effective Handling of Complaints

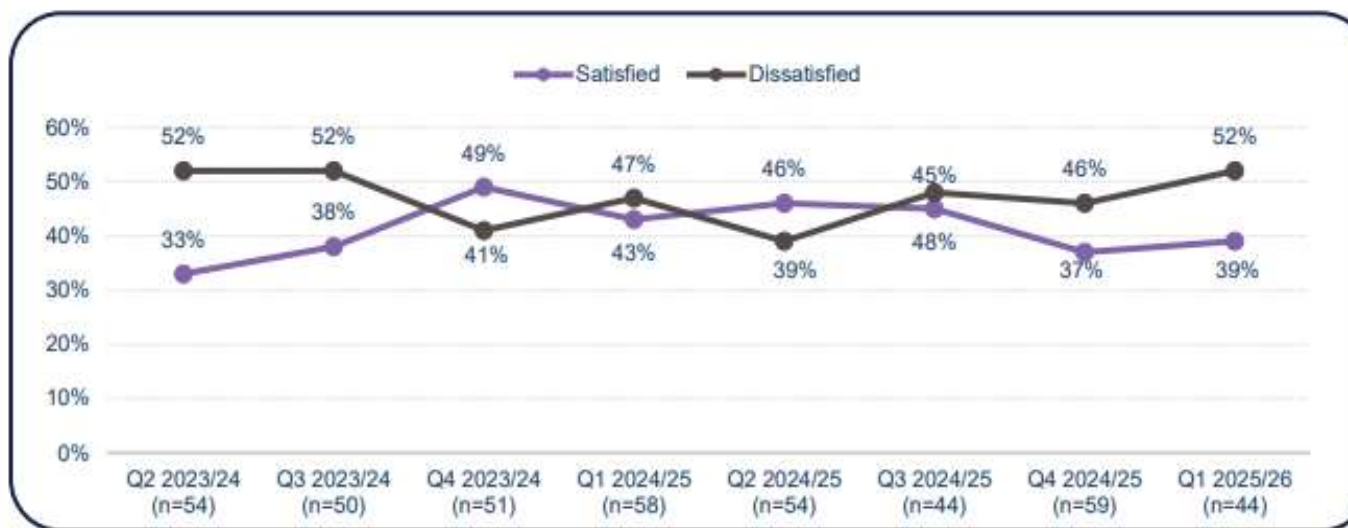
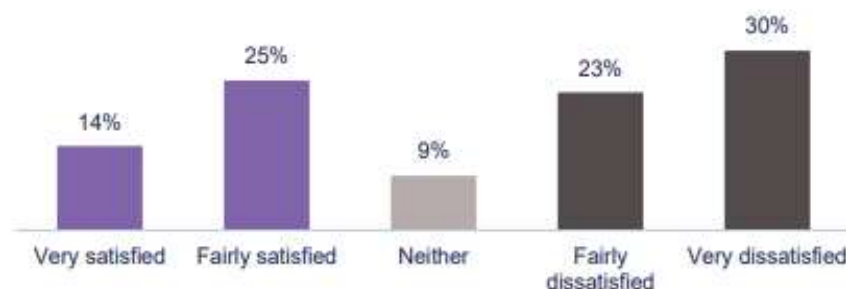


Complaint in last 12 months



• Yes • No

Satisfaction with Complaints Handling





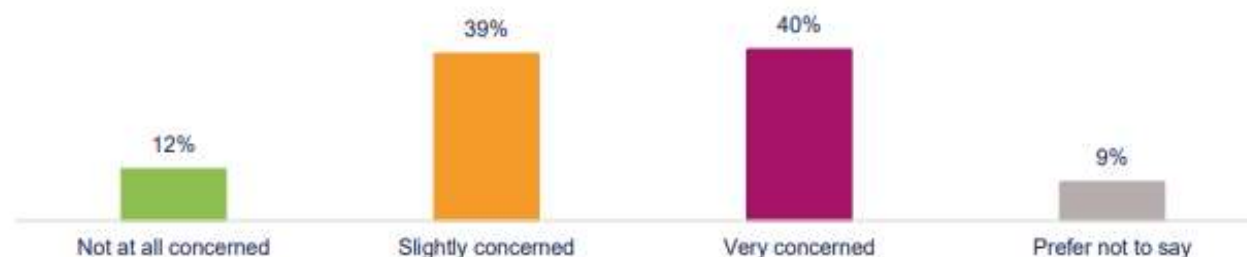
## Cost of Living

Tenants were asked about their well-being, including how they feel about the current cost-of-living crisis.

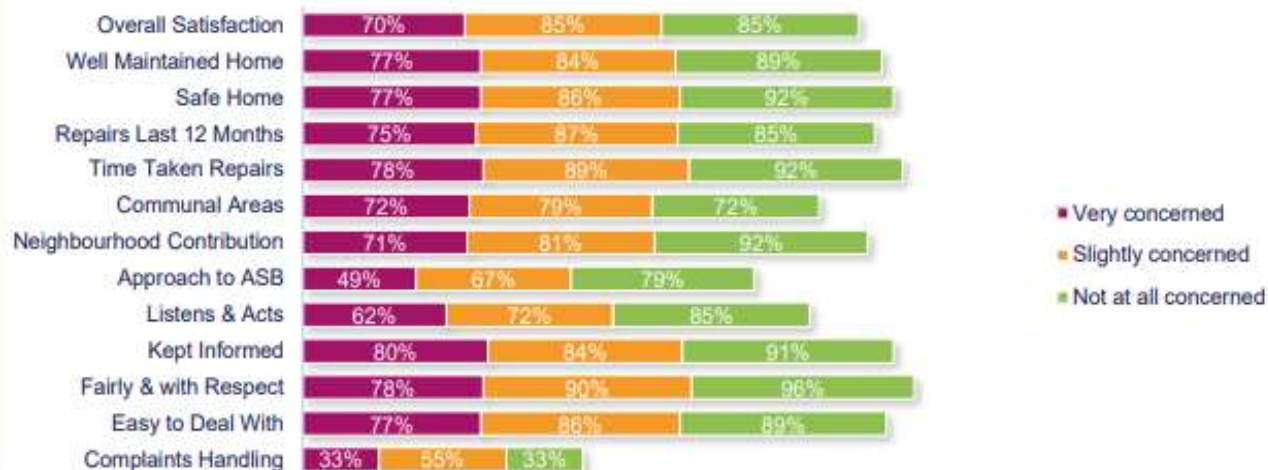
Just over three-quarters of tenants (79%) are at least slightly concerned about the cost of living crisis, with more very concerned (40%) than slightly concerned (39%). Just 12% of tenants are not at all concerned, and 9% preferred not to say.

It is often the case with similar surveys from social landlords that tenants who are most concerned with the cost of living have lower satisfaction rates than those slightly or not at all concerned. This is the case here with those who are concerned, having the lowest levels of satisfaction across all indicators.

### Cost of Living Concern



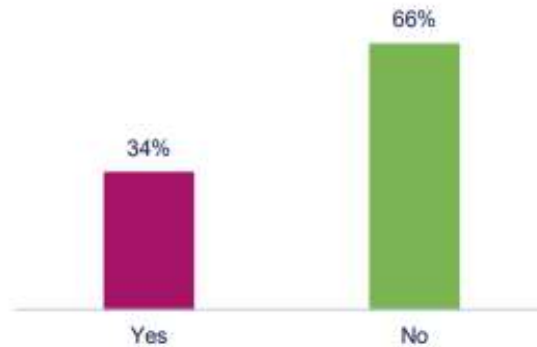
### Cost of Living Concern & Satisfaction





## Damp and Mould

### Experienced Damp/Mould Last 12 Months



### Reported Damp/Mould

■ Yes ■ No



It is of some concern that around a third of tenants (34%) say they have experienced instances of damp and mould in their homes in the last 12 months, and this has been fairly consistent over time, aside from a dip on Q2 last year, to 24%.

Almost two-thirds (63%) of these have reported the problem, which means just over a third (37%) haven't made CBC aware of these issues. With the onset of Awaab's Law, CBC will need to investigate all of these as a matter of urgency and take action, where necessary, to alleviate the issues and ultimately prevent any associated health-related problems.

Information on those tenants who say they are experiencing damp and mould, where permission has been given, is available in the raw data.

### Experienced Damp & Mould Over Time





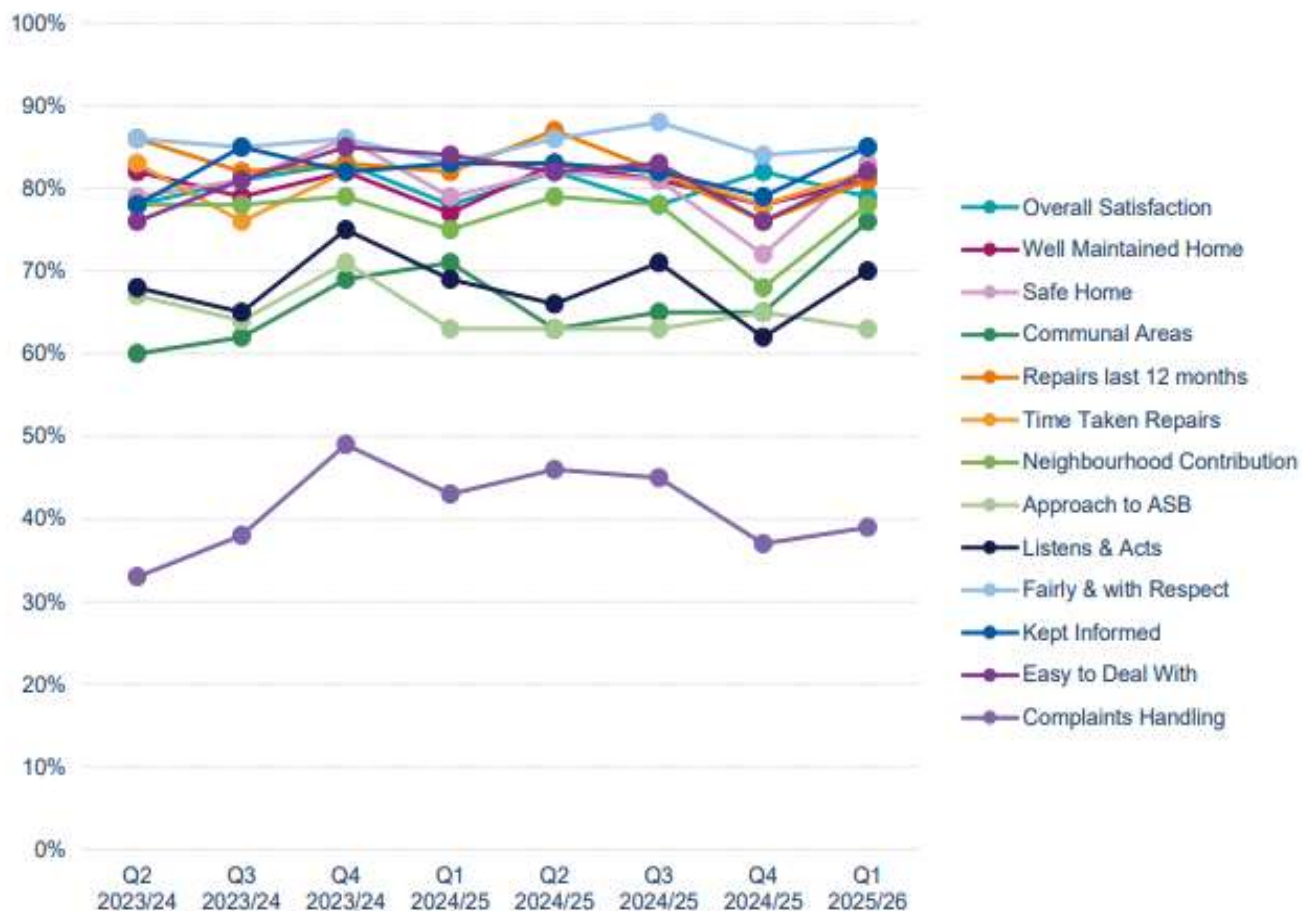
Whilst there are always fluctuations in satisfaction throughout the year, in Q1 of 2025/2026, satisfaction has increased for ten of the measures.

Just two measures have decreased, satisfaction with the overall service at 79% (down 3p.p) and the handling of ASB, 63% (down 2p.p), although both are minimal changes

The biggest positive changes are for the provision of a safe home (83%) and the upkeep of communal areas (76%), both up by 11p.p.

To be statistically significant, changes need to exceed the combined margins of error for the last two surveys, in this case around 13p.p, so none of the changes exceed this threshold.

## Trends Over Time

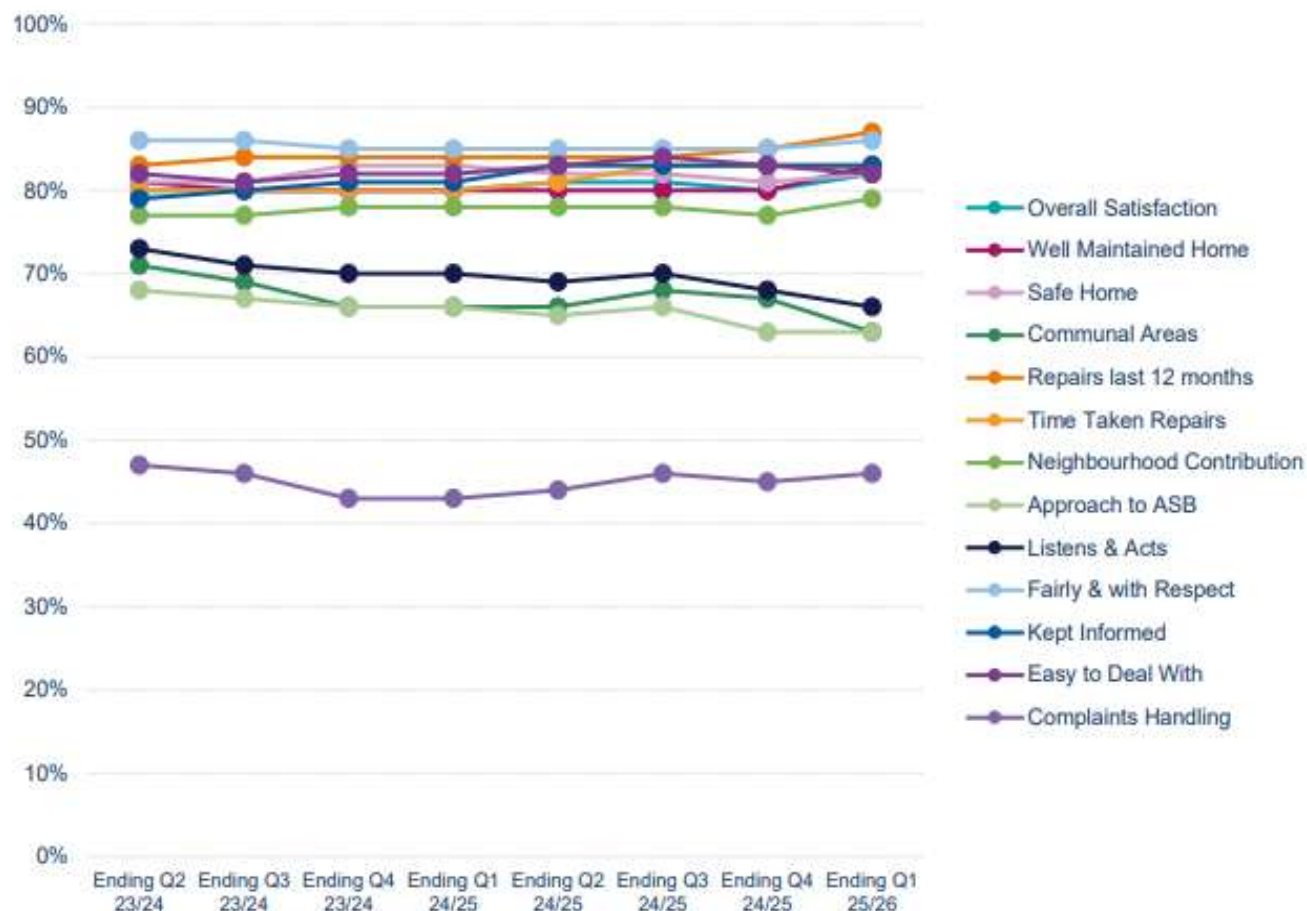


Another way to consider the results is to calculate the 12-month rolling averages. These average the last four results and are affected as much by those dropping out as the new ones added in, reducing the fluctuations between each quarter. It is, therefore, easier to observe general trends.

The changes in satisfaction on these averages is small, no more than 2p.p either way, apart from the handling of ASB, which has seen a drop of 3p.p.

Otherwise, this does help to show the general underlying level of satisfaction for each measure.

## 12 Month Rolling Averages



## Acuity Calls CBC Housing Services

The Customer Service Team made 44 calls to the most dissatisfied customers which have been identified by Acuity.

Failed to contact 18 after 3 attempts

Completed calls to 17

Unable to contact 4

Left messages for 5 to call back





Of the 17 calls completed the most dissatisfied area were Repairs (7), ASB (3), Estates Services (6), Customer Service (1), 6 of the calls also included concerns raised about the cost of living.

As part of the survey process Acuity staff will send across an alert via email if during a call, they pick up on any matters such as safeguarding concerns or urgent repairs which require our attention ahead of them issuing the full data set.

During the Q1 surveys, Acuity staff raised 17 alerts, of these:

- 3 have been resolved
- 8 relate to work in progress
- 6 are new and current

## Next Steps

-  Review complaints team capacity and roles
-  Continue to review communal areas and satisfaction
-  Arrange complaints focus group to gather feedback from lived experiences
-  Estates supervisor role to be confirmed



## Satisfaction with Measures



## Summary & Recommendations



Results for Q1 of 2025/2026 continue to show high levels of satisfaction across the majority of the survey measures. This report is based on 221 responding tenants, plus 10 incomplete surveys which are required to be included by the Regulator.

Overall satisfaction is one of just two measures that saw a decrease in satisfaction this quarter, down by 3 percentage points (p.p) to 79%, and so sits just below the centre of all measures when ranked in the chart to the left. The other measure, which fell slightly, is the approach to ASB, down by 2p.p to 63%. All other measures increased this quarter, with the largest increase being for the upkeep of communal areas, which is up by 11p.p to 76%, and the provision of a safe home at 83%, which is also an increase of 11p.p, the latter is also the second highest scoring measure this quarter. Being kept informed and being treated fairly and with respect are the highest scoring measures for Q1, both at 85% satisfaction.

The results show that almost four-fifths of tenants (79%) are at least slightly concerned about the current cost of living, which is similar to last quarter. Given the connection between monetary concerns and satisfaction, any easing of financial pressures for tenants could have a positive effect on satisfaction levels.

The quarterly surveys include several open-ended questions designed to highlight specific areas for improvement based on tenants' concerns and suggestions. As is often the case, the repairs service continues to feature prominently across all the questions, with outstanding repairs and the time taken to complete repairs being the most common categories, even though satisfaction with the repair measures exceeded 80% this quarter. Comments suggest there is a need for a more consistent repairs service.

### Recommendations:

#### Communication

Some tenants are concerned with the upkeep of communal areas and grounds maintenance, and in some cases, property condition, including concerns with damp and mould, which should be addressed as soon as possible. Some tenants feel CBC could listen more carefully to their views, and staff could show more care and empathy when dealing with issues they raise. Including in tenant communications/website some examples of service improvements made as a result of tenant feedback could prove beneficial to satisfaction scores in the future. In addition, an article on the grounds maintenance contract, along with some examples of what tenants should expect, could help provide some clarification and remove some of the frustrations seen in the feedback.



# Quarter 2

## Annual Customer Satisfaction Feedback Report 2025/2026

## Key TSM Metrics

### Overall Satisfaction

### The Home

### Repairs

### Neighbourhood

### ASB

### Engagement

### Complaints

### Wellbeing

### Trends

### Summary

## Introduction

Cheltenham Borough Council (CBC) owns and manages around 4,500 LCRA properties, as well as a small number of LCHO properties. Acuity has been commissioned to undertake quarterly independent satisfaction surveys of the tenants of Cheltenham Borough Council, to collect data on their opinions of, and attitudes towards, their landlord and the services provided.

The survey was designed using the Tenant Satisfaction Measures from the Regulator of Social Housing. Every quarter, tenants are contacted and invited to take part in a telephone interview. The survey is designed to collect the views of approximately 221 LCRA tenants per quarter, proportionately sampled by tenure type, area, and age. This report for Q2 2025/26 presents an analysis of the results based on 221 completed surveys, as well as 12 incomplete surveys, which are required to be included in the report as per Regulator guidance.

The report has used sentiment analysis to better understand tenants' comments and why they have responded to the satisfaction questions the way they have. Information about how this works is shown at the end of the report and adds an extra layer of insight to the results to help CBC better understand what is driving satisfaction and what tenants are most concerned about, and consequently, what could be improved.

The telephone survey is confidential, and the results are sent back to CBC anonymised unless tenants give their permission to be identified – 83% of tenants did give permission to share their responses with their details attached, and 94% of these tenants are happy for CBC to contact them to discuss any comments or issues they raised.

This survey aims to provide data on tenants' satisfaction, which will allow CBC to:

- Provide information on tenants' perceptions of current services
- Compare the results with previous surveys, where possible
- Compare the results with other landlords (in a separate annual report)
- Inform decisions regarding future service development
- Report to the Regulator annually as required.

For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with under 10,000 properties achieve a sampling error of at least  $\pm 4\%$  at the 95% confidence level. For this quarter, 221 completed responses were received, and this response is high enough to conclude that the findings are accurate to within  $\pm 6.4\%$  for the quarter and  $\pm 3.4\%$  annually.

Note: The majority of figures throughout the report show the results as percentages. As percentages are rounded up or down from two decimal places in the results file to the nearest whole number, they may not always total 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together. The charts also show the base for each question shown as n=.

# 82% Services Provided



More than eight out of ten tenants are satisfied with the overall service provided by CBC (82%). This marks a three percentage point (3p.p) increase from the previous quarter.

Three measures received scores higher than the overall satisfaction with the service, these are safe home (83%), fairly and with respect (84%), and repairs in the last 12 months (87%), which is the highest scoring metric in the survey this quarter.

Only three measures received scores of below 70% satisfaction. These are listens to views and acts upon them, with a score of 65%, the approach to ASB, with a score of 63%, and complaints handling, the lowest scoring metric in the survey this quarter, at 41%.

This report further breaks down each measure individually, as well as analyses tenants' open comments to identify the root of any dissatisfaction and potential areas for improvement.

## TSM Key Metrics



### Keeping Properties in Good Repair



Well Maintained Home

82%



Safe Home

83%



Repairs Last 12 Months

87%



Time Taken Repairs

82%

### Respectful & Helpful Engagement



Listens & Acts

65%



Kept Informed

80%



Fairly & with Respect

84%



Complaints Handling

41%

### Responsible Neighbourhood Management



Communal Areas

77%



Neighbourhood Contribution

70%



Approach to ASB

63%



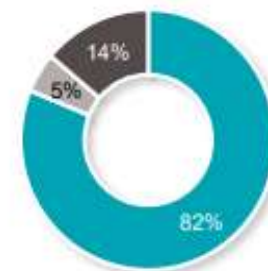
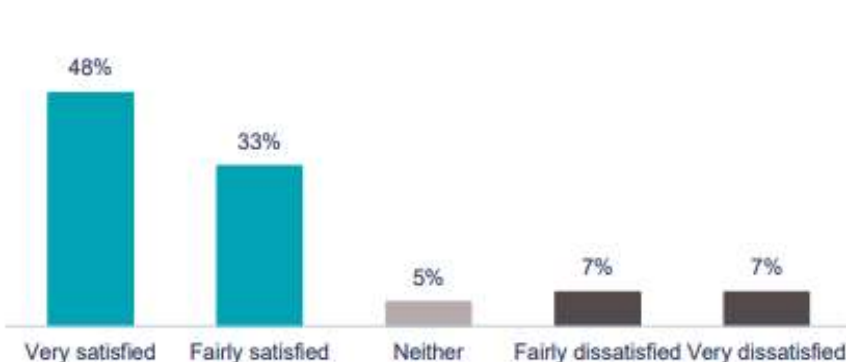
Tenants were asked, "Taking everything into account, how satisfied or dissatisfied are you with the service provided by Cheltenham Borough Council?" This is the key metric in any tenant perception survey.

More than eight out of ten tenants are satisfied with the overall service provided by CBC (82%), with more tenants very satisfied (48%) than fairly satisfied (33%).

Just 14% are dissatisfied (14%), with equal numbers fairly dissatisfied and very dissatisfied (both 7%). The remaining 5% of tenants are neither satisfied nor dissatisfied.

Satisfaction has remained broadly around the 80% mark since these surveys began. With this quarter seeing a rise of 3p.p, the current score is now just 1p.p below the highest quarterly score seen for this metric in Q4 2023/24.

## Overall Satisfaction



• Satisfied • Neither • Dissatisfied



# Overall Satisfaction

Please describe your specific experiences that have shaped your view of Cheltenham Borough Council's service.

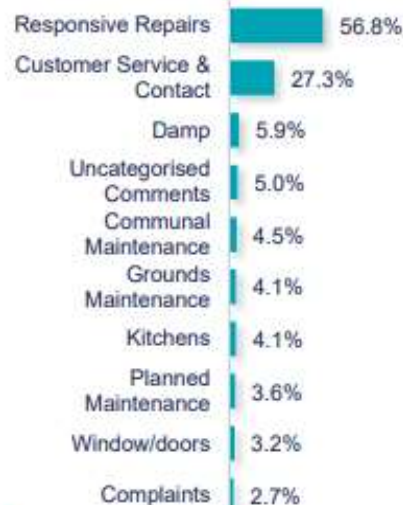
Base Size: 220



## Categories



## Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	100	50.8%	+1.33
Quality of Work / Service	41	20.8%	+1.39
Satisfaction	37	18.8%	+3.62
Subcategory, no attribute (yet)	26	13.2%	-0.31
Resolution	24	12.2%	-1.08
Communication / Transparency	21	10.7%	-2.24
Staff Conduct	12	6.1%	+4.58
Appointments / Convenience	8	4.1%	+0.75
Worker Conduct	7	3.6%	-0.14
Effort	6	3.0%	+2.17
No Comments	5	2.5%	0.00
Listening / Acting	4	2.0%	-2.50
Consistency	3	1.5%	-2.33
Empathy	2	1.0%	+2.50
Fairness	2	1.0%	0.00
Trust	2	1.0%	+2.50
Accessibility			-
Accountability			-
Safety			-



+1.23

Positive Neutral Negative

When asked to describe experiences that shaped their view of CBC's service, many respondents express satisfaction with the promptness and efficiency of repairs, highlighting quick responses and courteous staff. Positive comments include effective handling of urgent issues, such as leaks and mould, with some tenants reporting repairs completed within days. However, concerns arise regarding communication and follow-up, with several respondents noting delays in repairs and a lack of updates on ongoing issues.

Complaints about poor quality of workmanship and unresolved long-term problems, such as damp and inadequate adaptations, are prevalent. Some tenants feel discriminated against or neglected, particularly regarding urgent repairs and adaptations for disabilities. Additionally, issues with anti-social behaviour and inadequate communal maintenance were mentioned. While many appreciate the service, there is an opportunity for improved communication, consistency in repair quality, and responsiveness to tenant concerns to enhance overall satisfaction.

For further information about Acuity's Resident Sentiment Index, please see appendix 5

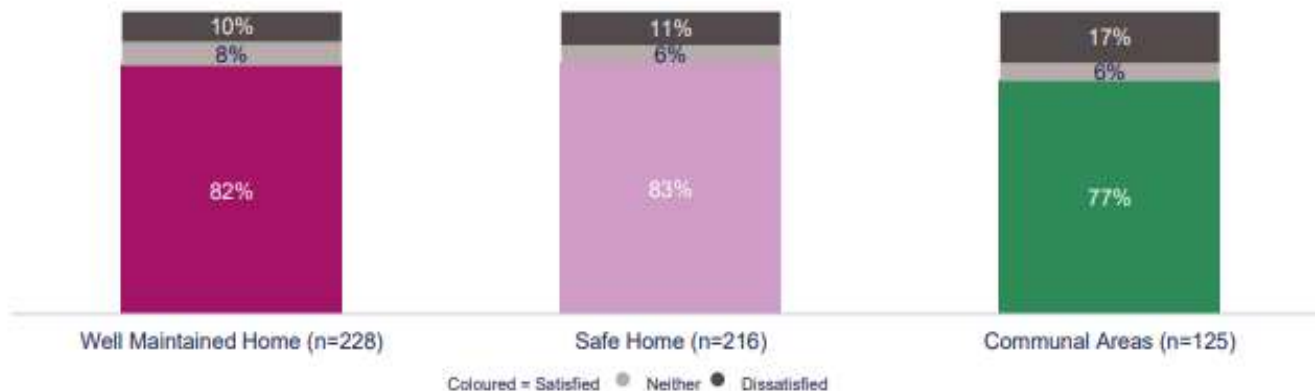


More than eight out of ten tenants are satisfied that their home is well maintained (82%). Just a tenth are dissatisfied (10%), with the remaining 8% of tenants neither satisfied nor dissatisfied. This measure has remained fairly stable over the last couple of years, only deviating by 6p.p between a high of 83% and a low of 77%. Satisfaction has marginally increased in the last two surveys, with a rise of 1p.p in Q2 2025/26.

Slightly more tenants are satisfied that their home is safe (83%). Although slightly more are dissatisfied (11%), there are just 6% of tenants who are neither satisfied nor dissatisfied. Satisfaction reached a low of 72% in Q4 2024/25 but then increased by 11p.p in the following quarter and has maintained this score in Q2 2025/26.

Just over half of tenants stated they live in a property with a communal area that CBC is responsible for maintaining (55%). More than three-quarters of tenants are satisfied that communal areas are kept clean and well-maintained (77%). Less than a fifth of tenants are dissatisfied (17%), while just 6% are neither satisfied nor dissatisfied. Satisfaction consistently scored in the mid-60 % range for most of 2024/25, before rising by 11p.p in Q1 2025/26. There has been a rise of 1p.p in Q2 2025/26.

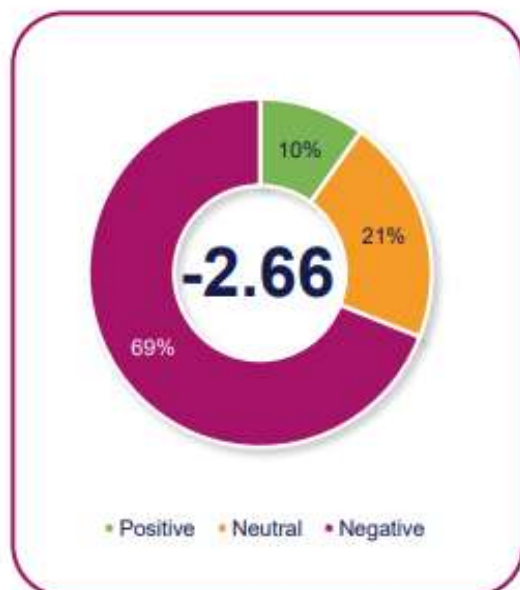
## Well Maintained, Safety & Communal Areas



# The Home

If you do not feel that your home (and / or communal areas) are safe and/or well maintained, please can you explain why and suggest what could be improved?

Base Size: 62



## Top Subcategories

Communal Maintenance	35.5%
Grounds Maintenance	30.6%
Responsive Repairs	29.0%
General Condition	9.7%
Damp	9.7%
Planned Maintenance	6.5%
Complaints	4.8%
Kitchens	4.8%
Fire safety	4.8%
Anti Social Behaviour	4.8%
Vulnerabilities	4.8%
Aids & Adaptations	3.2%
Customer Service &...	3.2%
New Lettings	3.2%
Rubbish, Bins & Recycling	3.2%

Attribute	Count	%	Sentiment Score
Quality of Work / Service	23	37.1%	-3.30
Timeliness / Responsiveness	14	22.6%	-3.86
Resolution	9	14.5%	-1.33
Subcategory, no attribute (yet)	7	11.3%	-2.29
Communication / Transparency	5	8.1%	-5.00
Listening / Acting	3	4.8%	-4.33
Safety	3	4.8%	-4.33
No Comments	2	3.2%	0.00
Accountability	1	1.6%	-5.00
Effort	1	1.6%	-5.00
Satisfaction	1	1.6%	-3.00
Trust	1	1.6%	-5.00
Worker Conduct	1	1.6%	-3.00
Accessibility			-
Appointments / Convenience			-
Consistency			-
Empathy			-
Fairness			-
Staff Conduct			-

Tenants who are not satisfied that their home or communal areas are safe and well-maintained were asked to explain their reasons and offer suggestions for improvement. Many respondents highlighted issues with inadequate cleaning, with complaints about rubbish accumulation, dog waste, and general neglect in communal spaces. Several tenants reported ongoing problems with damp, mould, and plumbing, often citing delays in repairs and a lack of communication from management.

Safety concerns were raised, particularly regarding unsecured entrances, issues with neighbours, and inadequate responses to reported thefts. Tenants expressed frustration over the perceived lack of proper consultation and responsiveness from the management, particularly regarding essential repairs and upgrades.

Additionally, there were calls for better maintenance of gardens and communal areas, with many noting overgrown shrubs and unkempt spaces. Some respondents also pointed out the need for improved security measures, such as cameras, to address issues of vandalism and anti-social behaviour. The feedback indicates a need for enhanced communication, timely maintenance, and a more proactive approach to community safety and cleanliness.



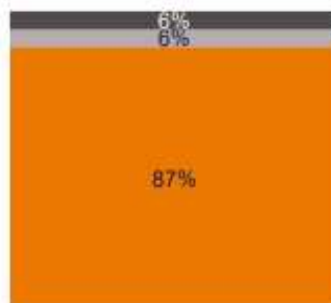
Around two-thirds of tenants (63%) said they had a repair completed in their home in the last 12 months, and of these, 87% are satisfied with the repairs service over this period. Just 6% of tenants are dissatisfied, with the same percentage neither satisfied nor dissatisfied.

Satisfaction reached a low of 76% in Q4 2024/25, before showing increases in the last two quarters. Most recently, there was a rise of 6p.p in Q2 2025/26.

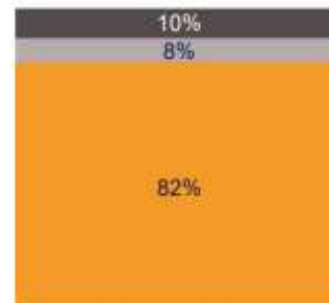
Satisfaction with the time taken to complete repairs is commonly lower than the overall service. Whilst that has not always been the case for CBC, for this quarter, the satisfaction with the time taken to complete repairs is 5p.p lower than the satisfaction with the repairs service over the last 12 months.

Just a tenth of tenants are dissatisfied with the time taken to complete repairs (10%), while just 8% are neither satisfied nor dissatisfied. Satisfaction in this measure has remained largely consistent, retaining the same value from the Q1 2025/26 survey.

## Keeping Properties in Good Repair



Repairs Last 12 Months (n=141)



Time Taken Repairs (n=142)

Coloured = Satisfied ● Neither ● Dissatisfied

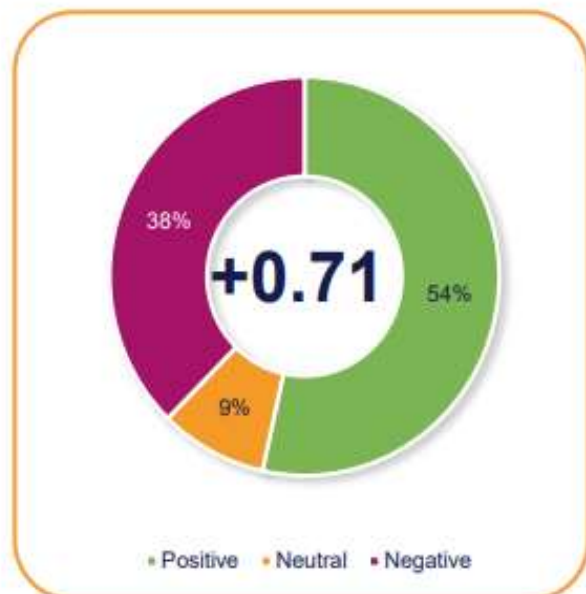




# Repairs & Maintenance

Tell us more about your experience with the repairs service over the last 12 months.

Base Size: 136



Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	86	63.2%	+0.78
Quality of Work / Service	32	23.5%	+0.97
Resolution	28	20.6%	-0.79
Subcategory, no attribute (yet)	23	16.9%	+1.22
Satisfaction	9	6.6%	+2.44
Effort	7	5.1%	-2.29
Appointments / Convenience	6	4.4%	-0.33
Worker Conduct	6	4.4%	+2.83
Communication / Transparency	5	3.7%	+0.20
Listening / Acting	2	1.5%	0.00
Safety	2	1.5%	-5.00
No Comments	2	1.5%	0.00
Consistency	1	0.7%	+5.00
Trust	1	0.7%	+5.00
Accessibility			-
Accountability			-
Empathy			-
Fairness			-
Staff Conduct			-

When asked to describe experiences with the repairs service over the last 12 months, respondents expressed satisfaction with the promptness and efficiency of repairs, noting quick responses to urgent issues such as leaks and broken fixtures. Positive comments often mentioned courteous staff and thorough work, with some respondents reporting repairs completed within hours or days.

However, there are notable concerns regarding delays and incomplete jobs. Several respondents reported long wait times for repairs, with some issues taking months or even years to resolve. Complaints about poor communication, such as not receiving updates on pending repairs, were common. Additionally, some respondents experienced dissatisfaction with the quality of work, citing instances where repairs were not completed correctly, necessitating follow-up visits.

Issues related to mould, damp, and inadequate follow-up on repairs were frequently mentioned, indicating a need for better management of ongoing maintenance concerns. While there are commendable aspects of the service, the feedback underscores the potential for improved communication, timely responses, and consistent quality in repair work to enhance customer satisfaction.

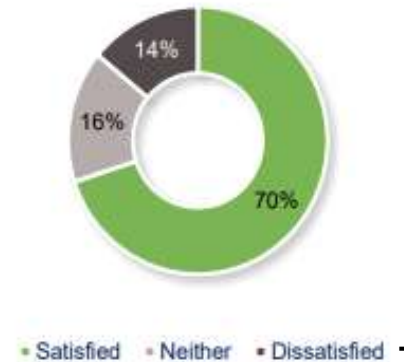
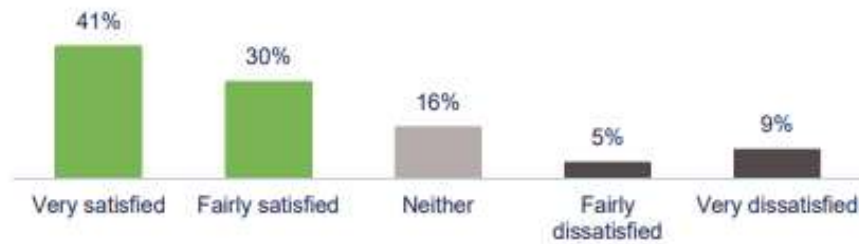
Seven out of ten tenants are satisfied with CBC's contribution to the neighbourhood (70%), with more very satisfied (41%) than fairly satisfied (30%). Only 14% of tenants are dissatisfied, while the remaining 16% are neither satisfied nor dissatisfied.

Satisfaction for this measure consistently scored around 75% or higher until Q4 2024/25, where there was a fall of 10p.p. Satisfaction has fluctuated from there, and has seen a fall of 8p.p from Q1 2025/26.

Dissatisfaction has remained relatively consistent and decreased marginally from the previous quarter (down 1p.p).

The larger percentage of tenants who gave neutral responses suggests that these tenants may not be aware of the contributions that CBC has provided to the neighbourhood, and additional publications on this topic could help boost satisfaction in the future.

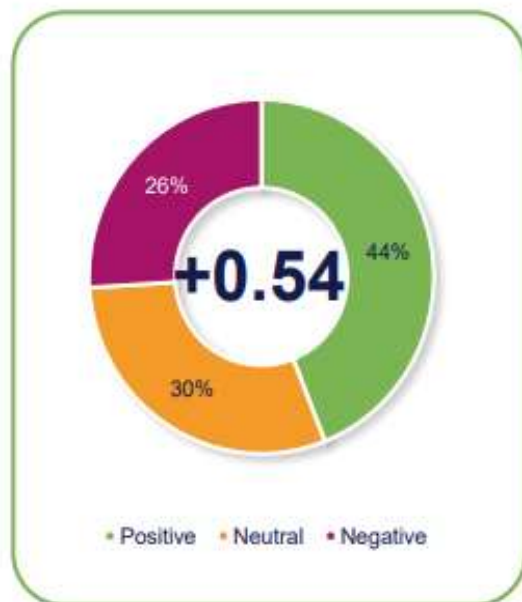
## Contribution to the Neighbourhood



# Neighbourhood Contribution

Share your views on your landlord's contribution to your neighbourhood.

Base Size: 126



## Top Subcategories



Attribute	Count	%	Sentiment Score
Quality of Work / Service	32	25.4%	+0.25
No Comments	26	20.6%	0.00
Satisfaction	23	18.3%	+2.35
Subcategory, no attribute (yet)	17	13.5%	-0.47
Timeliness / Responsiveness	11	8.7%	-0.36
Staff Conduct	9	7.1%	+3.22
Communication / Transparency	8	6.3%	-1.50
Listening / Acting	5	4.0%	-0.40
Effort	2	1.6%	+1.50
Resolution	2	1.6%	-1.00
Accountability	1	0.8%	0.00
Empathy	1	0.8%	+3.00
Safety	1	0.8%	-5.00
Accessibility			-
Appointments / Convenience			-
Consistency			-
Fairness			-
Trust			-
Worker Conduct			-

When asked to share views on CBC's contribution to the neighbourhood, respondents appreciate the cleanliness and maintenance of communal areas, with comments highlighting regular grass cutting and tidy properties. Some tenants express satisfaction with the gardening team's involvement and the overall upkeep of green-spaces. However, there are concerns about the perceived decline in service quality, particularly regarding the frequency of gardening and maintenance tasks. Several respondents noted issues with fly-tipping, overgrown areas, and a lack of timely responses to maintenance requests.

Communication from CBC is another area of concern, with some tenants feeling uninformed about updates or changes in services. A few respondents mentioned positive interactions with staff, while others reported a lack of visibility from local housing officers. Additionally, there are complaints about anti-social behaviour and inadequate action taken against it.



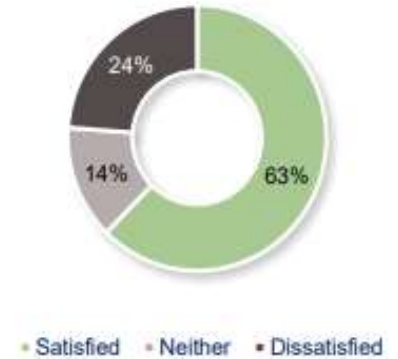
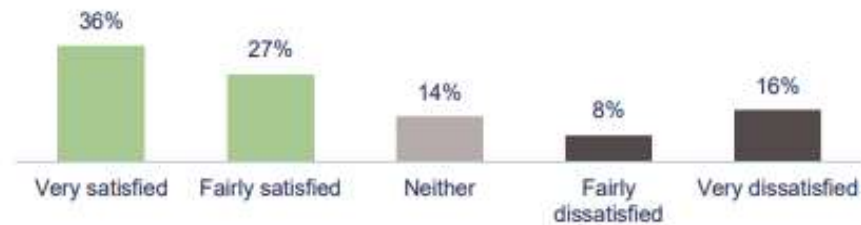


## Approach to ASB

More than six out of ten tenants are satisfied with CBCs approach to ASB (63%), with more tenants very satisfied (36%) than fairly satisfied (27%). Almost a quarter of tenants are dissatisfied (24%), with more tenants very dissatisfied (16%) than fairly dissatisfied (8%).

Satisfaction has remained very consistent since Q1 2024/25, and this quarter has retained the same value as Q1 2025/26. Dissatisfaction, on the other hand, has fluctuated more, and this quarter has seen a fall of 8p.p.

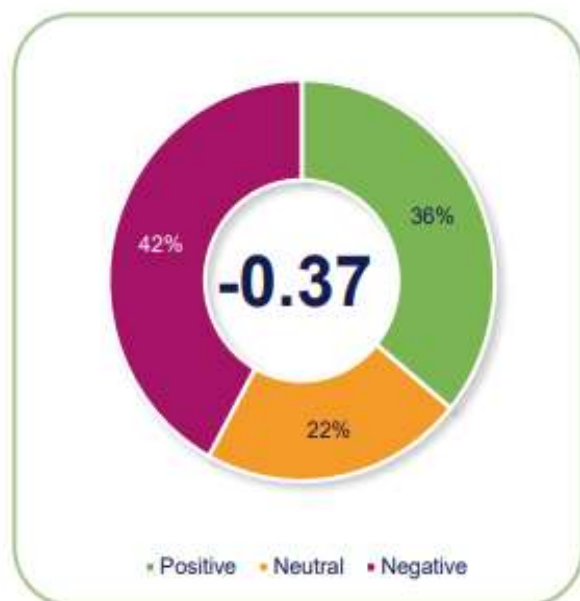
The generally larger percentage of dissatisfaction suggests a variance in service quality received by tenants, and reviewing the open response comments could help CBC identify reasons for this dissatisfaction.



# ASB

Give us your thoughts on Cheltenham Borough Council's approach to handling anti-social behaviour.

Base Size: 106



Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	27	25.5%	-1.96
Listening / Acting	23	21.7%	-1.17
Resolution	19	17.9%	-1.58
Subcategory, no attribute (yet)	17	16.0%	+0.47
Quality of Work / Service	15	14.2%	+0.13
Satisfaction	13	12.3%	+2.23
No Comments	13	12.3%	0.00
Communication / Transparency	7	6.6%	-0.71
Effort	6	5.7%	-2.50
Safety	3	2.8%	-1.67
Trust	2	1.9%	-5.00
Fairness	1	0.9%	0.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Consistency			-
Empathy			-
Staff Conduct			-
Worker Conduct			-

Tenants were asked to provide thoughts on the handling of ASB by CBC, and many respondents express frustration over a perceived lack of effective action, with several citing ongoing issues that remain unresolved despite multiple reports. Common complaints include drug-related activities, noise disturbances, and intimidation from local youths. Some respondents feel that the Council is understaffed and slow to respond, leading to a sense of neglect in addressing their concerns.

Conversely, there are positive remarks about the Council's efforts, with some individuals noting prompt responses to specific incidents and effective resolutions. A few respondents highlight improvements in security measures, such as the installation of gates and cameras, which have contributed to a safer environment. However, the overall impression is that while some tenants feel supported, many others feel unheard and dissatisfied with the council's approach to ASB. The need for a more proactive and consistent response is a recurring theme, indicating a significant area for improvement in community relations and service delivery.

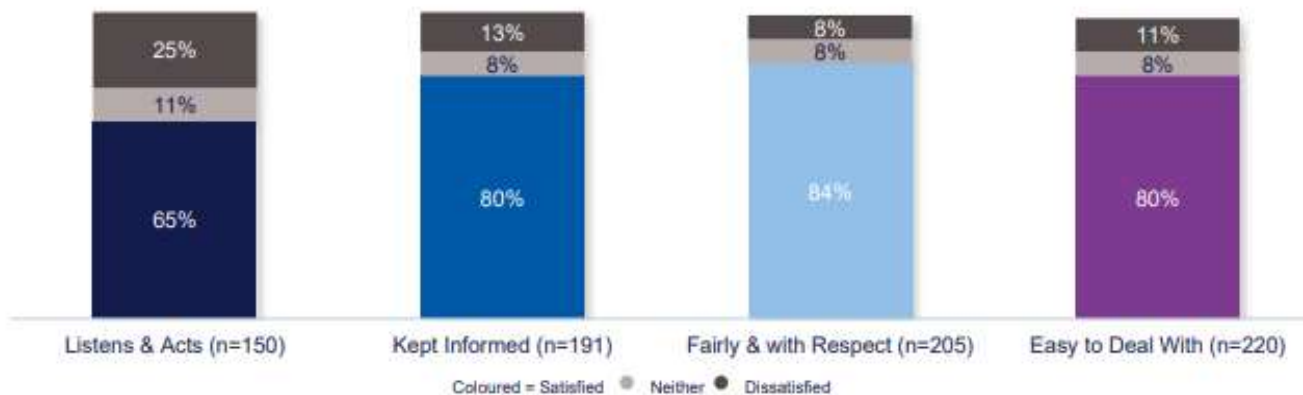
Slightly less than three-quarters of tenants are satisfied that CBC listens to views and acts upon them (65%). A quarter of tenants are dissatisfied (25%), while just 11% provided neutral responses. This measure has fluctuated in satisfaction, with a general downward trend since Q4 2023/24.

Eight out of ten tenants are satisfied that CBC keeps them informed about things that matter (80%). Only 13% of tenants are dissatisfied, while 8% are neither satisfied nor dissatisfied. This measure has remained relatively stable, scoring around the low 80% range for the last two years, although this quarter has seen a fall of 5p.p.

The highest score in this section is for treating tenants fairly and with respect, at 84%. Less than a tenth of tenants are dissatisfied (8%), while the same percentage of tenants provided neutral responses. This metric saw a peak of 88% in Q3 2024/25, before falling back to 84% in the following quarter. Although this score is still high and has remained consistent in Q1 2025/26 and Q2 2025/26, having fluctuated by just 1p.p.

Eight out of ten tenants are satisfied that CBC is easy to deal with (80%). Just over a tenth are dissatisfied (11%), while 8% are neither satisfied nor dissatisfied.

## Respectful & Helpful Engagement





# Easy to Deal with

As you were not satisfied with Cheltenham Borough Council being easy to deal with could you tell me why and what could be improved?

Base Size: 38



Attribute	Count	%	Sentiment Score
Communication / Transparency	13	37.1%	-2.46
Listening / Acting	8	22.9%	-2.50
Effort	5	14.3%	-0.80
Resolution	5	14.3%	-4.00
Staff Conduct	5	14.3%	+0.60
Timeliness / Responsiveness	4	11.4%	-3.75
Subcategory, no attribute (yet)	4	11.4%	-0.50
Empathy	2	5.7%	-2.50
Quality of Work / Service	2	5.7%	-1.50
No Comments	2	5.7%	0.00
Accessibility	1	2.9%	-5.00
Accountability	1	2.9%	-5.00
Appointments / Convenience			-
Consistency			-
Fairness			-
Safety			-
Satisfaction			-
Trust			-
Worker Conduct			-

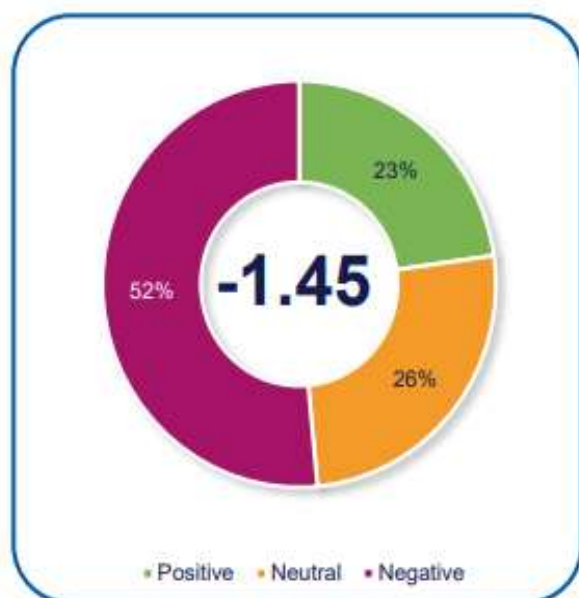
Tenants who are not satisfied that CBC is easy to deal with were asked to explain why and offer suggestions for improvement. Many respondents expressed frustration over the difficulty in contacting staff, with reports of unreturned calls and a lack of follow-up on issues raised. A recurring theme is the perception that communication is poor, with tenants feeling ignored or that their concerns are not taken seriously. Several respondents noted that when they do manage to speak with someone, the quality of interaction varies greatly, with some staff being helpful while others are perceived as condescending or dismissive.

There are specific complaints about delays in repairs, with some tenants waiting months for issues to be addressed, particularly concerning safety-related repairs. The absence of face-to-face contact options has also been mentioned, with many feeling that online forms are inadequate for expressing their needs. The feedback indicates the potential for improved communication strategies, more proactive engagement with tenants, and a more efficient handling of repair requests to enhance tenant satisfaction and trust in the service.

# Fairly & With Respect

Please can you tell us why you don't agree that Cheltenham Borough Council treats you fairly and with respect?

Base Size: 31



Attribute	Count	%	Sentiment Score
Staff Conduct	8	25.8%	-1.88
Timeliness / Responsiveness	8	25.8%	-2.25
Communication / Transparency	5	16.1%	-1.00
Listening / Acting	5	16.1%	-5.00
Subcategory, no attribute (yet)	4	12.9%	0.00
Effort	3	9.7%	-1.00
Resolution	3	9.7%	-1.00
No Comments	3	9.7%	0.00
Empathy	2	6.5%	-5.00
Accountability	1	3.2%	-5.00
Fairness	1	3.2%	-5.00
Safety	1	3.2%	-5.00
Satisfaction	1	3.2%	+3.00
Trust	1	3.2%	-5.00
Accessibility			-
Appointments / Convenience			-
Consistency			-
Quality of Work / Service			-
Worker Conduct			-

Tenants who don't agree that CBC treats them fairly and with respect were also asked to provide their reasons. A recurring theme is the perception of neglect, with many respondents feeling forgotten or overlooked, particularly in comparison to other areas like St Paul's and Hesters Way. Tenants express frustration over poor communication, stating that they often have to chase for updates and that their concerns are not adequately addressed. Many report experiencing rudeness from staff, particularly during phone interactions, which leads to feelings of disrespect and a lack of support.

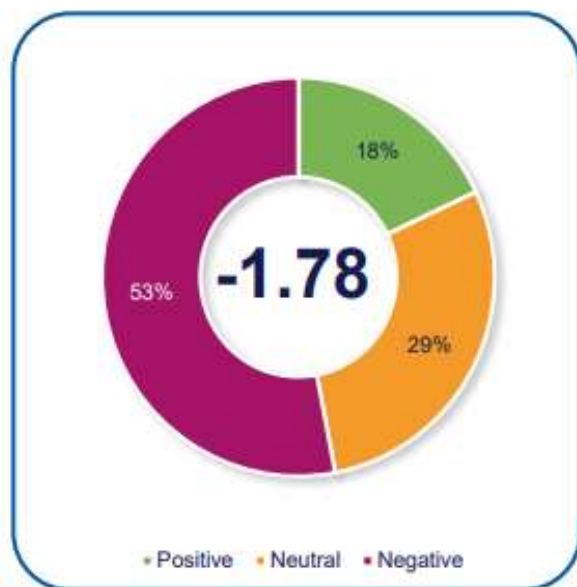
Issues with repairs and maintenance are prominent, with several respondents highlighting long wait times for essential services, such as heating, and safety concerns in their homes. The handling of complaints, especially regarding antisocial behaviour, is also a concern, with some tenants feeling discriminated against and unsupported. These responses indicate an opportunity for improved customer service training, better communication, and a more responsive approach to tenant needs and complaints to enhance overall satisfaction and trust in the service.



# Listens & Acts

If you are not satisfied with the way Cheltenham Borough Council listens to your views and acts upon them, how could Cheltenham Borough Council improve?

Base Size: 49



Attribute	Count	%	Sentiment Score
Listening / Acting	18	37.5%	-0.94
Timeliness / Responsiveness	10	20.8%	-2.10
Communication / Transparency	9	18.8%	-1.44
Subcategory, no attribute (yet)	8	16.7%	-1.75
Staff Conduct	5	10.4%	-1.60
Resolution	4	8.3%	-1.75
Effort	3	6.3%	-4.33
Fairness	2	4.2%	-5.00
Quality of Work / Service	2	4.2%	-1.50
No Comments	2	4.2%	0.00
Accountability	1	2.1%	+3.00
Appointments / Convenience	1	2.1%	0.00
Empathy	1	2.1%	-5.00
Accessibility			-
Consistency			-
Safety			-
Satisfaction			-
Trust			-
Worker Conduct			-

Tenants were also asked to offer suggestions for improvement if they are not satisfied with the way CBC listens to views and acts upon them. A regular theme is the feeling of being unheard, with many respondents expressing frustration over a lack of action on reported issues, such as maintenance and anti-social behaviour. Tenants frequently mentioned delays in addressing complaints, with some waiting weeks for resolutions, which exacerbates their concerns, particularly in sensitive situations involving children or safety.

Several respondents emphasised the importance of personal interaction, suggesting that face-to-face discussions would be more effective than phone calls or written correspondence. There is a strong desire for improved communication, with calls for better information dissemination about meetings and decisions. Many feel that their concerns are dismissed or inadequately addressed, leading to feelings of discrimination and neglect.

Additionally, issues such as poor call handling, lack of follow-up, and inadequate support for vulnerable tenants were noted. If CBC were able to enhance its listening skills, improve responsiveness, and foster a more supportive environment for tenants, this could go a long way to improving satisfaction.

Just over a fifth of tenants (21%) say they made a complaint to CBC in the last 12 months, although it is not clear whether these are official stage 1 complaints, or perhaps service requests not yet completed.

Of these tenants, 41% said that they are satisfied with the way that their complaint was handled, an increase of 2p.p from Q1 2025/26.

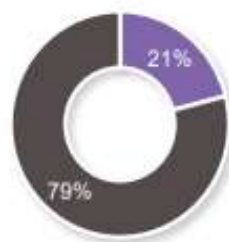
Dissatisfaction is higher than satisfaction at 48%, and a further 11% gave a neutral response

Complaints handling is often the lowest-scoring measure in TSM surveys. Although satisfaction has marginally increased over the last two quarters, there is still clearly much dissatisfaction among tenants in this area. Adding an additional insight question to get to the root of dissatisfaction can help, as well as ensuring communication throughout the process is proactive and regular.

## Effective Handling of Complaints

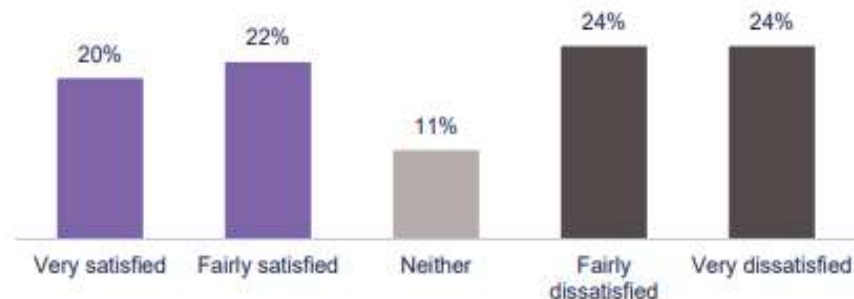


Complaint in last 12 months



• Yes • No

Satisfaction with Complaints Handling





## Cost of Living

Tenants were asked about their well-being, including how they feel about the current cost of living crisis.

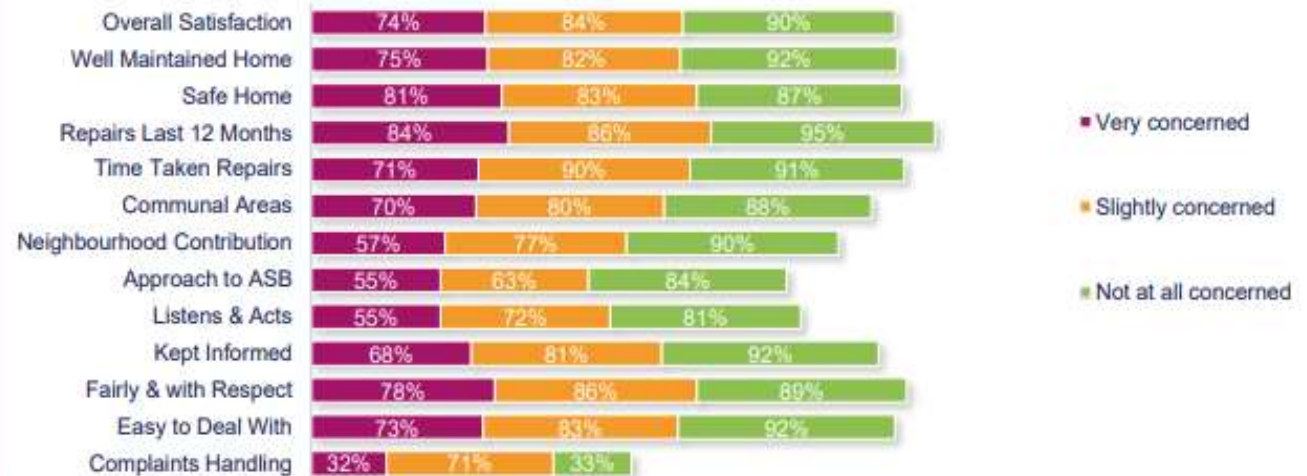
Just under three-quarters of tenants (72%) are at least slightly concerned about the cost of living crisis, with a marginally higher proportion (37%) being very concerned than slightly concerned (35%). Just 18% of tenants are not at all concerned, and 10% preferred not to say. These results have improved from the previous survey, a potentially positive sign, although it is advised to continue to monitor how the cost of living crisis is affecting tenants.

It is often the case with similar surveys from social landlords that tenants who are most concerned with the cost of living have lower satisfaction rates than those slightly or not at all concerned. This does appear to be the case for CBC in this survey, as tenants who are not at all concerned are the most satisfied in 12 of the 13 measures, while tenants who are very concerned are the least satisfied in all measures.

### Cost of Living Concern



### Cost of Living Concern & Satisfaction







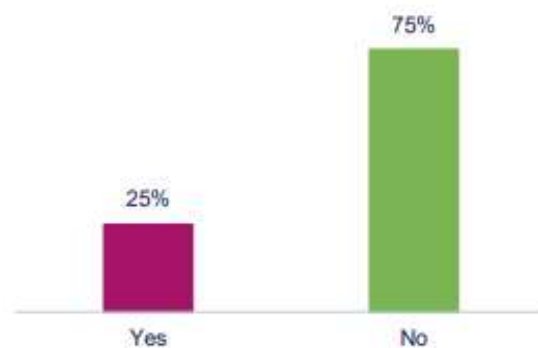
## Damp and Mould

A quarter of tenants stated that they had experienced damp and mould in the last 12 months, which is 9p.p lower than the previous quarter. Whilst this is a positive change, 24% of tenants also stated that they experienced damp and mould in Q2 2024/25, before rising back to 34% in the following quarter. Usually, tenants suffering from damp and mould is lowest in Q2 as these cover the summer months, as the warmer weather is less likely to cause damp and mould problems. Therefore, it would be advised to monitor this question in the following survey closely.

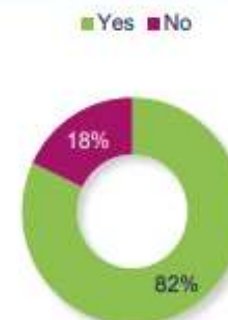
Of the tenants who reported experiencing damp and mould, 82% have reported this to CBC, while 18% haven't. It is essential that CBC addresses all issues related to damp and mould, particularly in light of the introduction of Awaab's Law later this year.

The contact details of all tenants who reported having damp and mould issues are available through the online dashboard.

### Experienced Damp/Mould Last 12 Months



### Reported Damp/Mould



### Experienced Damp & Mould Over Time



## Acuity Calls CBC

34 call actions have been recorded to the most dissatisfied customers that have been identified by Acuity.

Failed to contact 13 after 3 attempts

Completed 13 calls

Unable to contact 5

Left a message and asked to call back 3

Of the 13 completed calls the most dissatisfied areas were Repairs (7), ASB (1), Planned (1), Customer Service (1), 3 of those called raised additional concerns which were all processed appropriately.

As part of the survey process Acuity staff will send across an alert via email if during a call, they pick up on any matters such as safeguarding concerns or urgent repairs which require our attention ahead of them issuing the full data set.

During the Q2 surveys, Acuity staff raised 19 alerts, of these:

- 3 have been resolved
- 13 relate to work in progress
- 3 are new and current

## Next Steps

- Review information collated from complaints feedback group
- DMC department are reviewing policy to identify any refinements or improvements
- To carry out communal works in schemes and blocks including painting and planting works

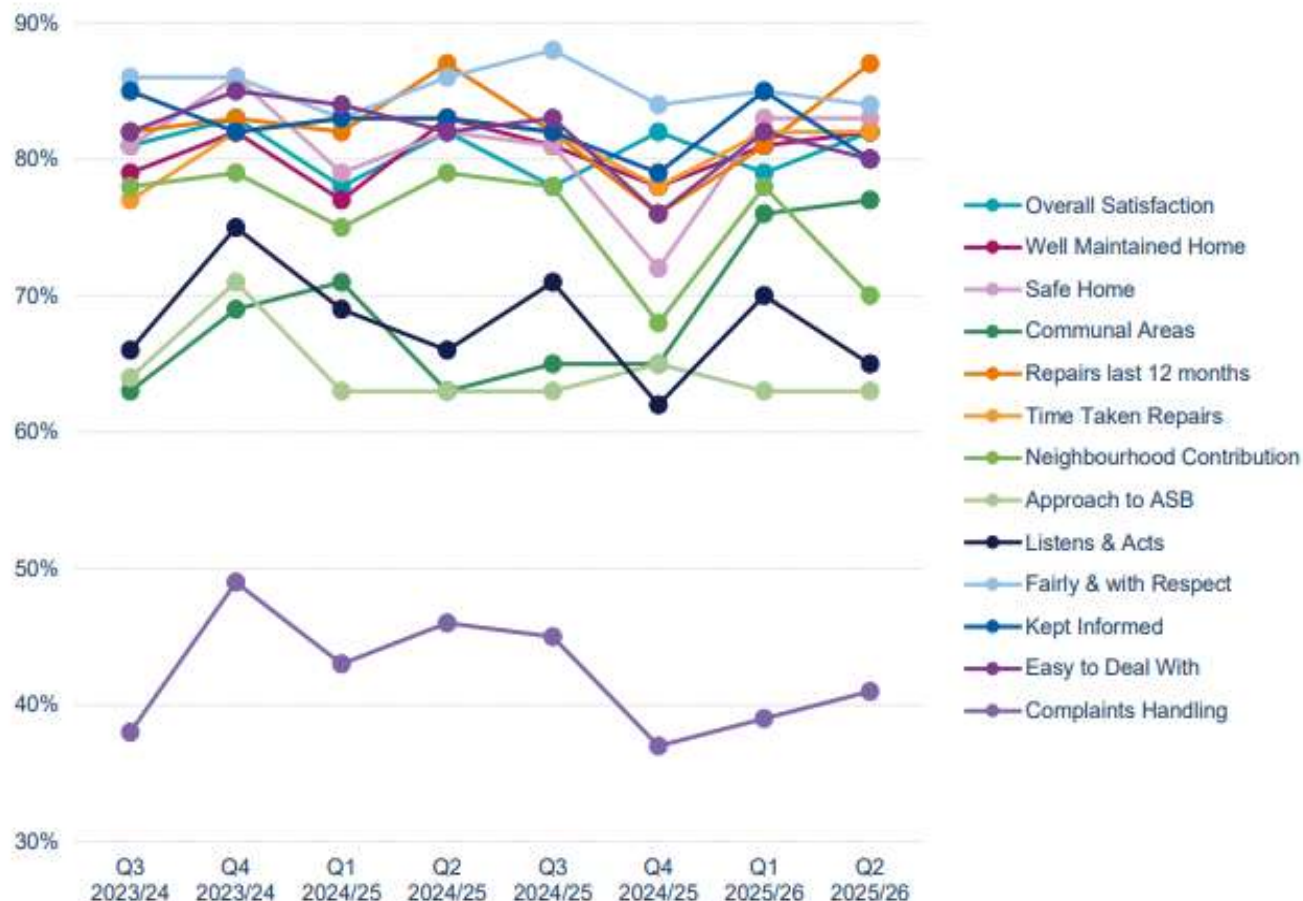
Satisfaction has shown fluctuations in both directions in this quarter, five metrics have increased in satisfaction, while five have decreased. Three measures have remained consistent from the Q1 2025/26 survey.

Overall satisfaction has risen by 3p.p, while the other biggest increases were seen in complaints handling (3p.p) and repairs in the last 12 months (7p.p).

Large decreases were seen in listens and acts and kept informed (both by 5p.p), while the largest drop was seen in the contribution to the neighbourhood, which fell by 8p.p.

To be considered statistically significant, changes must exceed the combined margins of error of both time periods, in this case around 12.8%. None of the changes meet this threshold this quarter, so are not significant, although these changes can still show a direction of travel.

## Trends Over Time



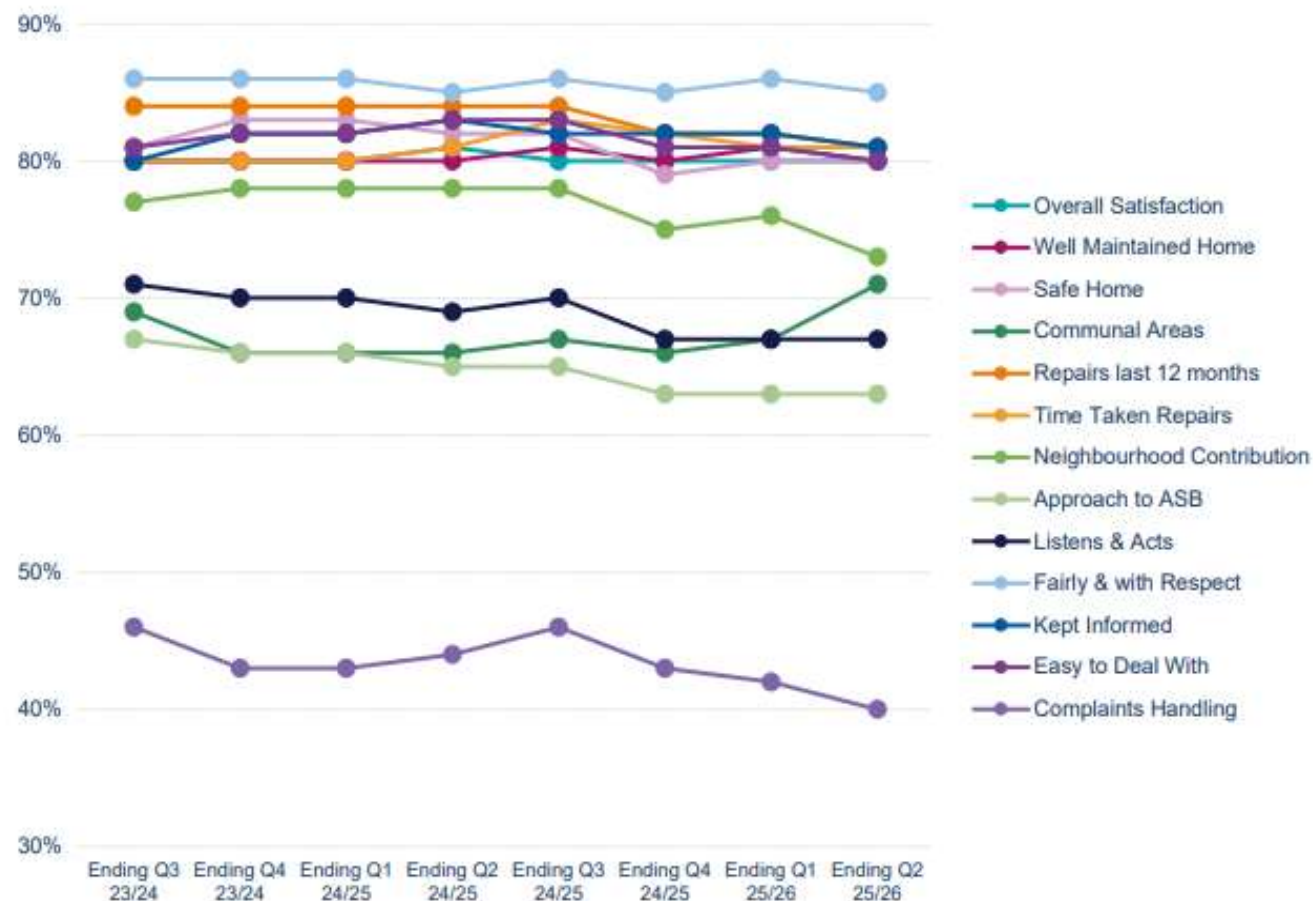


Another way to consider the results is to calculate the 12-month rolling averages. These average the last four results and are affected as much by those dropping out as the new ones added in, reducing the fluctuations between each quarter. It is, therefore, easier to observe general trends.

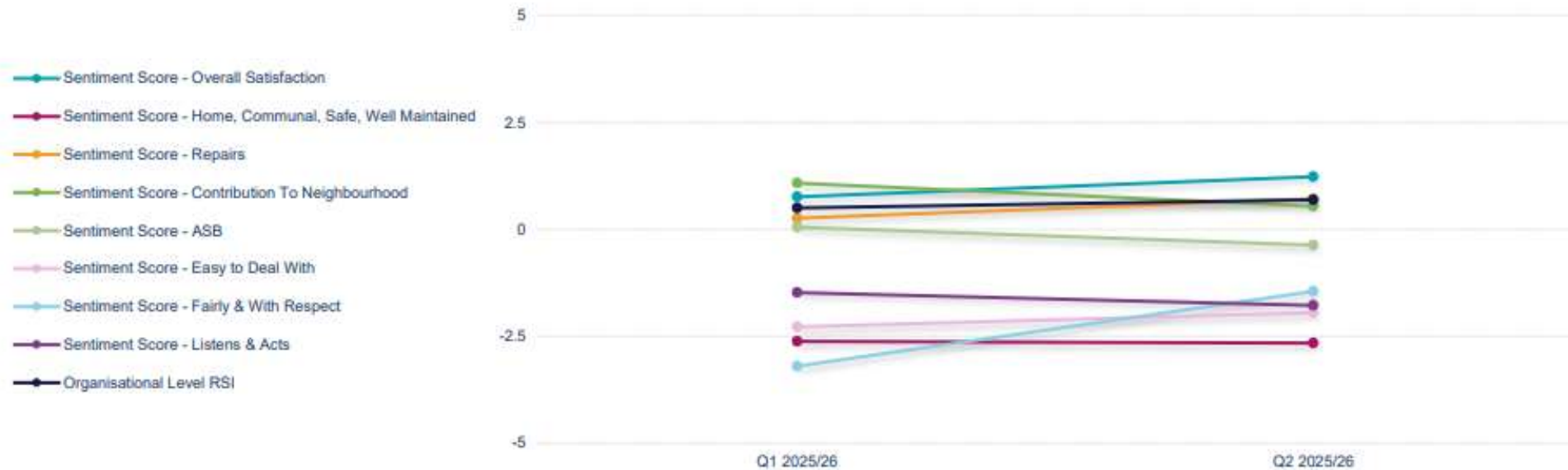
The changes in satisfaction on these averages are small, with only a few showing a noticeable direction of travel. The maintenance of communal areas is the only measure to show a notable increase. However, a few measures have shown small decreases, including the contribution to the neighbourhood, and complaints handling.

This does help to show the general underlying level of satisfaction for each measure.

## 12 Month Rolling Averages



## Trends Over Time - Sentiment Scores



A sharp increase in scores and base size in April 2025/26 is due to a change in the survey approach — instead of only asking follow-up questions to dissatisfied residents, we began asking all residents

Sentiment has remained very similar in Q2 2025/26 in comparison to Q1 2025/26, with most measures showing little change over the quarter. Contribution to the neighbourhood, listens and acts, and home and communal areas have all showed slight decreases, while fairly and with respect and overall satisfaction have increased. Overall satisfaction is now the measure with the highest sentiment score, at +1.23. This is very encouraging, as it suggests that tenants have an overall positive sentiment towards CBC, even if there are minor failures in some areas.

The organisation level RSI does not include all the measures shown above, as some questions are only asked to dissatisfied tenants. Therefore, the overall RSI now stands at 0.69, which indicates that the majority of tenants have a positive feeling towards CBC.

## Overall RSI Score

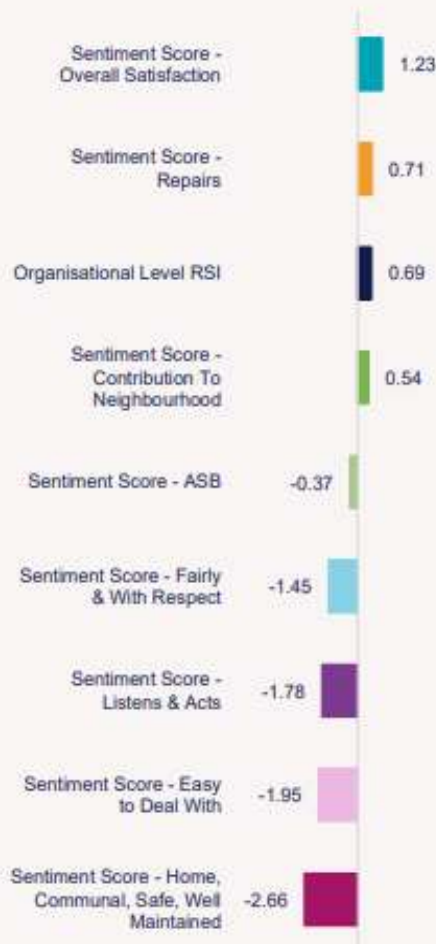
The Organisational-Level RSI offers a single, headline metric that captures the overall emotional tone of resident feedback across all key service areas. It is based exclusively on responses to the 7 core RSI open-ended questions. It reflects how positively or negatively residents feel about the organisation's performance across these key areas. Please note, if your organisation does not ask all 7 core RSI questions, you are unable to benchmark your Organisational RSI Score. Each individual RSI question has been analysed in its relevant section throughout the report.



Positive Neutral Negative



## Sentiment Scores



## Summary

### Overall Satisfaction

Survey responses reveal a combination of satisfaction and frustration among tenants regarding repair services. While many appreciate prompt responses and effective resolutions, others report delays, poor communication, and unresolved issues, particularly concerning ongoing repairs and maintenance quality.

### The Home

Tenants report dissatisfaction with maintenance and cleaning services, particularly in communal areas. Issues include inadequate repairs, persistent damp and mould, poor communication, and safety concerns. Many tenants feel neglected, with unresolved complaints and a lack of timely action from management.

### Neighbourhood Contribution

Tenants show a varied opinion regarding the contribution to the neighbourhood. While many appreciate the maintenance of communal areas and prompt service, concerns about fly-tipping, lack of communication, and insufficient action on anti-social behaviour persist.

### ASB

While some respondents appreciate prompt actions and support regarding anti-social behaviour cases, many express dissatisfaction with slow responses, ineffective measures, and a lack of communication. Drug-related issues and neighbour disputes are recurring concerns.

### Repairs

When asked for comment on the repair services, many appreciate promptness and courteous staff. However, issues persist with delays, incomplete jobs, and poor communication. Some respondents reported long wait times and dissatisfaction with the quality of repairs.

### Listens & Acts

Many tenants have concerns regarding communication and responsiveness from the housing service. Respondents feel unheard, experience delays in action, and express frustration over unresolved issues, particularly related to safety, maintenance, and support for vulnerable tenants.

### Fairly & With Respect

Tenants also have concerns regarding communication, support, and responsiveness from CBC. Tenants report feeling ignored, disrespected, and unsafe in their homes, with many highlighting delays in repairs and inadequate handling of complaints, impacting their mental health and overall well-being.

### Easy to Deal With

Tenants who are not satisfied that CBC are easy to deal with highlight dissatisfaction with communication and responsiveness. Tenants report difficulties in contacting staff, lack of follow-up on repairs, and feeling ignored or dismissed. Many express frustration over long wait times for repairs and inadequate support for issues raised.



## Satisfaction with Measures



## Summary & Recommendations

### Summary

This report is based on 221 complete tenant responses, plus 12 incomplete surveys, which are required to be included by the Regulator. The results for Q2 2025/26 continue to show strong levels of satisfaction across the survey measures. Overall satisfaction has increased by 3p.p and is now above 80%, close to the highest quarterly result seen for this measure. The score of 82% sits just above the midpoint of all survey metrics, which is a good position, as this indicates that tenants have good levels of residual satisfaction with the services provided by CBC, which are not easily reduced by the performances of individual areas.

Both repair metrics have high scores, with the time taken to complete repairs at 82% and the number of repairs in the last 12 months at 87%, the highest scoring measure in this quarter's survey. These are excellent results, as satisfaction with repairs is often a key driver of overall satisfaction with the service. Treating tenants fairly and with respect, and the safety of the home have also scored well this month, at 84% and 83% respectively.

The lowest scoring measures in the survey are listens and acts (65%), the approach to ASB (63%), and complaints handling (41%). The contribution to the neighborhood is also low and has shown the largest decrease in this quarter's survey, with a fall of 8p.p. Listens and acts has also fallen, by 5p.p. These are commonly lower-scoring measures in TSM surveys, however, the responses to the open questions reveal areas that could be improved and help drive satisfaction in these areas going forward.

Sentiment analysis has been used against the sentiment questions, covering the main areas of service. This gives a score based on the comments made and also highlights where tenants are happy with the service or where they think improvements could be made. The overall sentiment score is positive at +0.69, with a mixture of positive and negative for the other areas of service. The main areas of concern appear to be linked to the poor maintenance of some communal areas and inadequate responses to reported issues. Analysing the sentiment scores and reading the comments will help CBC get a better understanding of what is driving satisfaction and what is not working quite as well.

### Recommendations

**Complaints Handling** – This is the lowest-scoring measure in the survey, and the only result with a higher score for dissatisfaction than satisfaction. Tenants often experience frustration when they are not kept up to date with the status of their complaints and feel the need to follow up themselves. However, it is difficult to tell the key issues at CBC without an open response question, something that the Council may wish to consider for future surveys if they would like to try to make improvements in this area.

**Listens and Acts** – It is a common theme throughout the open comments that reported issues like ASB, repairs, and complaints are not responded to quickly, and actions are lacking. This leaves tenants with feelings of neglect, frustration, and inevitably affects their satisfaction. CBC may wish to look into their communication process, ensuring that issues are logged and tenants are always followed up with, until issues are resolved.



## **Cheltenham Borough Council**

### **Cabinet Housing Committee – 26 November 2025**

### **Q2 2025/26 Housing Complaints and Compliments Report**

#### **Accountable member:**

Cllr Flo Clucas, Cabinet Member for Housing and Customer Services

#### **Accountable officer:**

Caroline Walker, Director of Housing, Customer Services and Communities

#### **Executive summary:**

This report provides an overview of housing related complaints and compliments received during Q2 for 2025/26. It highlights key themes, performance against targets, and actions being taken to improve service delivery and customer satisfaction

#### **Recommendations:**

1. That the report and next steps are noted by Cabinet Housing Committee.

#### **1. Background**

The Council is committed to providing high-quality housing services and maintaining transparent and effective complaint-handling processes in line with the Housing Ombudsman's Complaint Handling Code.

Each quarter, the Housing Service monitors complaints and compliments to identify trends, recurring issues, and areas for improvement. This ensures that feedback from residents directly informs service development and performance management.

During Q2 2025/26, the Council continued to focus on embedding the principles of good complaint handling, fairness and accessibility.

#### **2. Main content**

There has been a noticeable improvement in the time taken to respond to complaints during Quarter 2 and this is largely due to an additional resource within the Complaints Team and that all stage 1 complaints relating to repairs and planned maintenance are being investigated and responded to by the Complaints Team. As a result, complaints are being responded to more efficiently at Stage 1, with the majority being resolved without escalation, demonstrating effective early resolution.

Poor communication remains the most common cause of complaints. This issue has had a direct impact on the quality of service experienced by residents, particularly in relation to the kitchen installation



programme. The service acknowledges this concern and is actively addressing it through internal process reviews and engagement with our contractors to ensure clearer, more consistent communication with tenants going forward

### 3. 4. Performance Overview

Category	Q1 2025/26	Q2 2025/26
Stage 1 complaints	66	84
Stage 2 complaints	10	6
% of Stage 1 complaints upheld (in full/part)	68%	86.4%
Average Days to respond to Stage 1 complaints	16.3	12.9
Compliments received	26	20

### 4. Key risks

Failure to comply with the Housing Ombudsman Complaint Handling Code and the Council housing complaints policy and manage the complaints process appropriately may result in:

- A maladministration decision from the Housing Ombudsman and include Ombudsman intervention and financial penalty
- Reputational damage and loss of public confidence
- Reduced tenant satisfaction and engagement.

### Report author:

Caroline Walker, Director of Housing, Customer Services and Communities,  
[caroline.walker@cheltenham.gov.uk](mailto:caroline.walker@cheltenham.gov.uk)

### Appendices:

- i. Risk Assessment
- ii. Q2 2025/26 Housing Complaints and Compliments report



**Appendix 1: Risk Assessment**

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
	<p>Maladministration decision from Housing Ombudsman</p> <p>Reputational damage arising from a complaint</p>	Caroline Walker, Director of Housing, Customer Service and Communities	4	3	12	Reduce the risk	<p>Complete annually the Housing Ombudsman Self-assessment form</p> <p>Ensure compliance with CBC Housing complaints policy and the Housing Ombudsman Complaints handling Code</p> <p>Ensure Complaints are managed professionally, fairly and within target timescale</p>	Natasha Dhillon, Complaints Officer	<p>Annually</p> <p>Every 3 years or more frequently if any legislative changes</p>

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# Housing Complaints and Compliments Report

Q2 July to September 25/26

Natasha Dhillon, Complaints Officer

[natasha.dhillon@cheltenham.gov.uk](mailto:natasha.dhillon@cheltenham.gov.uk)

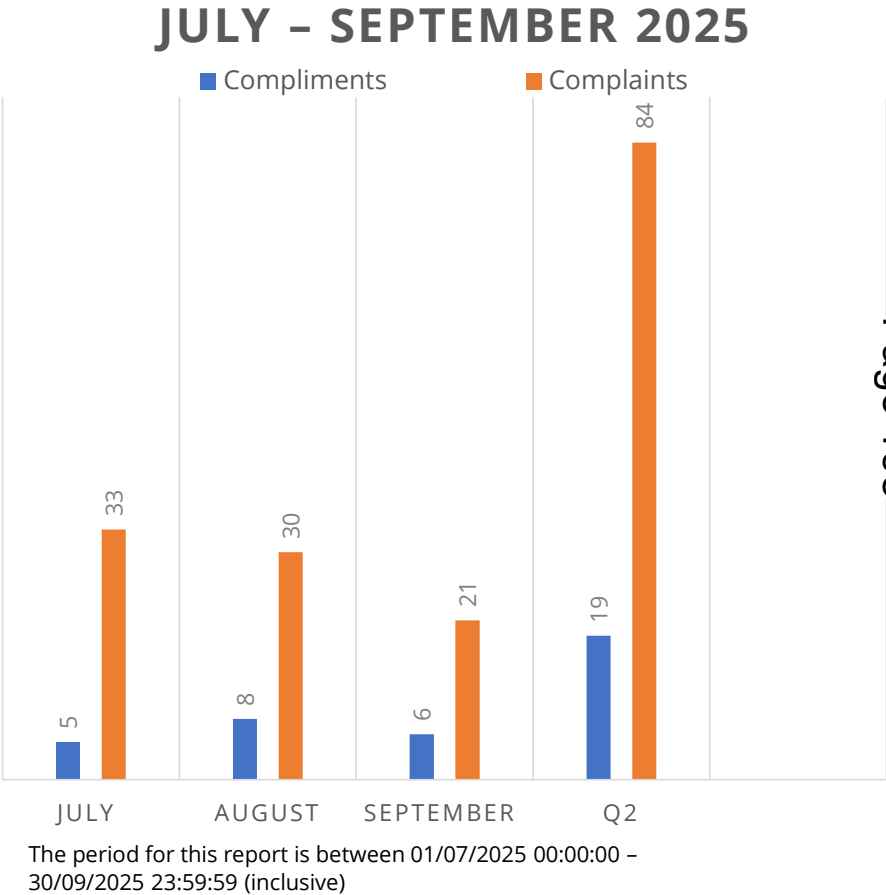
In this period:

STAGE 1	Compliments	Complaints Opened	Complaints responded to
July	5	33 (3 No Tenant Contact)	26
August	8	30 (1 No Tenant Contact)	34
September	6	21	21

STAGE 2	Complaints Opened	Complaints responded to
July	1	1
August	2	3
September	4	2

In quarter 2 for 2025/26, 84 complaints were opened at Stage 1, with 4 of these subsequently being withdrawn due to no tenant contact. During this period, responses were provided for 81 complaints at Stage 1 and 6 complaints at Stage 2.

With the addition of a new member to the complaints team, we've seen a noticeable improvement in our response rate and overall efficiency. In the previous quarter 62 responses were sent in comparison to 81 this quarter. This capacity has allowed us to address a higher volume of complaints in a more timely manner, ensuring that more concerns are resolved quickly and effectively. The positive impact of this increased support is reflected in the growing number of complaints we are now able to respond to within our target timeframes.



## Q2 OVERVIEW STAGE 1: July to September 2025/26

84 complaints were opened in Q2, July to September 2025 and 81 complaints were responded to. 53 out of the 81 complaints responded to were within 10 working days, 1 of these complaints were responded to outside of target as no extension was agreed.

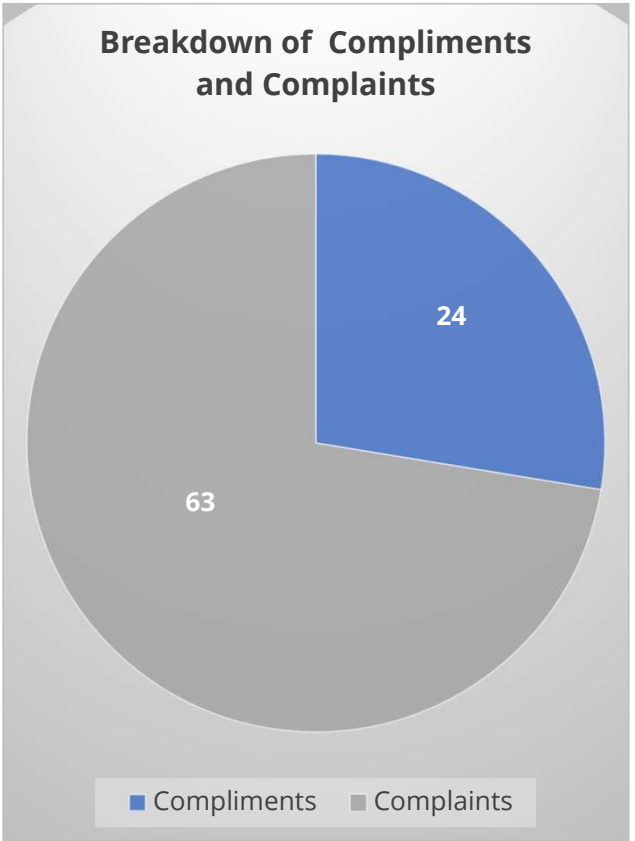
27 out of 81 complaints had agreed Stage 1 extensions and were responded to within timescales.

The average number of days taken to investigate all closed complaints was 12.9 days.  
27 complaints had formal extensions agreed with the complainant, in line with the Housing Ombudsman code. Some of these had extensions over an extended period of time due to a lack of resource in the building services team.  
The increase in average days to respond has been recognised and additional resource has now been added to the complaints team to assist with this.

Compensation: Of the 81 stage 1 responses sent, 13 of these were offered compensation.

CBC declined nine complaints in Q2, these complaints were responded to initially via a phone call if possible and all by letter to advise why the complaint was not accepted in line with our complaints policy.

UPHELD	PARTLY UPHELD	NOT UPHELD
48	22	11



Q2 OVERVIEW Stage 2: July to September 2025/26

Number of complaints escalated to Stage 2: In this period 6 complaints were escalated to Stage 2.  
6 complaints were responded to at Stage 2  
6 complaints were responded to within their agreed target date.

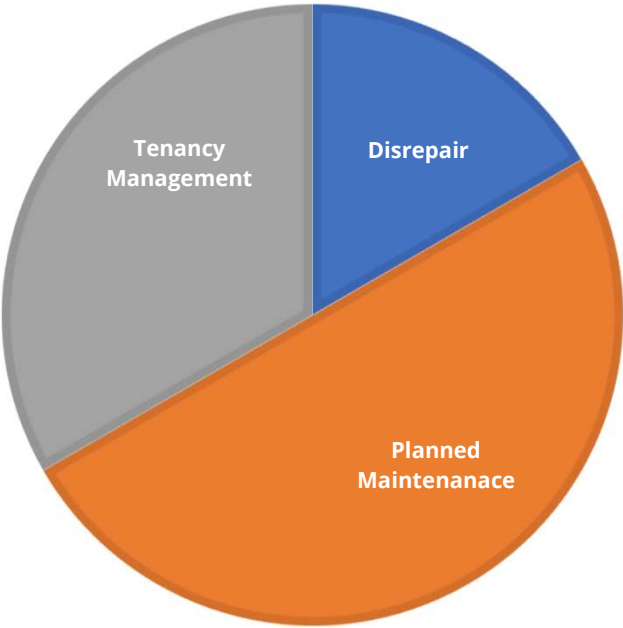
Compensation: Of the 6 Stage 2 responses sent, 1 was offered compensation:

RESOLVED AT STAGE 2	ESCALATED TO OMBUDSMAN	UPHELD	PARTLY UPHELD	NOT UPHELD
6	Not Confirmed	4	1	1

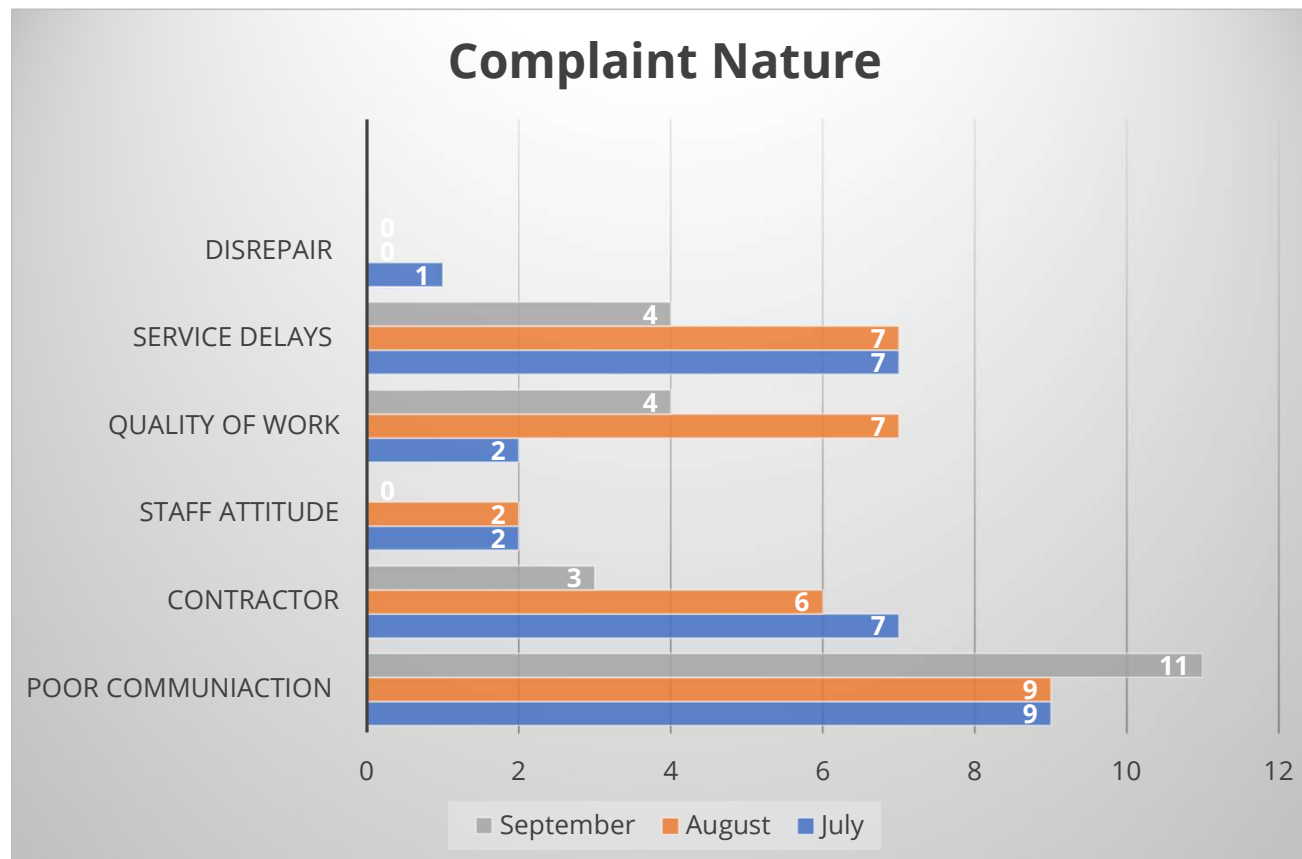
This quarter saw a steady number of Stage 2 escalation requests, with the majority relating to the Planned Maintenance team. It's encouraging to note that five of these cases were successfully resolved and responded to without the need for compensation, indicating effective communication and resolution strategies at this stage of the complaints process.

BREAKDOWN OF STAGE 2 COMPLAINTS ESCALATED IN THE PERIOD BY SERVICE AREA

- Disrepair
- Planned Maintenance
- Tenancy Management



## Breakdown of Complaint Nature for complaints responded to



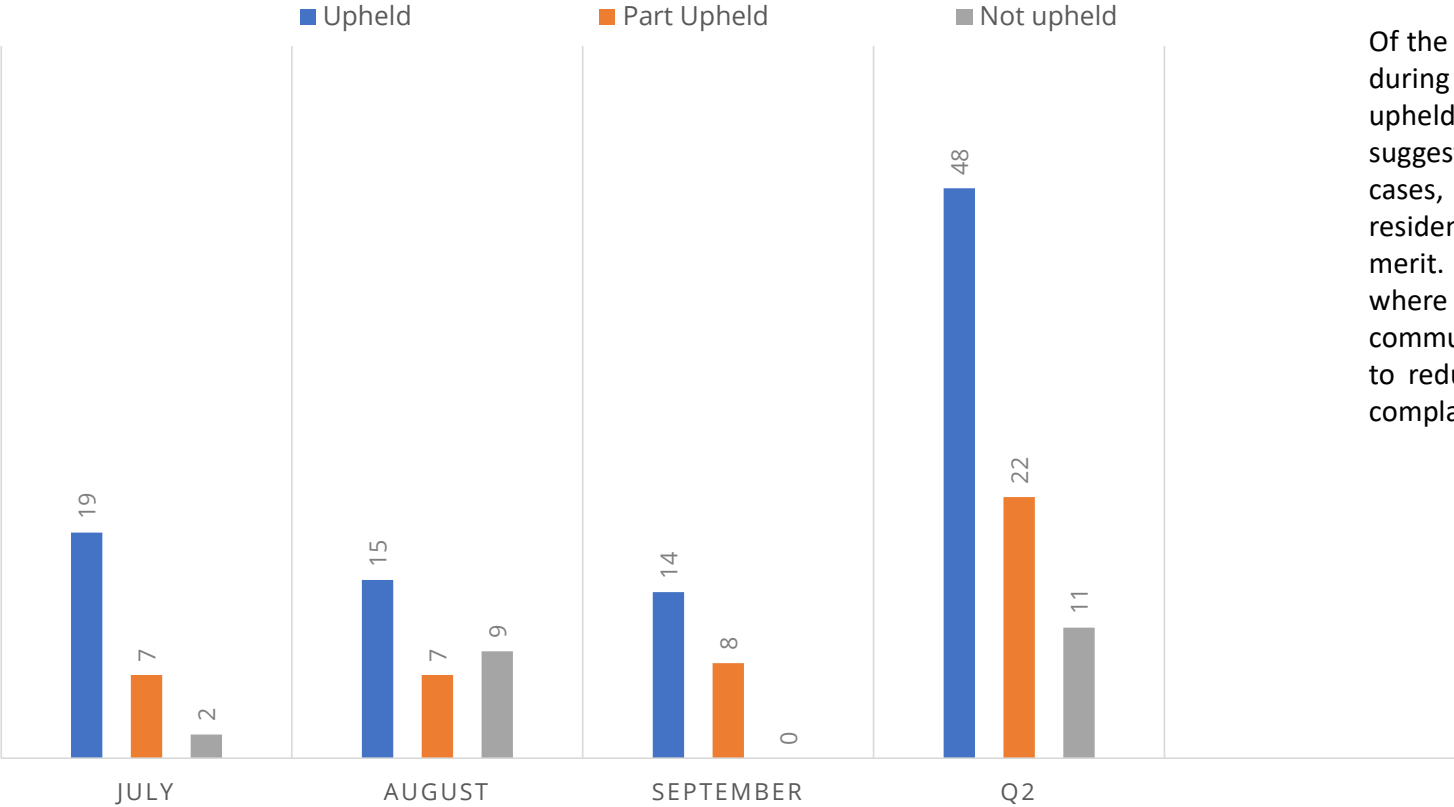
The majority of complaints continue to stem from poor communication, often followed by service delays, two issues that appear to be closely linked. In many cases, a lack of timely or clear updates contributes to frustration when services are delayed, highlighting the importance of effective communication in managing expectations and improving overall customer satisfaction.

It is clear and evident from our handling of complaints that there has been a steady influx of cases relating to contractors during this period, most of which stem from the ongoing kitchen installation programme.

It is noticeable that CBC has received one disrepair claim during the period, which may indicate the beginning of a change in trend especially with autumn/winter approaching

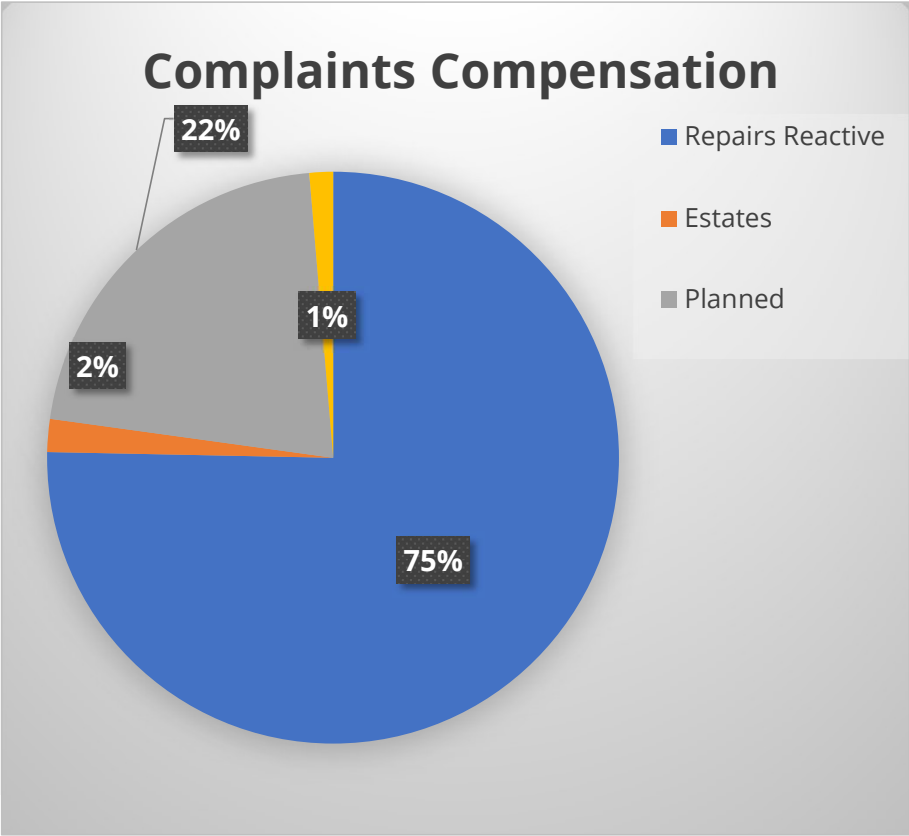


# Complaint Outcomes



Of the 81 complaints responded to during the period, 70 (86.4%) were upheld either in full or in part. This suggests that, in the majority of cases, the concerns raised by residents were found to have merit. It may also indicate areas where service delivery or communication can be improved to reduce the volume of justified complaints moving forward.

Complaints Compensation – Stage 1 -



Month	Amount	Department	Total
July	£370 £50	Repairs Repairs	£420
August	£320 £69.98 £50 £1050 £202.74	Repairs Estates Community Services Repairs Planned	£1,692.72
September	£250 £100 £250 £25 £250 £750	Planned Planned Planned Repairs Repairs Repairs	£1,625
Total			£3,737.72

Complainant Profile

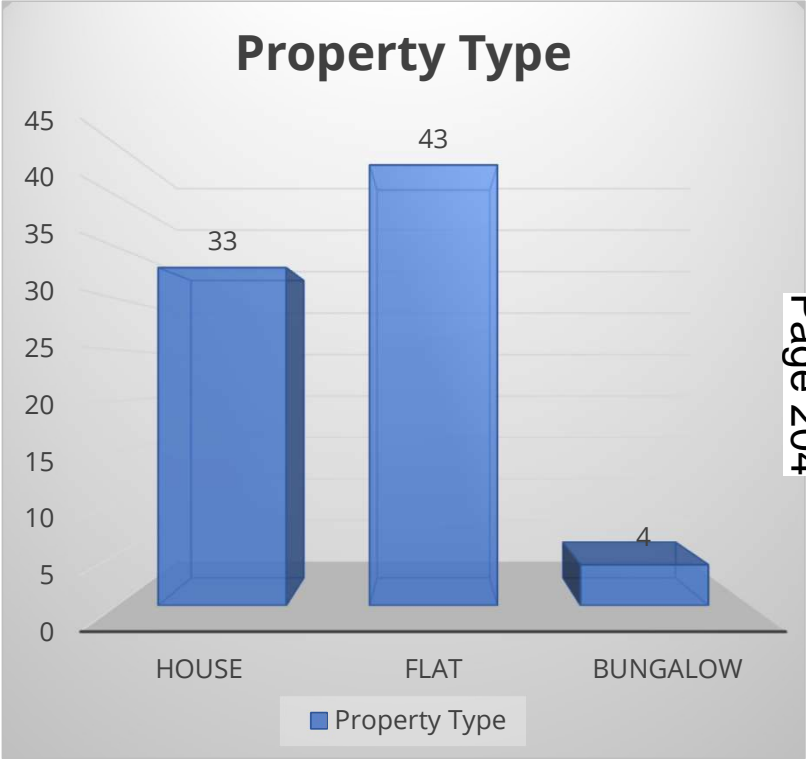
Property Type

Age Category	Total
No Age Data	3.3%
16-24	3.3%
25-34	19.7%
35-44	21.3%
45-54	13.1%
55-64	19.7%
65-74	13.1%
75-84	4.9%
85+	1.6%
Total	100%

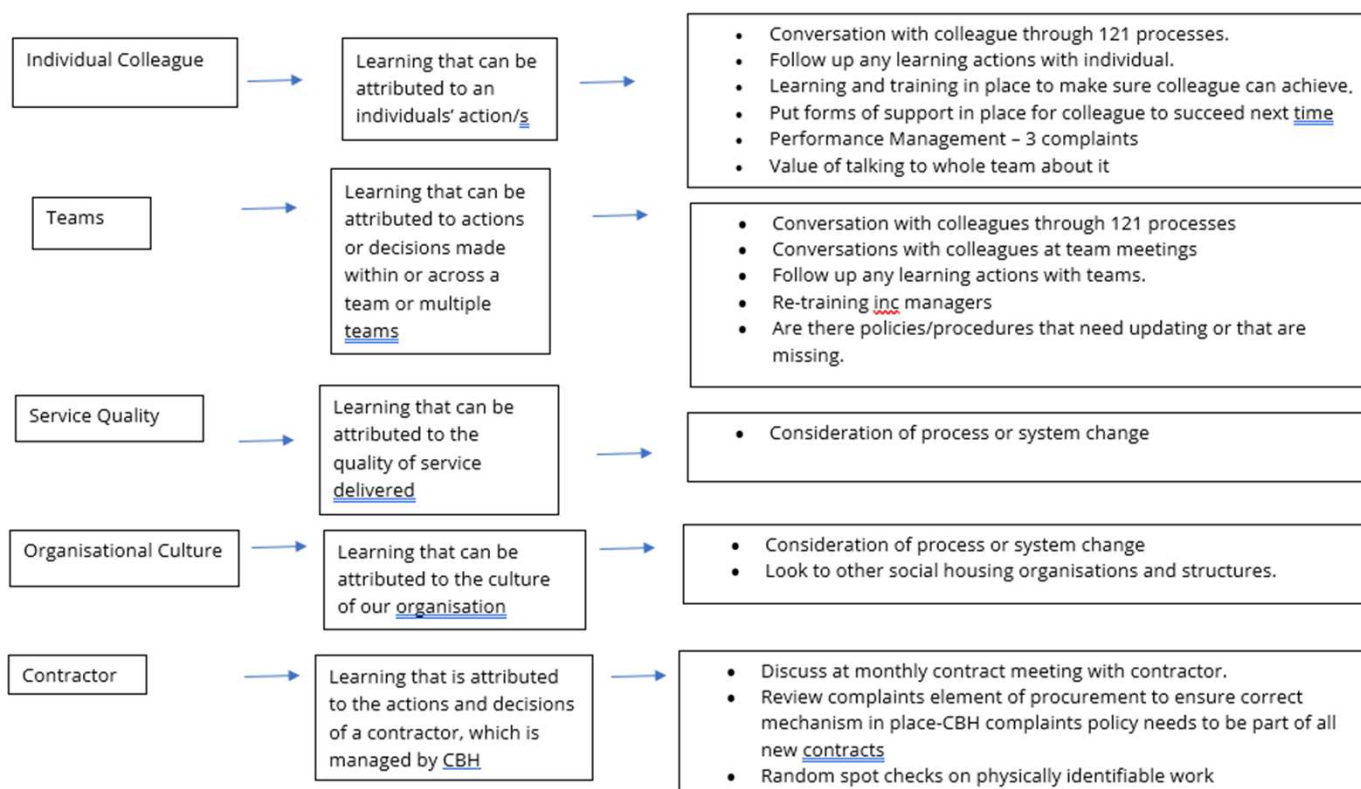
Ethnic Origin	Total
White British	88.5%
No Data	6.6%
Other Ethnic Group	1.6%
White Other	1.6%
Asian or Asian British Other	1.6%
Total	100%

Disability Flag	Total
Disabled	21.3%
Not Disabled	75.4%
No Data	3.3%
Total	100%

Gender	Total
No Data	3.3%
Female	62.3%
Male	34.4%
Total	100%



## LEARNING FRAMEWORK



The Complaints Officer has developed and implemented a learning framework to aid Investigating Officers in identifying meaningful 'lessons learnt' from complaints, and to guide them in implementing appropriate actions.

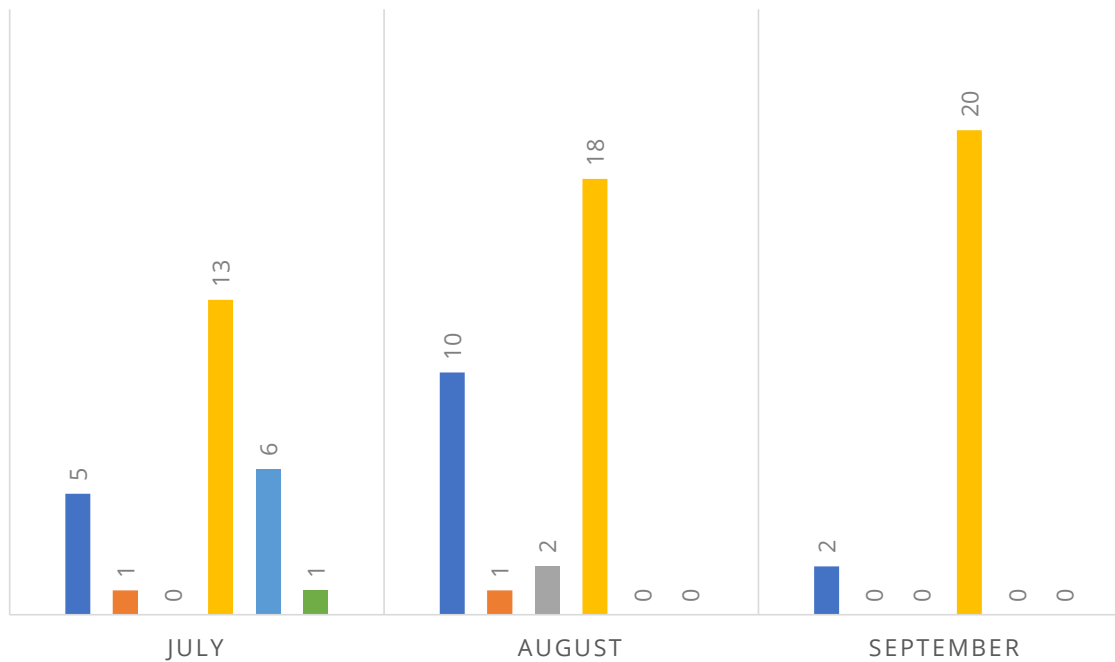
This has been shared with all investigating officers and will be monitored by the Complaints Officer.

The framework has been embedded into the QL complaints case module for reporting purposes.

## LEARNING FROM COMPLAINTS – Q2 - July to September

### LEARNING FRAMEWORK

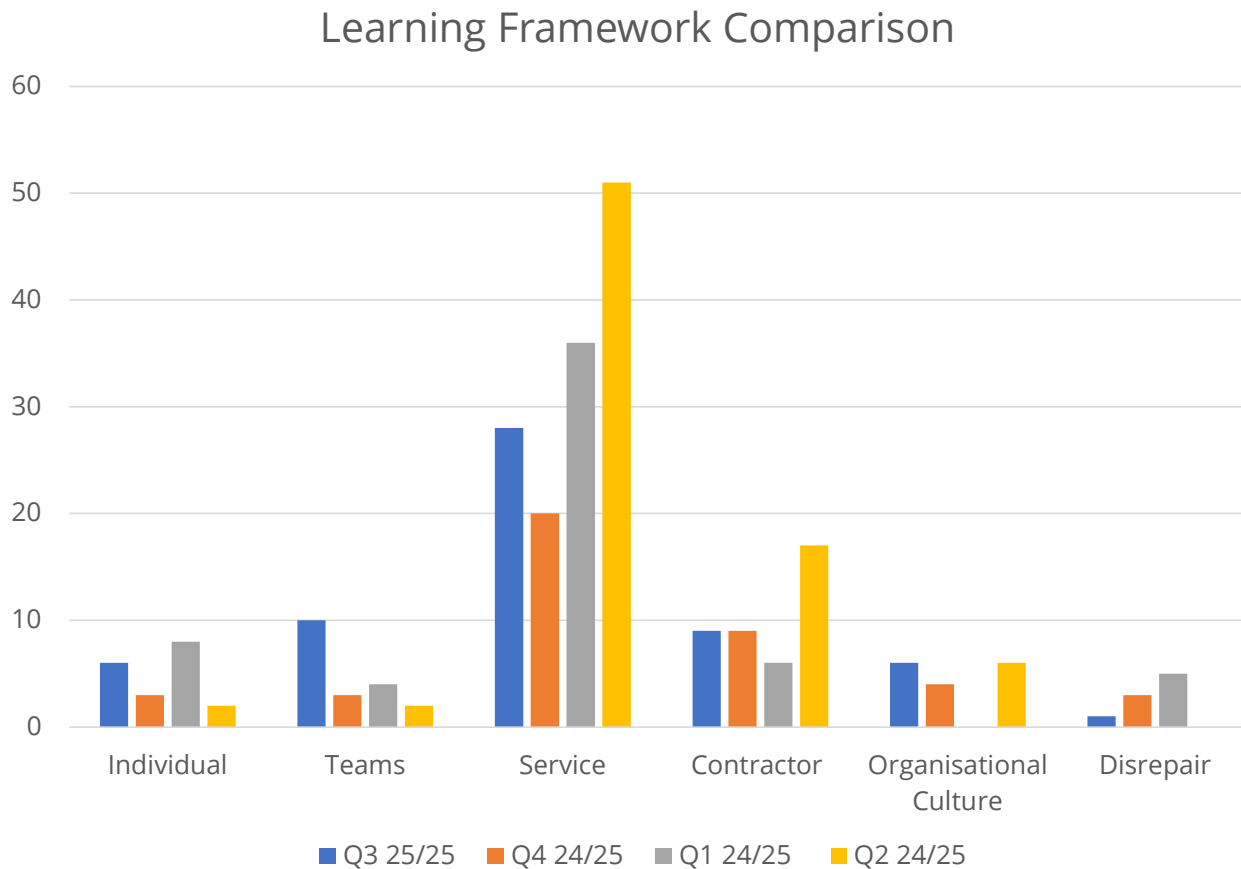
■ Contractor ■ Individual ■ Teams ■ Service ■ Organisational Culture ■ Disrepair



It is clear from the nature of most complaints that the core issue often lies in service delivery and contractor issues. This learning applies to both internal CBC operations and external contractors, highlighting the need for continued focus on improving consistency and accountability across all areas of what we are delivering to our tenants.

It is positive to note the low number of complaints received regarding individual behaviors, suggesting that staff and contractors are generally maintaining a professional and respectful approach in their interactions with residents.

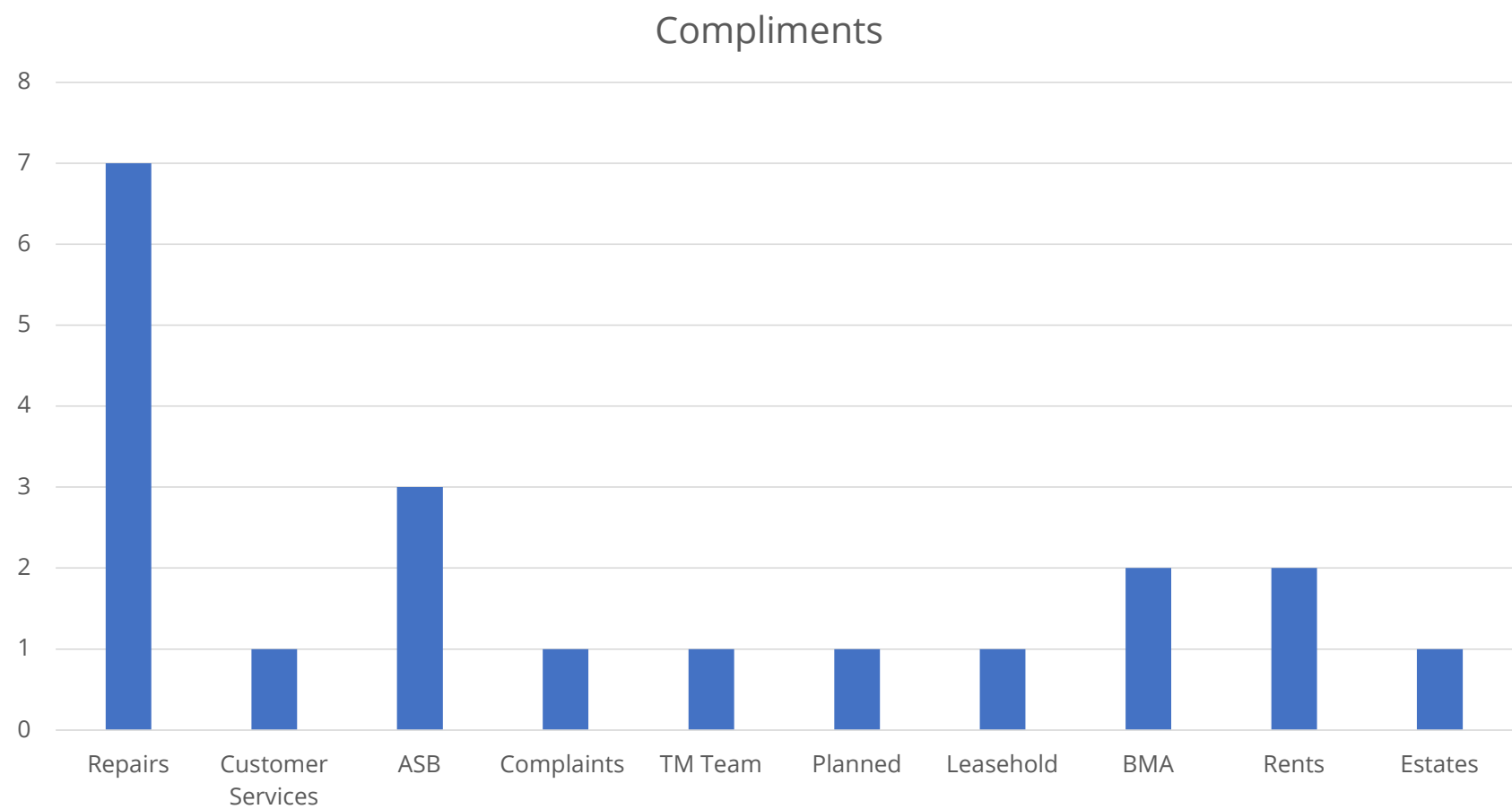
## LEARNING FRAMEWORK COMPARISON



This chart shows that Service and Contractor complaints that derive from the learning framework consistently gain the highest number of complaints across the last four quarters. In particular, Service complaints peaked in Q2 24/25, while Contractor complaints also rose noticeably in the same period. Other frameworks such as Individual, Teams, Organisational Culture, and Disrepair recorded relatively low and stable complaint levels throughout the last four quarters.

The Complaints Team will drill down into complaint categories and identify the top recurring themes and share this with service leaders. This will additionally identify if complaints are coming from a specific group, for example a town area, contractor or service line.

Compliments July – September





## IN THE LAST 3 MONTHS

- CBC has added an additional member to the complaints team
- CBC has tasked the complaints team with investigating and responding to complaints related to building services
- MRC representative, Flo Clucas, attended the HOS conference specifically for MRCs
- Meetings were held with the planned maintenance team and contractors in response to the increased number of complaints associated with the kitchen installation programme
- Implemented a standardised procedure for investigating Kitchen and Bathroom complaints

## NEXT STEPS

- Review and manage building services complaints within the complaints team.
- Collaborate with relevant service areas to improve complaint response times and ensure commitments are fulfilled, complaint promises.
- Attend the HQN mock inspection for Consumer Standards

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## **Tenant Engagement Update, Housing Services, Cheltenham Borough Council November 2025**

### **Tenant Panel**

- The Tenant Panel are about to come to an end of their scrutiny of the repairs process. They have put forward a number of recommendations. Supported by the Resident Engagement Officer, they process will be published as a Scrutiny piece of work.
- The Tenant Panel scrutinised a number of policies ranging from rent setting to repairs. The Resident Engagement Officer then provided feedback to service leads. The Policies were Repairs, Voids, Rent Setting and Recharge.

### **Leaseholder Forum**

- The Leaseholder Forum set the pace and looked at the four key areas of scrutiny they want to look at going forward - including key areas such as communication
- A new Terms of Reference for the group was formally adopted; which will include four scrutiny meetings a year in addition to two meetings of the forum, to make sure its focus is on actions
- The forum were asked to consult on a policy and the this was fed back to service leads through the resident engagement officer. They were consulted on the Repairs policy.

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Meeting		Title	Objective	Format
21st January 2026	•	CEO/Director Briefing (if required) (Verbal)	An update from the Chief Executive/Director on key issues which may be of interest to the Cabinet Housing Committee.	Verbal
	•	Policy Updates: Damp, Mould and Condensation Policy, Mobility Scooter and E-Scooter/Bikes Policies	To provide the committee with the Damp, Mould and Condensation Policy, Mobility Scooter and E-Scooter/Bikes Policies policies for sign off and recommendation to cabinet for approval	Decision
	•	Compliance Strategy Action Plan Update	To provide the committee with an opportunity to monitor progress on the Compliance Strategy action plan.	Information/Discussion Paper
	•	Anti-Social Behaviour Improvement Project - Update	To provide the committee with an update on the progress of the ASB Improvement Project.	Information/Discussion Paper
	•	Housing Performance and Compliance Report - Quarter 3	To provide the Committee with key performance information relation to voids, arrears, day to day repairs, ASB and property compliance.	Information/Discussion Paper
	•	Housing Complaints and Compliments Report - Quarter 3	To provide an overview of housing related complaints and compliments, identifying key areas of dissatisfaction and areas for learning and service improvement.	Information/Discussion Paper
	•	Updates from the Tenant and Leaseholder Panels	To highlight the ongoing activities of the Tenant and Leaseholder Panels and provide an additional opportunity for tenant and leaseholder voices to be heard.	Information/Discussion Paper
	•	Review of the Housing Committee Forward Plan	To provide the Committee with opportunities to identify any additional areas they may wish to scrutinise.	Information/Discussion Paper
	•	Briefing Note - Housing Sector Insight	To provide the Committee with an overview of recent developments in the housing sector and provide opportunities for horizon scanning.	Briefing Note
25th March 2026	•	CEO/Director Briefing (if required) (Verbal)	An update from the Chief Executive/Director on key issues which may be of interest to the Cabinet Housing Committee.	Verbal
	•	Housing Asset Management Strategy	To provide the committee with the Housing Asset Management Strategy for sign off and recommendation to cabinet for approval.	Decision
	•	Housing Improvement Plan	To provide the Committee with a progress update on the Improvement Plan developed to resolve areas of non-compliance with the Regulator of Social Housing's Consumer Standards.	Information/Discussion Paper
	•	Counter Fraud and Enforcement Unit Report	To provide the Committee with an overview of the Counter Fraud Enforcement Unit's work on housing and tenancy fraud over the previous year.	Information/Discussion Paper
	•	Housing Risk Register	To review the strategic risks relating to housing from the Council's Risk Register.	Information/Discussion Paper
	•	Updates from the Tenant and Leaseholder Panels	To highlight the ongoing activities of the Tenant and Leaseholder Panels and provide an additional opportunity for tenant and leaseholder voices to be heard.	Information/Discussion Paper
	•	Review of the Housing Committee Forward Plan	To provide the Committee with opportunities to identify any additional areas they may wish to scrutinise.	Information/Discussion Paper
	•	Briefing Note - Housing Sector Insight	To provide the Committee with an overview of recent developments in the housing sector and provide opportunities for horizon scanning.	Briefing Note
1st June 2026	•	CEO/Director Briefing (if required) (Verbal)	An update from the Chief Executive/Director on key issues which may be of interest to the Cabinet Housing Committee.	Verbal
	•	Tenant Satisfaction Measures Submission 2025/26	To provide the committee with an opportunity to review the TSM submission for 2025/26	Information/Discussion Paper
	•	Housing Performance and Compliance Report - Quarter 4	To provide the Committee with key performance information relation to voids, arrears, day to day repairs, ASB and property compliance.	Information/Discussion Paper

	<ul style="list-style-type: none"> <li>• Housing Compliments and Complaints Report - Quarter 4</li> <li>• Updates from the Tenant and Leaseholder Panels</li> <li>• Review of the Housing Committee Forward Plan</li> <li>• Briefing Note - Housing Sector Insight</li> </ul>	<p>To provide an overview of housing related complaints and compliments, identifying key areas of dissatisfaction and areas for learning and service improvement.</p> <p>To highlight the ongoing activities of the Tenant and Leaseholder Panels and provide an additional opportunity for tenant and leaseholder voices to be heard.</p> <p>To provide the Committee with opportunities to identify any additional areas they may wish to scrutinise.</p> <p>To provide the Committee with an overview of recent developments in the housing sector and provide opportunities for horizon scanning.</p>	<p>Information/Discussion Paper</p> <p>Information/Discussion Paper</p> <p>Information/Discussion Paper</p> <p>Briefing Note</p>
29th July 2026	<ul style="list-style-type: none"> <li>• CEO/Director Briefing (if required) (Verbal)</li> <li>• Housing Performance and Compliance Report - Quarter 1</li> <li>• Housing Compliments and Compliments Report - Quarter 1</li> <li>• End of Year 2025-26 Housing Revenue Account (HRA) Budget Monitoring Report</li> <li>• Updates from the Tenant and Leaseholder Panels</li> <li>• Review of the Housing Committee Forward Plan</li> <li>• Briefing Note - Housing Sector Insight</li> </ul>	<p>An update from the Chief Executive/Director on key issues which may be of interest to the Cabinet Housing Committee.</p> <p>To provide the Committee with key performance information relation to voids, arrears, day to day repairs, ASB and property compliance.</p> <p>To provide an overview of housing related complaints and compliments, identifying key areas of dissatisfaction and areas for learning and service improvement.</p> <p>To provide a monitoring position statement for the HRA against the budget approved by Council on 21 February 2025, highlighting any key variances.</p> <p>To highlight the ongoing activities of the Tenant and Leaseholder Panels and provide an additional opportunity for tenant and leaseholder voices to be heard.</p> <p>To provide the Committee with opportunities to identify any additional areas they may wish to scrutinise.</p> <p>To provide the Committee with an overview of recent developments in the housing sector and provide opportunities for horizon scanning.</p>	<p>Verbal</p> <p>Information/Discussion Paper</p> <p>Information/Discussion Paper</p> <p>Information/Discussion Paper</p> <p>Information/Discussion Paper</p> <p>Information/Discussion Paper</p> <p>Briefing Note</p>

# Briefing Note

**Committee name:** Cabinet Housing Committee

**Date:** 26 November 2025

**Responsible officer:** Claire Hughes, Director of Governance, Housing and Communities, [claire.hughes@cheltenham.gov.uk](mailto:claire.hughes@cheltenham.gov.uk)

This note provides information to keep Members informed of matters relating to the work of the Cabinet or a committee but where no decisions from Members are needed.

If Members have questions relating to matters shown, they are asked to contact the officer indicated.

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## Government Strategy and Announcements

- a. The Government confirmed that Awaab's Law came into effect in England on 27 October. The new regulations require landlords to fix emergency hazards within 24 hours, investigate damp and mould within 10 working days, and make homes safe within five working days. Landlords must also consider vulnerable tenants' circumstances and offer temporary accommodation if homes cannot be made safe in time. Those who fail to comply face enforcement action, compensation orders, and legal costs.
- b. The Renters' Rights Bill received Royal Assent on the 27 October, making it the Renters' Rights Act and granting private renters a significant increase to their rights. As the Ministry of Housing, Communities and Local Government's (MHCLG) press release highlights:
  - Landmark legislation will abolish Section 21 'no fault' evictions, ending a practice that has threatened thousands of renters with homelessness.
  - The Act will rebalance landlord-tenant relations across England as part of the government's Plan for Change.
  - The reforms will give renters the right to end tenancies with two months' notice, while protecting legitimate landlord interests through strengthened repossession grounds that support continued investment in the sector.
  - Other changes include applying the Decent Homes Standard and Awaab's Law to the private rented sector, abolishing blanket bans on tenants who have children or receive benefits, and cracking down on bidding wars.

Although it has received Royal Assent, the Government has yet to clarify how it will go about implementing the Bill and when. However, from 27 December local authorities will be able to make use of new investigatory powers granted to them in



the Act, including procedures for requesting information from landlords and other relevant persons, entering business and residential premises with or without a warrant, and seizing documents.

- c. The Government has issued a policy statement and an updated consultation response confirming a new regulatory Competence and Conduct Standard for social housing that will come into force in October 2026. The Regulator of Social Housing (RSH) is directed to set the standard to ensure that providers professionalise services, strengthen culture and ensure tenants are treated with respect. There will be a three-year transition for providers with one thousand homes and a four-year transition for smaller providers. Registered providers must ensure that:
  - Senior housing managers have (or are working towards) an Ofqual level 4 qualification.
  - Senior housing executives have (or are working towards) a foundation degree or Ofqual level 5 qualification.
  - Providers must also adopt learning and development and conduct policies, embed codes of conduct, and give tenants meaningful opportunities to influence and scrutinise these.
  - Services providers (such as arm's length management organisations) who deliver all or the majority of core housing management functions will have a contractual obligation through management service agreements to ensure that relevant managers have, or are working towards, the required qualifications (this will not apply where a single function is delivered).
- d. Homes England have published new guidance for the Social and Affordable Homes Programme (SAHP), including a specification that three in five homes should be for social rent and information on how the funding can be used to support regeneration. The £39 billion fund aims to support the delivery of 1.5 million social and affordable homes during this parliament, including supporting an increase in council housebuilding, the delivery of specialist and supported housing, and the delivery of community-led and rural housing. The MHCLG also confirmed recently that £7 billion from the fund has now been allocated to six combined authorities.
- e. The Government has confirmed that new Social Tenant Access to Information Requirements (STAIRs) will come into force for private registered providers of social housing in two stages from October 2026 and April 2027, aimed at improving transparency and helping tenants hold landlords to account. Stage 1 will require landlords to publish key information about how they manage homes, including spending, governance, performance, housing stock, and progress towards net zero. At stage 2 tenants or their nominated representatives will have a legal right to request further information on issues such as rent, repairs, service charges, safety, complaints, and estate management. Tenants dissatisfied with a landlord's response will be able to escalate complaints to the Housing Ombudsman, while the RSH will oversee compliance with the new requirements. Local authority landlords are currently not covered by the new regime, but the Government has pledged to extend Freedom of Information laws to cover their tenant management organisations as well.
- f. The Government has responded to the HCLG Committee's report on "The Funding and Sustainability of Local Government Finance", accepting most of the Committee's

recommendations and committing to wide-ranging reforms from 2026–27. However, in its response to the Committee’s recommendation on Local Housing Allowance (LHA), the Government confirmed that it has no plans to unfreeze LHA rates for 2025–26, instead prioritising funding for the Household Support Fund and Discretionary Housing Payments to maintain existing levels of discretionary assistance for households most in need.

- g. The New Homes Quality Board has been selected to take over the Shared Ownership Code (a code of practice that registered housing providers can sign up to), with responsibility for its operations, governance and financial stability. The code was created in the Summer by the Shared Ownership Council to standardise best practice and consumer protection amidst warnings that the shared ownership model has too often failed to deliver genuinely affordable homeownership; leaving many buyers facing rising rents, uncapped service charges, complex leases and disproportionate repair costs.

#### Regulator of Social Housing (RSH)

- h. The Regulator of Social Housing (RSH) has published its corporate plan for 2025 to 2028, highlighting the challenging operating environment for social housing landlords, particularly risks to finance viability due to continuing tough economic conditions and the difficult demands of repairs and safety remediation works, new regulation and policy, and the need for new homes. Following consultation with their Board and colleagues, the corporate plan’s objectives are:
  - Driving improvement - deliver improved outcomes for current and future tenants of social housing through robust regulation of registered landlords.
  - Maintaining confidence - maintain stakeholder and investor confidence in social housing by sharing insight, research and analysis to enable landlords to respond appropriately to sector risks, challenges and opportunities and deliver more quality homes and landlord services.
  - Working with others - inform the development and delivery of effective social housing policy, by working with a range of stakeholders, including tenants and government.
  - Building the organisation - develop and maintain a diverse, skilled and engaged workforce, by creating an inclusive culture that enables continuous learning and having corporate functions and systems that support and enable effective regulation.
- i. The RSH has published the annual Sector Risk Profile, concluding that: *“The importance of governance is the key theme running through this report. Governance underpins both financial viability and the ability of landlords to provide better outcomes for tenants. Our governance requirements apply to private registered providers. But we have seen from our casework that local authorities can also learn from our regulation of governance. For example, delivering the outcomes of our consumer standards requires robust risk management, underpinned by comprehensive data on health and safety risks and the overall condition of tenants’ homes. Boards and councillors must use this information, alongside other sources such as feedback from tenants, to make strategic decisions about tenant services*

*and repairs.”*

The report discusses the challenges around providing safe and decent homes, the supply of new homes, the importance of data in delivering quality services, data integrity, rent setting, supported housing, energy efficiency requirements and net zero, insurance, fraud, ensuring financial viability, debt, fixed asset sales and diversification.

- j. The RSH has published its annual statistics showing that the social housing sector in England grew by nearly 38,000 homes in 2024-25 to around 4.5 million but also revealing a continued fall in traditional local authority owned social rent homes. The figures show:
- An increase of approximately 28,000 affordable rent homes and 13,900 low-cost home ownership properties overall.
  - A fall of just over 4,100 social rent homes (primarily driven by Right to Buy (RtB) sales). Local authorities recorded a net loss of around 7,000 social rent homes.
  - Private registered providers (PRPs) reported a net gain of nearly 2,900 homes and accounted for 83% of new affordable rent properties and 98% of low-cost home ownership completions.
  - 75% of PRPs homes have an EPC rating of C or above, up from 71% last year, and a further 19% are rated D.
  - During the year, 537,000 homes were surveyed, identifying 41,000 that did not meet the Decent Homes Standard (DHS). More than 35,400 of these have since been remediated. A further 9,335 homes were excluded from having to meet DHS requirements due to circumstances which prevent or limit remediation works.
  - Average general needs social rents rose by 8% between March 2024 and March 2025, in line with the permitted limit. The average weekly rent stood at £113.69, ranging from £95.16 in the North East to £140.70 in London, with local authority rents remaining lower on average than those of PRPs.
- k. The RSH's analysis of the 2024-25 Tenant Satisfaction Measures (TSMs) has shown that:
- 71.8% of tenants in low-cost rental accommodation (LCRA) are satisfied with the overall service from their landlords, an increase of 0.5% from the previous year.
  - 18% of tenants are fairly or very dissatisfied with their landlords.
  - Highest satisfaction drivers are satisfaction with overall repairs services (73.6%), satisfaction with their home being safe (77.6%) and that their landlord treats them with fairness and respect (77.9%).
  - Satisfaction with complaint handling remains low at 35.5%, an increase of 1% from the previous year.
  - Other areas of concern are satisfaction with approach to handling anti-social behaviour (59.5%), landlords listening to tenant views and acting upon them (61.6%), landlords making a positive contribution to the neighbourhood (64.6%), and maintenance and cleanliness of communal areas (66.7%).
  - Most landlords report full compliance on each building safety measure, with the vast majority of homes owned by large landlords having completed required gas (99.7%), fire (98.7%), asbestos (97.9%), water (97.9%) and lift safety checks (97.8%).

- Landlords are required to set target timescales for the end-to-end completion time for both emergency and non-emergency responsive repairs. Across the sector, a large majority of responsive repairs were recorded as being completed within these target timescales (79% of non-emergency, and 91% of emergency repairs at sector level). This was 2% higher than last year for both repair types.

### Housing Ombudsman

- I. The Housing Ombudsman's Annual Complaint Review for April 2024 to March 2025 has found:
  - Complaints from social housing tenants about poor living conditions have risen by 43% in England.
  - Local authorities, as well as housing associations with between 1,000 and 10,000 homes, are struggling more than other landlords to provide timely responses to complaints.
  - The Ombudsman made 26,901 interventions, with 40% of compensation relating to leaks, damp and mould. It also made 2,007 findings of reasonable redress (over 800 more than 2023-24).
  - The Ombudsman also made 7,082 determinations, an increase of 30% from 2023-24.
  - While 71% of complaints made were upheld, it also identified evidence of improvements in the complaint handling process, including a 7% drop in the maladministration rate and 117 fewer severe maladministration failings.
- m. The Housing Ombudsman latest 'Learning from Severe Maladministration' report has focused on less-publicised areas of service failure such as subsidence, adaptations and rent accounts. The Ombudsman warns that while these "silent" severe maladministration cases may be less visible than those involving damp, mould or disrepair, their impact on residents' wellbeing and finances can be equally significant and damaging. While the specific complaint areas differ, the report identifies recurring systemic issues, including poor knowledge management, communication breakdowns, and prolonged inaction.
- n. The Housing Ombudsman has launched a revised special investigations process designed to help social landlords identify and resolve service failings earlier, strengthen accountability, and improve outcomes for residents without the need for a full investigation. The new process introduces a three-tier framework that allows the Ombudsman to intervene when a landlord is performing less well than others on key metrics derived from casework. The approach aims to foster earlier engagement, enabling landlords to detect issues and take corrective action before they escalate.

### Research and Campaigns

- o. Ahead of the Autumn Budget, the Local Government Association (LGA) has called on the Government to expand access to the £2.5 billion low-interest loan fund originally earmarked for housing associations. They have argued that local authorities are well placed and should also be able to draw on the facility to accelerate council housebuilding and expand affordable housing supply. The

government-backed loans will be distributed through the newly established National Housing Bank. The LGA also urged that alongside other funding streams, the preferential borrowing rates for social housing through the Public Works Loan Board (PWLb) be made permanent to provide greater certainty to house building.

- p. UNISON's Housing Worker Survey for 2024-25, based on over 1,100 responses from housing staff employed by councils and housing organisations, has highlighted:
- 77% of housing staff reported high levels of stress, with four in five respondents saying pressures have worsened over recent years and 25% of respondents reporting taking time off due to stress.
  - 45% of respondents said they lack the necessary training for their jobs and 1 in 5 reporting having gone more than three years without health and safety training.
  - 57% reported being asked to take on duties outside their remit, with UNISON commenting that housing staff feel "unsafe, unsupported, and overstretched".
  - Nearly two-thirds of housing workers said they are looking for another job and more than half are considering leaving the sector altogether, with UNISON noting that over half of employers are struggling to fill roles and are turning to agency staff.
  - Of the 73% of respondents who are employed by councils, 43% reported earning between £30-40k, with almost 1 in 5 earning below the real living wage.
  - 72% of respondents reported experiencing violence at work in the last year, with 40% saying they were not adequately supported afterwards and 50% saying their employer had taken no steps to prevent repeat incidents.
  - The report also outlined that housing workers' top priorities are more funding for social rented homes, adequate funding for councils to house the vulnerable, ending the five-week wait for Universal Credit, reforming the private rented sector, and raising local housing allowance to cover average rents.

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