



**CHELTENHAM**  
BOROUGH COUNCIL

**Housing services**

# Tenant satisfaction measures 2025-26 for Cheltenham Borough Council owned properties

From April 2023, the Regulator of Social Housing introduced a new requirement for all social housing providers to collect and report on Tenant Satisfaction Measures (TSMs). The questions focus on how satisfied tenants are with key services, such as the quality of their home, how repairs and complaints are handled, and overall landlord performance.

The results for Cheltenham Borough Council (CBC) properties for 2025–26 are recorded below.

# Building safety

“Making sure our residents can live in safe environments is one of Cheltenham Borough Council’s main priorities.

Over the last six months, the compliance team has undergone significant change to ensure we have the right people in place, equipped with the most up-to-date knowledge and qualifications to effectively advise on and manage our compliance function.

Following the completion of the Grenfell Tower Inquiry final report and the lessons learned from it, it is more important than ever to ensure our residents are safe from fire. To support this we have introduced a dedicated fire safety team within the wider compliance team. This will ensure:

- that all fire-related inspections are up to date
- incidents are promptly acted upon and thoroughly investigated
- that we build strong working relationships within the community, particularly with Gloucestershire Fire and Rescue Service.

As a team, we will continue to work to the highest standards to keep Cheltenham Borough Council’s homes and tenants safe.”

**Gemma Rowberry**  
Head of Regulatory Compliance



## Performance measures

Building safety results include Low-Cost Rental Accomodation (LCRA) and Low-Cost Home Ownership (LCHO) properties combined.



**99.73%** - Proportion of homes for which all required gas safety checks have been carried out



**100%** - Proportion of homes for which all required fire risk assessments have been carried out



**100%** - Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out



**100%** - Proportion of homes for which all required legionella risk assessments have been carried out



**100%** - Proportion of homes for which all required communal passenger lift safety checks have been carried out



# Anti-social behaviour

## Performance measures

Anti-social behaviour results include Low-Cost Rental Accommodation (LCRA) and Low-Cost Home Ownership (LCHO) properties combined.



**15.5** - Number of anti-social behaviour cases, opened per 1,000 homes



**0.2** - Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes



Throughout the last year the ASB and tenancy investment team have continued to work closely with both statutory and third sector partners and have developed closer links with Social Prescribing teams working in GP surgeries across Cheltenham, to enable proactive work with tenants that are open to both services



In September 2025 resources within our ASB team were reviewed. This has enabled a rearrangement of officer area, known as 'patches' allowing for collaboration across service areas and for our officers to spend more time in their communities working to prevent and address ASB



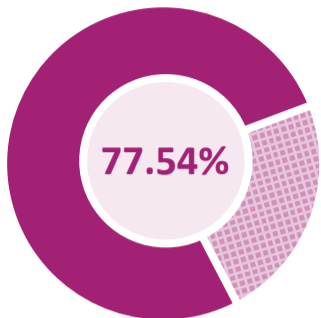
*The fencing and the gate are brilliant thank you, so much better and finding it a lot more peaceful to get on with my normal day than to keep having to interact and try to ignore what's going on next door*



The housing ASB team continue to work closely with their tenancy investment colleagues, who during 2025 have focused their efforts around supporting ASB officer casework by supporting long term solutions to anti-social behaviour, particularly where factors such as mental health or substance misuse or domestic abuse are present



# Decent homes standard and repairs



**The Stock Condition Survey programme is 77.54% completed**

We're currently in the process of assessing the condition of all of our homes and have so far successfully completed surveys on over three quarters of our properties. We currently have two surveyors tasked with completing the remaining surveys, which represent the hard-to-access properties that our contractor, Rand, were unable to get into. Once we have completed the remaining homes, we will then be in a position to provide an accurate figure on how we meet the Decent Homes Standard.



*They used a strimmer yesterday and cut the grass today in the back garden and I have to say in all the years I've lived here it's the best it's ever looked!*



*Thank you to all of the repairs team because everything has been dealt with in such a respectful way*

## Performance measures

Decent Homes Standard (DHS) and repairs results include Low-Cost Rental Accommodation (LCRA) only.



**1.37%** - Proportion of homes that do not meet the Decent Homes Standard



**94.7%** - Proportion of non-emergency responsive repairs completed within the landlord's target timescale



**95.3%** - Proportion of emergency responsive repairs completed within the landlord's target timescale



*A great job the plasterer has done carrying out works today, arrived prompt and on time and has done a really really good job*



# Complaints

## Performance measures

Complaints results include Low-Cost Rental Accomodation (LCRA) only.



**64**

Stage one complaints received per 1,000 homes

*of these*

**100%** responded to within the Housing Ombudsman's Complaint Handling Code timescales



**6.9**

Stage two complaints received per 1,000 homes

*of these*

**100%** responded to within the Housing Ombudsman's Complaint Handling Code timescales



Implemented a single complaint handling inbox system, which will help us to offer a more efficient service and improved experience for residents



*I'd like to take this opportunity of thanking you, for your great help in expediting my complaint expediting my complaint to such a positive outcome*



The complaints team completed the annual self-assessment in 2026 for CBC and CBH, ensuring that the policy and process are compliant with the relevant code



*I would like to thank you for your clear communication throughout the complaints process*



# Tenant perception



We would like to say a big thank you to all our tenants who took part in this year's tenant perception survey



## Perception measures

Complaints results include Low-Cost Rental Accomodation (LCRA) only.



**81.5%** - Proportion of respondents who report that they are satisfied with the overall service from their landlord



**83.0%** - Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair



**83.2%** - Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service



**83.4%** - Proportion of respondents who report that they are satisfied that their home is well maintained



*They are very helpful and lovely. The work club has helped me so much and get my dream job thank you so much*



*Compliment and thank you to Toni and Louis and wanted to say thank you to all of the repairs team because everything has been dealt with in such a respectful way due to her mental health and will give a significant physical improvement. Really grateful*



*Arrived 08:05 left at 08:20, he was really good, helpful and has done a brilliant job so thank you*



## Perception measures continued

Complaints results include Low-Cost Rental Accomodation (LCRA) only.



**86.1%** - Proportion of respondents who report that they are satisfied that their home is safe



**46.0%** - Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling



**69.5%** - Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them



**74.8%** - Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained



**83.2%** - Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them



**74.8%** - Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood



**86.7%** - Proportion of respondents who report that they agree their landlord treats them fairly and with respect



**63.4%** - Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour

“

*I am so touched by how supportive everyone has been. I'd like to take the chance to say thank you. It has really eased my stress knowing that there are such understanding and supportive people on your team. Everyone struggles at times and being a single working mother is very hard at the moment. But I feel now its getting better now I have spoken to you both about my situation*

“

*Very helpful, I have now a new job. Thanks for all the help they have given me. This has given me the courage to gain new jobs and recommend to other people*

“

*Advisors are always there to help you if there are any problems or if you don't understand something*

# You said, we did

We take listening to our tenant's views seriously. Below are some examples of how tenant feedback has directly influenced our services during 2025-26.

## The problem

Repairs service not meeting expectations (delays, communication gaps, inconsistent delivery, limited visibility of progress)



## How we engaged tenants/leaseholders

Tenant Panel scrutiny review: examined tenant experiences of reporting/receiving repairs; reviewed end-to-end processes; identified key themes

## The solution / outcome

Recommendations:

- improved communications and updates
- greater transparency on timescales/expectations
- enhanced monitoring of contractor/staff performance; increased tenant involvement in shaping improvements

## The problem

Customer Promise needed to be clearer, more concise, accessible, and consistently delivered



## How we engaged tenants/leaseholders

Tenant Panel refined the Customer Promise, including content and presentation feedback

## The solution / outcome

- Commitments simplified and grouped
- document made more concise and accessible
- visual presentation improved
- recommendation for staff training to support consistent delivery



## The problem

Service standards and block communications needed improvement



## How we engaged tenants/leaseholders

John Clements (Operations Manager) worked with tenants on housing block service standards and reviewed block communication materials (e.g., posters)

## The solution / outcome

- Service standards shaped with tenants
- improved block communication materials produced



## The problem

Tenant Handbook needed to be more user-friendly and reach existing tenants effectively



## How we engaged tenants/leaseholders

Tenant Panel reviewed the Tenant Handbook and provided feedback; discussed roll-out to existing tenants

## The solution / outcome

- Handbook condensed and rewritten into a more user-friendly format
- areas for improvement/clarity identified
- distribution approach discussed

## The problem

Interest in greater transparency and learning from complaints



## How we engaged tenants/leaseholders

Tenant Panel received regular updates from Natasha Dhillon (Complaints Lead) on complaint trends, learning, and actions

## The solution / outcome

- Improved transparency and understanding of complaints
- clearer visibility of actions being taken to improve services



## The problem

Need to keep tenants involved and informed throughout our Housing Service Improvement Plan



## How we engaged tenants/leaseholders

Resident feedback gathered (including input linked to work led by Kerryanne Pitter, Project Manager, Housing Improvement Programme)

## The solution / outcome

- Feedback used to help shape ongoing improvement activity within the Housing Service Improvement Plan

## The problem

Need to develop youth engagement and build confidence among young residents



## How we engaged tenants/leaseholders

Community Investment Officer Alexis Turner worked with young people on an ASDAN-accredited leadership course, including discussion of communities/experiences and a social impact project

## The solution / outcome

- Young people completed the qualification and progressed into youth mentor roles to support the next cohort.
- Young people's voices sought in shaping community and town wide priorities.





### The problem

Need to ensure older adults have a meaningful voice in shaping services to meet their needs



### How we engaged tenants/leaseholders

Regular scheme engagement through meetings and discussions; input sought on activities, garden spaces, and shared areas

### The solution / outcome

- Resident input informed activity provision and shared space improvements
- common concerns raised and addressed

**The problem**  
Local community priorities and approach to tackling ASB needed clearer resident input (St Paul's)



### How we engaged tenants/leaseholders

Large community survey in St Paul's captured resident views on local priorities

### The solution / outcome

- Findings informed community investment activities from the St Paul's hub and supported a partnership approach to tackling ASB in the area

