



Tenant Annual Report 2024 to 2025



A warm welcome

A note from involved tenants

Stroud District Council has recently revived tenant participation in the management and planning of its housing service.

We are a group of Tenants who have agreed to form a scrutiny panel on a voluntary basis to scrutinise the council's policies from the point of view of the tenants.

We have done so because we all believe the tenant voice needs to be heard. After all, the houses, flats and bungalows that we rent, as well as being stock for the council and assets for the town, are our homes. They are the secure and safe places in which we raise our children live out our dreams and spend our retirement. We are the ones who need them maintained and experience the service.

Our job is to question officers, listen to tenants and ensure with all that feedback that policies ensure our homes are maintained as healthy safe places to live and remain a credit to our community.

We would welcome more tenants to join us. You too could affect the future of our housing. Your voice matters. It will cost a little time, but you could help remove some of the prejudice that has grown up around council tenants. Help us, help yourselves and help the dedicated team that runs Stroud housing department.

In fond memory of Sandra Hickmore, Chair of Tenant Scrutiny Panel, who has sadly passed away in September 2025.



Sandra Hickmore

Chair of the Scrutiny Committee

Introduction

Stroud District Council provides a range of services to residents in the district. These services including building control, planning, environmental health, council tax, culture, community and leisure services, housing services and many more. The council refreshed its Council Plan during 2024/25, which sets out the organisation's key priorities during 2025-2029.

The plan has a dedicated housing priority as the council acknowledge that good quality housing plays a vital role in ensuring our lives are lived well. The council's role as a landlord is to ensure our housing stock is good quality, energy efficient, safe and fit for purpose. [The Council Plan](#) is available on our website.

The Tenants Annual Housing Report for 2024/25 has been written for you, our tenants, to reflect on the past 12 months. It highlights some of the key achievements, including awards and grant funding as well as reflecting on the results of the tenant satisfaction measures. The report has been broken into three key areas:

- **Aiming High**
- **Valuing Our People**
- **Making a Difference**

The fourth council value is being “**One Council**” as we are at our best when we work together. Over the last year we have worked positively with internal and external colleagues to deliver housing services to you.

Our regulators

As a landlord we also have legal responsibilities and duties to you. These are overseen and monitored by:

- **the Regulator of Social Housing:** they check that landlords like Stroud District Council properly maintain homes and treat tenants fairly. They ensure safety, timely repairs, and step in if things go wrong.
- **the Housing Ombudsman:** if a tenant has a problem with their home or the way the council has treated them – and it hasn't been sorted out – the Ombudsman can step in to listen, investigate, and help make things fair.

In 2024, the government introduced new rules to help make sure everyone living in council home has a safe, comfortable place to live. This is called the Consumer Standards and give the Regulator of Social Housing (RSH) more power to check that landlords are doing a good job. They are:



Safety and Quality: This is all about making sure your home is safe and in good shape. Landlords have to fix things like damp and mould quickly and keep everything working properly – so your home is a nice, healthy place to live.



Transparency, Influence, and Accountability: This means landlords must talk clearly to tenants (like your family), listen to their ideas and worries, and explain what they are doing. If something goes wrong, they need to fix it and keep you updated.



Tenancies: This standard makes sure that everyone is treated fairly in their homes. It helps people understand their rights, like how long they can stay, and makes sure help is there when it's needed.



Neighbourhood and Communities: This one is about keeping your street and neighbourhood safe, clean and friendly. Landlords should work with others to stop bad behaviour and help make the community a better place to live.

The Regulator of Social housing gather feedback from tenants annually in a data collection known as the TSMs (TSMs). The TSMs are a set of standards introduced by the Regulator of Social Housing to ensure landlords are accountable for the quality of their services. The results of the TSMs are returned to the Regulator annually. They cover key areas such as:

- Keeping properties in good repair
- Maintaining building safety
- Respectful and helpful tenant engagement
- Effective complaint handling
- Neighbourhood management

These measures are not just about ticking boxes, they're about understanding how tenants truly feel about the services they receive and using that insight to drive meaningful change. As the people living in our homes, you are the best people to tell us how happy you are with the homes and services we provide.

Throughout this report, the **TSMs are highlighted in blue**. This feedback, as well as **management information metrics which are highlighted in orange**, is submitted annually to the Regulator of Social Housing.



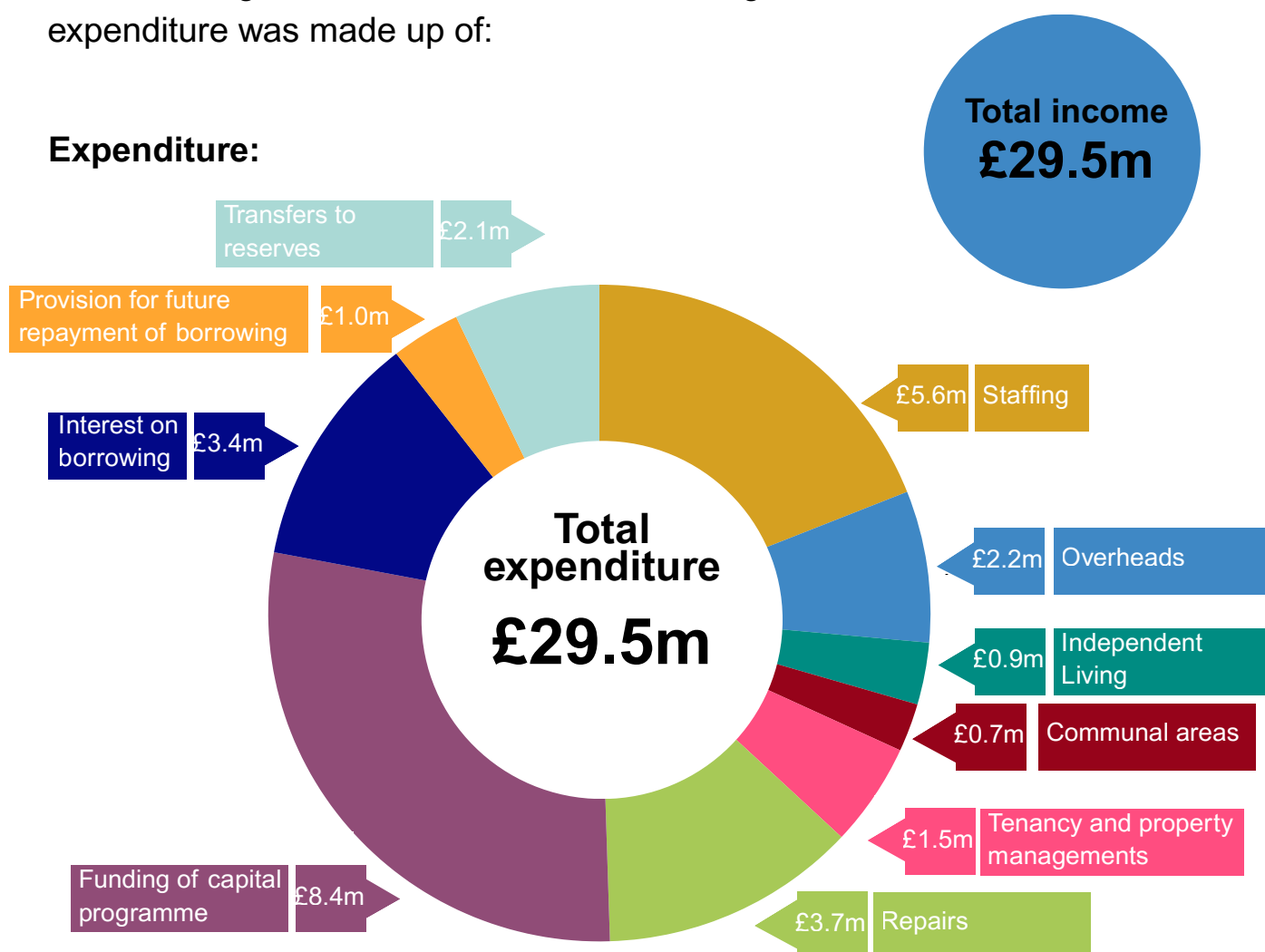
Aiming High

As an organisation we are ambitious, and we always strive to get better and do better for our communities. The housing team acknowledge that we do not always get everything right, but we are committed to improve and aim to get things right first time.

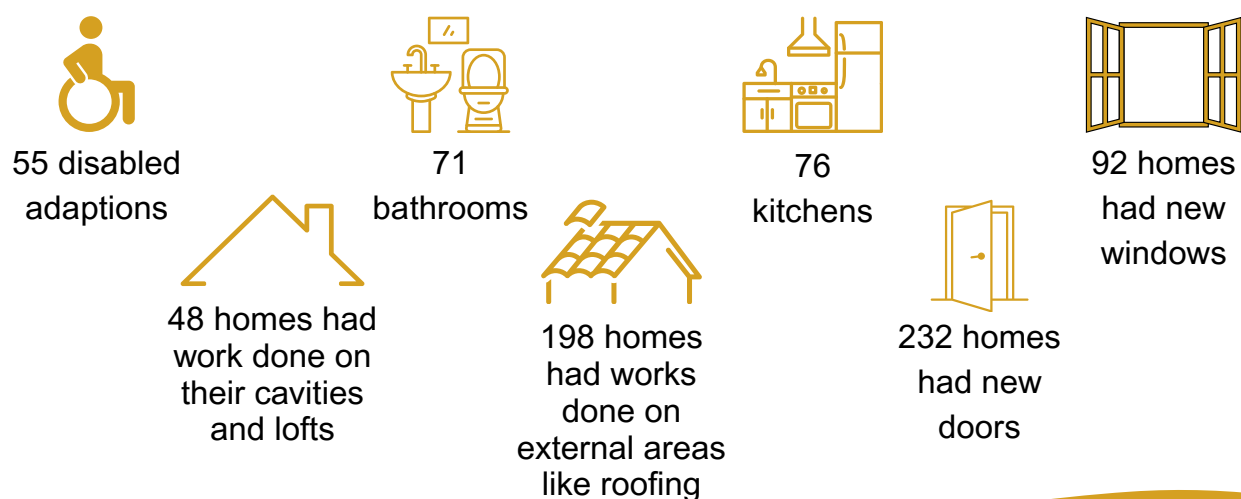
On the topic of Aiming High, our performance for safety and compliance over the last two years is broadly very good and exceeds our benchmarked peers. The feedback from residents over the last two years shows that 81.1% and 80.4% of respondents are satisfied that your homes are safe.

Safety and Compliance	Peer benchmark	2023/2024 result	2024/2025 result
Satisfaction that the home is safe	73.3%	81.1%	80.4%
% of homes with required gas safety checks	99.7%	99.8%	99.9%
% of homes with required fire risk assessments	97.2%	100%	100%
% of homes with required asbestos surveys	94.5%	99.4%	100%
% of homes with required legionella assessments	95.6%	100%	100%
% of homes with required lift safety checks	99.3%	100%	100%

The Regulator of Social Housings “rent standard” ensures that rents and service charges are affordable and fair. During 2024/25 our income and expenditure was made up of:



The income spent during 2024/25 by our Assets and Investment team of £8.4m was spent delivering the safety and quality standard:



During this time we completed 15,880 repair jobs and answered 22,181 calls.



866
emergency
repair jobs
completed



15,014 non-
emergency
repair jobs
completed



22,181 calls
answered



2,392 hours
of calls taken

Our performance against peers is good, with a high percentage of repairs being carried out within our approved timescales. However, satisfaction is not always reflected in tenant feedback

Repairs and maintenance	Peer benchmark	2023/2024 result	2024/2025 result
Satisfaction with repairs service	71.4%	68.0%	65.7%
Satisfaction with the time taken to carry out repair	67.7%	63.1%	62.8%
% of emergency repairs completed in target timescale	90.1%	95.6%	94.8%
% of non-emergency repairs in target timescales	78.3%	83.3%	86.6%
Satisfaction that the home is maintained	67.7%	70.1%	67.9%
% of stock that is non-decent	5.7%	3.3%	3.7%

We understand the importance of our repair and maintenance service on your homes. As a result, we have consulted with tenants and updated Repairs and Maintenance Policy. This was developed during 2024/25 with involved residents. Feedback during that process highlighted that some residents are not aware of the timescales that the council aims to complete repairs within. The timescales are:



24 hours for an emergency repair



5 working days for an urgent repair



28 days for a routine repair



84 days for a long term repair

The council operates a committee system and Housing Committee is the decision-making body for most housing matters. During 2024/25 the committee was asked to consider and approve a range of policies that set out the aims, roles and responsibilities for the housing service. Those that received approval include:

- Housing & Tenancy Fraud Policy
- Aids & Adaptions Policy
- Electrical Safety Policy
- Tenant Engagement and Communications Plan
- Gaining Access Policy
- Gas Safety Policy
- Leasehold Management Policy
- Repairs & Maintenance Policy
- Fire Safety Policy
- Housing ASB Policy
- Tenancy & Estate Management Policy
- Radon Safety Policy
- Empty Homes Policy
- Housing & Homelessness Strategy
- Depooling of rent and service charges



The Regulator of Social Housing “transparency, influence and accountability standard” sets out that we must be open with tenant and treat them with fairness and respect. This is aligned with valuing our people. We welcome your involvement in our decision making and scrutiny of the service so that we are delivering services that meet your needs.



14,757 calls
answered



1,050 hours
of calls taken

The neighbourhood and community standard requires landlords to ensure tenants can live in safe and well-maintained neighbourhoods. The perception survey from tenants shows that compared to benchmarked peers we are still performing well, however, there is a slight decrease compared to last year’s survey.

Neighbourhood and Community	Peer benchmark	2023/2024 result	2024/2025 result
Satisfaction communal areas are clean & maintained	60.4%	63.9%	69.2%
Satisfaction that the landlord makes a positive contribution to the neighbourhood	56.9%	66.8%	62.6%
Satisfaction with the approach to ASB	51.5%	65.0%	57.3%

We continue to support tenants to tackle anti-social behaviour. During 2024/25 we adopted a new, victim focused policy and through positive action we successfully obtained **10 injunctions on individuals**, **4 property closure orders**, **3 possession orders** and **1 eviction**.

In the coming year we are consulting tenants on new Asset Management and Cleaner Estates Strategies, to ensure you co-design our approach to service delivery and investment in homes and neighbourhoods.

The TSMs show that our performance is broadly the same with benchmarked peers in how we engage and communicate with you. This is something we want to improve.

Engagement and Communication	Peer benchmark	2023/2024 result	2024/2025 result
Satisfaction that we listen to tenant's views and act	55.0%	55.1%	55.3%
Satisfaction that we keep tenants informed	65.0%	66.4%	66.9%
Satisfaction that we treat tenants fairly and with respect	72.2%	76.1%	79.8%

In November 2024 our 12-month resident engagement and communications action plan was approved. The aim of this plan is to engage with more residents to co-produce a longer-term strategy and to ensure that your views are listened to and acted upon.

We have since launched a wildflower project in Heath Court, Dursley. We welcomed a group of children, the 'Eco Warriors', from Dursley CofE Primary Academy, to take part in educational activities related to nature recovery with residents.



This has created opportunities such as planting days, educational workshops, and the chance to grow vegetables in community planters, increase plant species diversity and promote outdoor activity.

We've hosted a number of resident engagement events over the past year. These have included consultations on the depooling of rents, feedback on 10 new policies, and in-person workshops to support the tenant census materials. We've also appointed seven tenants to our new Scrutiny Group, who are currently reviewing our approach to Responsive Resident Communications (Standards & Feedback).

In October 2024, we held a successful TSMs event, where we shared the results of the 2023/24 survey. Tenants who attended had the opportunity to ask questions, discuss the service and raise any concerns directly.



You can get involved too



Your voice matters – let's work together!

We're developing a variety of ways for tenants to get involved and have their say. These include online surveys, in-person workshops on new policies and strategies, resident inspectors, and a dedicated group of tenants who will scrutinise our complaints process. We're also recruiting tenant representatives for our Housing Oversight Board, which includes council officers and members. These representatives will have a meaningful voice at an operational level.

The council is committed to building a culture that values tenant and leaseholder engagement. We want to empower all residents to shape decisions about their homes, the services they receive, and the communities they live in.



www.stroud.gov.uk/GetInvolved



Email: resident.involvement@stroud.gov.uk



Call: 91453 766321



Text: 07970957611 - start message with the word
"involvement"



You asked to help shape services.

We created a 12-month plan to involve residents in shaping services, including a scrutiny group to review and suggest improvements.



You asked to help shape our rules.

We listened! Hundreds of tenants gave feedback on things like fire safety and repairs. Some even helped choose new housing staff.



You said ASB makes life hard.

We updated our policy, worked with the Police, supported victims, and made it easier to report problems so everyone can feel safe in their homes.



You said repairs take too long.

We worked with tenants to review and update our repair and maintenance policy.



You said we're too slow fixing damp and mould.

We created a special Damp & Mould Team and trained staff to spot and fix problems so that tenants can stay safe in their homes.



You said complaints should be fair and easy.

We set up a Review Panel, trained staff to fix problems properly, and now tenants will help us learn from mistakes and stop them from happening again in the future.



You said our vans don't always have the right tools.

We checked what we have in our vans and have updated supplies so that we can complete first time fixes when we visit.



Keeping talking to us

Together we can make our service even better this year.



Working together to make homes and communities better

Our seven independent living hubs continue to deliver a wide range of socially inclusive activities that promote health, wellbeing, and community connection. These activities offer diverse choices and make meaningful use of shared spaces, often in collaboration with local community groups.

- **Digital Inclusion:** Three Hub sites now offer regular digital support sessions, helping tenants build confidence and independence in using technology.
- **Creative Wellbeing:** Tenant-led Art & Craft groups remain active and well-attended.
- **Intergenerational Project:** A new, ongoing collaboration with Stroud High School Sixth Form students and Hub community members is underway. Together, they are co-producing a short film that highlights the positive impact of community activities on wellbeing. The project also showcases how participants have grown in confidence and taken on leadership roles in facilitating group sessions.

Award nominations

We are incredibly proud that our Independent Living Team were finalists for the Best Older Peoples Landlord in the UK Housing Awards 2024.

These prestigious awards recognise excellence in UK housing for landlords, charities and partners who work with their communities to deliver great outcomes for tenants and residents.

The housing team works tirelessly to improve outcomes for you, our residents, and I am very pleased to share that one of our asset surveyors, Becky Meadon, was shortlisted for 'woman of the future' at the Women in Housing and Housing Heroes Award 2024. These awards champion the success of women and celebrate leaders, innovators and changemakers across the housing sector.

The council is delighted to include in our annual report that the Housing team followed up their success of being awarded the RSPCA Paw Prints Bronze award in 2023/24, by upgrading this to Gold during 2024/25. This award was achieved in recognition of promoting responsible pet ownership and having appropriate policies in place.

Grant funding

One of the objectives within the Council Plan is to ensure an average of EPC C across our housing stock by 2026 and that all homes have an EPC C, where reasonably possible by 2030. The council are pleased to confirm that we have been successful in bidding for £5.2m from the Warm Homes: Social Housing Fund Wave 3. This funding will help us work towards achieving our target of EPC C and deliver retrofit improvement measures to 500 homes.

This is in addition to the £8m (£3.9m of grant funding and £4m of co-funding) we have already invested in retrofitting 450 homes over the last 4 years. Improving the energy efficiency of our stock will help to reduce carbon emissions as energy efficient homes consume less energy and save residents money by reduced energy use.

Tenant Support Fund

We are proud to be helping tenants sustain their tenancies through proactive support and interventions to prevent tenancy breakdowns. This includes proactive measures before a tenancy begins, ongoing support throughout the tenancy, and interventions when difficulties arise. It's a key element of ensuring successful and sustainable housing and has been helped through the Tenant Support Fund which Stroud District Council are offering to tenants who are experiencing extreme hardship. Email: housing.management@stroud.gov.uk

Complaints

The council is committed to delivering high quality services and making a difference to our residents. We understand that your satisfaction with our complaint handling is low and therefore it is essential we learn from complaints.

The council aims to respond to all complaints in accordance with the Housing Ombudsman's complaint handling code. This means all Stage One complaints are responded to within 10 working days and Stage Two complaints within 20 working days.

Complaints	Peer benchmark	2023/2024 result	2024/2025 result
Satisfaction with complaint handling	29.9%	24.0%	29.3%
% of stage 1 complaints responded to within target	70.9%	87.1%	88.7%
% of stage 2 complaints responded to within target	72.5%	91.3%	85.7%

We will also be forming a Complaints Scrutiny Panel and inviting residents to join this to help assess our handling of complaints, ensuring they are dealt with fairly, efficiently and transparently, and to help provide recommendations for improvement.



Looking ahead to next year 2025-2026

The TSMs ask tenants their perception of overall satisfaction with the council as a landlord. Whilst the result is a slight improvement on last year, this is slightly below the peer benchmark and something we are keen to work with you on to improve.

Engagement and Communication	Peer benchmark	2023/2024 result	2024/2025 result
Satisfaction with landlord overall	69.0%	65.6%	67.3%

The housing team is committed to working with our tenants to ensure the service complies with the Social Housing Regulators standards. Over the coming year we will:

- Undertake a “tenant census”. ARP will contact you on the council’s behalf and ask a series of questions. This is so that we can ensure your records are accurate and up to date so that we can ensure we respond to you in your preferred communication method and to deliver services that meet your needs.

- Carry out stock condition surveys to understand the condition of the properties so that any required improvements can be built into our investment programme.
- Complete tenancy audits, which involves meeting you at your homes and checking how you are doing and offering you any support if you need it
- We will continue to engage with you and invite you to be part of the services that we deliver. Your engagement, scrutiny and collaboration help to us to ensure we are getting things right and providing a space to ensure your voices are heard.
- Bring minor voids in-house. When a property becomes vacant or “void” a contractor will ensure repairs and safety issues are remedied prior to the property being relet. Minor voids, which are those that are simpler to remedy will be prepared and managed by our own Property Care team. This gives us more control over the lettable standard and improves the turnaround times for tenants to move into their homes.
- We will produce additional documents for Housing Committee to consider and approve that are designed to ensure your homes are safe and that we are meeting the required standards. Items due for consideration include:

- | | |
|---------------------------------------|---|
| • HRA Business Plan | • Service Standards |
| • HRA Asset Management Strategy | • Vulnerability & Inclusive Services Policy |
| • Income Management Strategy | • Resident engagement and communications strategy |
| • Income Collection & Recovery Policy | • Renewables Policy |
| • Compensation Policy | • Building safety policy |
| • Decant Policy | • Legionella Policy |
| • Lift Policy | |
| • Cleaner Estates Strategy | |

A final word

As we reflect on the past 12 months, there have been many achievements and improvements to the service we deliver for our tenants. We are proud to have been shortlisted and to have won further prestigious awards and received recognition for the things we are doing well. We are delighted to have been successful in generating additional grant funding to improve the energy efficiency of our poorer energy efficient homes, as this will reduce tenant's bills, improve thermal comfort for tenants and have a wider benefit to the environment.

We acknowledge that we have not always got things right and that there are challenges we still need to overcome. We are committed to working with you to improve the housing service, ensure compliance with regulation, providing homes of high quality that are safe and ensuring the highest level of customer care. Your feedback, involvement and voice in the last 12 months has been of great value, thank you. We welcome and encourage further involvement from a wider range of tenants over the next period so that communities are at the heart of what we do and you can influence the services we provide.

Finally, we do understand that in the current climate some tenants may be facing financial hardship. We have a discretionary Tenant Support Fund in place for tenants experiencing these challenging and uncertain financial situations so please do contact your housing officer for support.

Thank you for taking the time to read our tenants annual housing report. We look forward to working with you and to see what we can jointly achieved over the coming year and years beyond that.

Cllr Gary Luff
Chair of Housing Committee

Andy Kefford
Strategic Head of Housing

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