

HOUSING ANNUAL REPORT 2025-2026



**STROUD
DISTRICT
COUNCIL**

**Valuing our People.
Aiming High.
Making a Difference.
Being One Council.**

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*SDC - Stroud District Council

SDC HOUSING SERVICES AT THE HEART OF THE COMMUNITY

By valuing our people, aiming high, and being one council, we are making a difference together in everything we do.

Valuing our people

We care about our colleagues and the people and businesses that make up our communities

Aiming high

We are ambitious and we always strive to get better and do better for our communities

Making a difference

We put the people in our community at the heart of everything we do

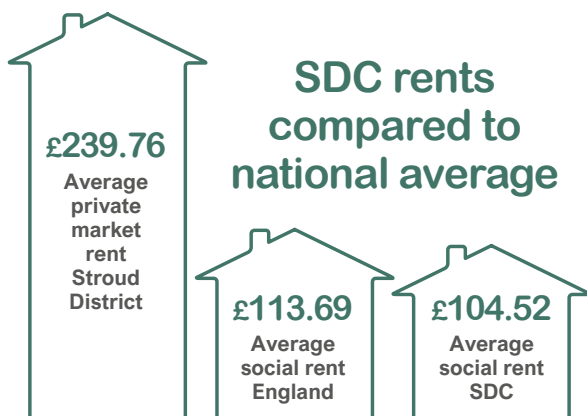
Being one Council

We are at our best when we work together

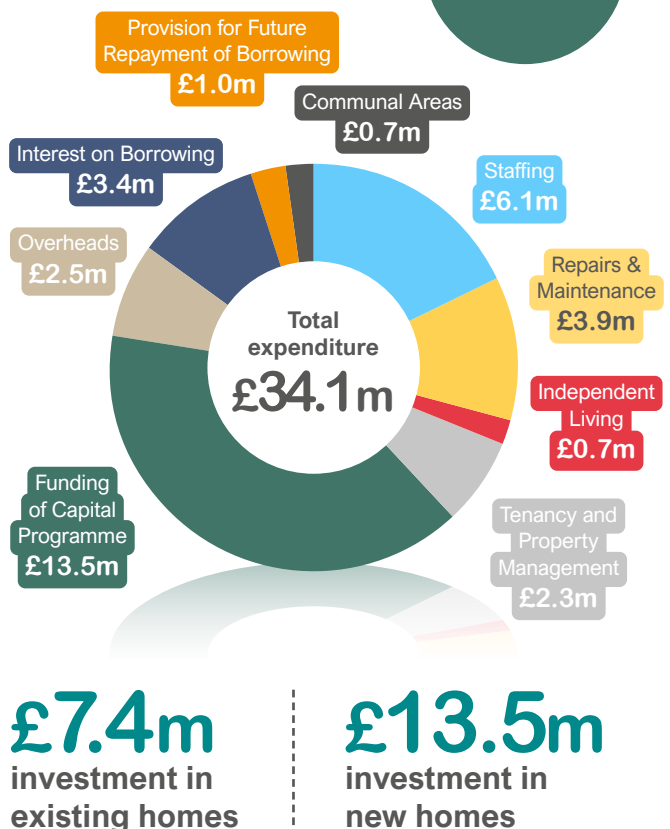
Value for money

Value for money isn't just about spending less. It's about using your rent in the best way possible - keeping homes in good condition, improving services, and making sure our neighbourhoods are safe and welcoming.

By focusing on getting the best value, not just the lowest cost, we can keep providing high-quality services while staying financially secure for the future.



Expenditure



IMPACT SNAPSHOT

£2.2m

on energy efficiency works to cut carbon emissions and improve customer comfort, health and wellbeing

10

new homes delivered

131

customers freed from rent arrears with support from our Housing Officers

92.0%

new tenancies sustained after 12 months

420

customers helped with tenancy sustainment support

£11m

benefits and financial support gained for customers
(HB, UC income and DHPs to tenants)

£150,000

worth of vouchers and household grants secured with help from the Tenant Support Fund

391

households welcomed to their new homes

154

places provided for customers facing homelessness

£550,313

spent on major adaptations to aid mobility and independence

20,025

responsive repairs carried out to improve quality and safety of homes

£50m

development programme, including works in the pipeline to build more homes in future years

WHERE OUR HOMES ARE...

4923

Total number
of low-cost
rental
homes

48

Total number
of low-cost
home
ownership

599

Paganhill, Cranham,
Ebley, Hardwicke,
Painswick

625

Stroud,
Uplands,
Miserden,
Rodborough

638

Leonard Stanley,
Kings Stanley,
Cashes Green,
Bisley, Thrupp

653

Stonehouse,
Whitminster,
Eastington

605

Dursley,
Frampton,
Saul,
Arlingham

652

Nailsworth,
Chalford,
Minchinhampton,
Brimscombe

597

Cam,
Frocester,
Slimbridge

602

Berkeley,
Wotton under Edge,
Sharpness

8

8 patches,
each served
by a dedicated
Housing Officer



TENANT SATISFACTION MEASURES

* We've included benchmarking data so you can see how we compare to other council housing providers in England.

540



tenants shared their thoughts on our services in our Tenant Satisfaction Measures survey.

Every year, social housing providers do these surveys to check how well they're doing, based on rules from the Regulator of Social Housing.

There are 22 measures. 12 of these are based on your feedback from tenant satisfaction surveys conducted by our contractor ARP and 10 come from our operational data.

Delivering tenant focused services

81.4%



of tenants feel SDC treats them fairly and with respect
Up from 79.8% last year and above our benchmarked average of 74.7%



74.9%



of tenants feel SDC keeps them informed about things that matter to them.
Up from 66.9% last year and above our benchmarked average of 67.7%



60.1%



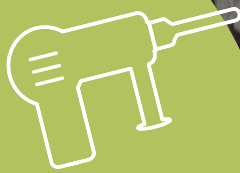
of tenants feel SDC listens to their views and act upon them
Up from 55.3% last year and above our benchmarked average of 58.2%



66.3% Tenant overall satisfaction

Down from 67.3% last year, below benchmarked peer average of 69.9%

KEEPING PROPERTIES IN GOOD REPAIR



STROUD
DISTRICT
COUNCIL



What is the 'decent homes' standard and how do we meet it?

99.2% of SDC homes meet the Decent Homes Standard – a national benchmark that ensures social housing is safe, warm and in a reasonable state of repair. This means your home is free from serious hazards, has modern facilities and offers good thermal comfort.

But for us, that's just the starting point. We want your home to feel not just decent, but genuinely comfortable, functional and well-maintained. That's why we continue to invest in planned works and responsive repairs – so homes stay safe and reliable for the long term.

What we're doing to improve satisfaction with repairs



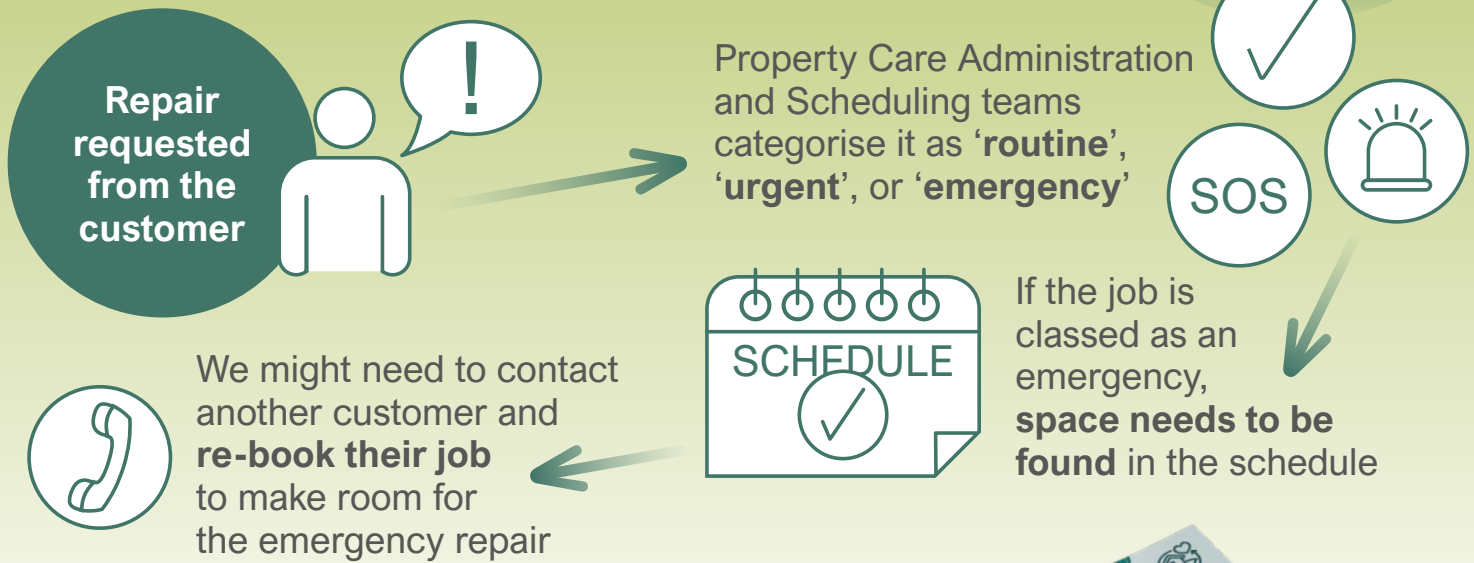
We reviewed the materials supply chain and secured a new contract with Travis Perkins, alongside updated van stock. We implemented a high-tech, unmanned store solution with Travis Perkins that's been a great success. It provides streamlined access to essential materials, reduced downtime and improved overall efficiency for our teams. The system has helped maintain better stock control whilst offering flexibility for out-of-hours access. It's a forward-thinking approach that's improving the repairs experience for tenants.

We have also brought minor repairs and preparation of empty council homes (void properties) in-house. Our dedicated team now manage these repairs, getting homes ready for new tenants more quickly.





What it takes to complete an emergency repair on time...



69.5%

satisfied with our repairs service

↑ Up from 65.7% last year.
Below benchmarked average of 73.0%



65.2%

satisfied with time taken to complete your most recent repair

↑ Up from 62.8% last year.
Below benchmarked average of 69.8%



20,025

Total number of repairs raised during the year

9.0%

of repairs are classed as an emergency

72.0%

satisfied your home is well maintained

↑ Up from 67.9% last year.
Above benchmarked average of 69.0%



87.0%

Non-emergency repairs completed on time

14,379

number of non-emergency repairs completed on time



94.6%

Emergency repairs completed on time

1,439

number of emergency repair completed on time



99.2%

Homes that meet the Decent Homes Standard

↑ Up from 96.3% last year



KEEPING CUSTOMERS SAFE



Your safety is our top priority. We carry out thorough checks on all our buildings, including gas, fire, water, asbestos and lift safety. We're proud to have met all the required compliance standards this year.

We also know that feeling safe is about more than just the building itself. Sometimes concerns are about things like anti-social behaviour or shared areas. When tenants tell us they don't feel safe, we take that seriously. We listen, take action where needed, and work with you to help you feel safe, secure and supported in your home.

We are delighted to have rolled out the installation of new hi-tech fire doors at some of our Independent Living schemes in the district. We're fully committed to leading the way with the testing of new technology and innovation, in partnership with contractors, to keep you safe.

SDC won The Safety and Compliance Training Award at the Association of Safety and Compliance Professionals (ASCP) conference. We were congratulated on our commitment to training and developing our staff, ensuring as a team our priority is to make sure tenants remain safe in their homes now and in the future.

77.9%



satisfied the home we provide you is safe

↓ Down from 80.4% last year but above our benchmarked average of 75.1%

99.9%

gas safety checks

↑ Up from 99.7% last year and above our benchmarked average of 99.6%



100%



fire safety checks

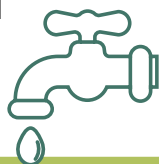
(with required fire risk assessments in place)

➡ The same as last year and above our benchmarked average of 98.1%

100%

water safety checks

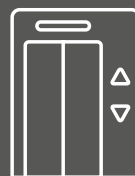
➡ The same as last year and above our benchmarked average of 97.6%



100%

lift safety checks

➡ The same as last year and above our benchmarked average of 98.6%



100%



Asbestos safety checks

➡ The same as last year and above our benchmarked average of 96.5%



MEANINGFUL RESIDENT ENGAGEMENT



**Every conversation with you matters.
That's why SDC has designed a new Resident
Engagement and Communications approach
with tenants.**

Our involved tenants meet regularly to review satisfaction results, shape scrutiny priorities and track progress on past recommendations. This year they've helped improve communication with tenants on day-to-day repairs and looked at our approach to dealing with damp and mould to ensure we keep our tenants safe, our homes healthy and fully compliant with new regulations.



81.4%

**of tenants feel
we treat them fairly
and with respect**

 **Up from 79.8% last
year and above our
benchmarked average
of 74.7%**

60.1%

**satisfied we
listen and act
on your views**

 **Up from
55.3% last
year and above
our benchmarked
average of 58.2%**



74.9%

**satisfied we keep
you informed about
what matters to you**

 **Up from 66.9% last
year and above our
benchmarked average
of 67.7%**

**We'll keep inviting you to help shape our services.
Your ideas help us get things right and make sure your voice is heard.**



**YOU
SAID**

**WE
DID**

**Keeping
you
informed**



In July 2025, we held a Tenant Satisfaction Measures event for tenants and leaseholders to share the results of the 2024/25 survey and hear your views.

We ran three workshop sessions, covering all parts of the survey. During these sessions, tenants spoke openly about what's working well and what could be improved.

We used this feedback to create an action plan focused on what matters most to tenants. This has helped guide the improvements we've made to our services over the past year. Here's a summary of some of the things we have done.

You said	We did 
Repairs take too long as often the parts are not on the van	✓ We reviewed the materials supply chain and secured a new contract with Travis Perkins, alongside updated van stocks
Provide more timely information on things that matter to tenants	✓ We introduced "Your Home Matters" newsletter
Be clearer about tenants' rights	✓ We reviewed, re-wrote and published new service standards so tenants can hold us to account
Deal with fly tipping, litter and abandoned vehicles	✓ We implemented a new bulky-waste collection scheme and new, faster process to deal with abandoned vehicles
Provide clearer, up-to-date information in communal areas	Ongoing: We have started a review of noticeboards with tenants and will be rolling out new information in all blocks in the coming year

More customers are choosing to stay in touch with SDC online – through social media, our website and Your Home Matters e-newsletters.

These channels help us share important updates, respond quickly to questions and hear what matters to you.

We have worked with you to develop an exciting new on-line portal: your one-stop-shop for all the services and support you need in a convenient and timely way. You can register for Housing Online here.

www.stroud.gov.uk/housing/council-tenants-and-leaseholders/housing-online/

We've introduced a new and improved telephone system too so you can reach who you need to speak to quickly and conveniently. In the year, we received over 49,000 calls from tenants.

EFFECTIVE HANDLING OF COMPLAINTS



If something goes wrong, we want to know and we want to put it right.

We follow a two-stage complaints process, in line with Housing Ombudsman best practice and we're committed to learning from every complaint we receive.

We'll always ask if you need any reasonable adjustments, or if you'd prefer us to speak to somebody on your behalf. Your feedback helps us improve services for everyone.

You can read our full Complaints and Feedback policy and Compensation Policy on our website, along with information on how to make a complaint or provide your feedback.

91.8%



stage 1 complaints responded to within Complaints Handling Code timescales

↑ Up on last year at 88.7% and above our benchmarked average of 77.9%

37.2



number of stage 1 customer complaints received per 1,000 homes

31.0%



satisfied with the way we handle complaints

↑ Up on last year at 29.3% but below our benchmarked average of 33.3%

90.7%



stage 2 complaints responded to within Complaints Handling Code timescales

↑ Up on last year at 85.7% and above our benchmarked average of 77.2%

8.7



number of stage 2 customer complaints received per 1,000 homes



Upward trend
increases in satisfaction with the way we handle complaints and improving response times





RESPONSIBLE NEIGHBOURHOOD MANAGEMENT

Feeling safe is about more than just the structure of a building.

Our Housing Officers and Enabling Officers completed 661 tenancy audits, to check-in with tenants and identify any concerns early.

We want everyone to feel proud of where they live. That means tackling the things that damage communities, from anti-social behaviour (ASB) to fly-tipping.

This year, our housing management team secured...

19



injunctions
to protect neighbours
and restore peace of
mind

5



evictions
as an option of last
resort



In **Paganhill, Stroud**, we worked with tenants and the Police to secure **2 premise closures** to tackle drug-related nuisance and protect some of our vulnerable tenants from harm



£389k

spent on grounds maintenance,
to keep estates clean and safe



By listening and acting on concerns, we're helping to keep our communities clean, safe and respectful.

Our recent joint campaign with Community Services and Ubico raised awareness of fly-tipping costs and impact, encouraging residents to report issues and use the Council's bulky waste collection service.

Fly-tipping and contaminated waste removal remains an ever-increasing challenge. Last year we spent £140,000 clearing dumped rubbish and contaminated waste from our estates.

That's money we'd rather invest in improving green spaces and communal areas.

We are committed to putting victims of anti-social behaviour first and making sure ASB is dealt with in a clear, supportive and consistent way.

From making sure ASB is easy to report, to keeping people informed and taking action where needed, and working with other agencies to use all our tools and powers, we're serious about tackling ASB and supporting customers affected by it.



Our good practice and responsible housing management has been recognised by the RSPCA with a Golden Pawprints award in 2025.



62.1%

satisfied we keep communal areas clean and maintained, **down on last year at 69.2%** and below our benchmarked average of **63.1%**



0.4

Number of ASB cases involving hate incidents per 1,000 homes

53.5%

satisfied with our handling of anti-social behaviour, **down on last year at 57.3%** and below our benchmarked average of **55.8%**



39.6

Number of ASB cases per 1,000 homes

CONTRIBUTION TO COMMUNITIES



Creating thriving communities means more than providing homes. It's about supporting people to sustain their tenancies, live independently and reach their potential.

Housing Officers and specialist housing staff play a key role in helping new tenants settle in. Of 391 new tenancies, 92% were successfully sustained. Our Independent Living Enabling Officers also provided dedicated support to 270 tenants to remain independent in their homes.



Tenancy sustainment continues to be a core part of our work. We freed 131 tenants from rent arrears and helped access over £11m in welfare support to maintain stable homes.

67.7%

satisfied with our positive contribution to neighbourhoods – **up from 62.2%** last year and above our benchmarked average of **60.8%**



£150,000

issued to tenants facing financial hardship and at risk of tenancy failure through the Tenant Support Fund



CONTRIBUTION TO COMMUNITIES

Investing in partnerships, spaces and community support

We continue to invest in strong local partnerships and spaces that bring people together.

Our colleagues attend events, activities and meetings throughout the year to listen, respond and work alongside partners. This hands-on presence helps shape better services and supports stronger, more connected communities.



Stroud District Council's **Be a Fire Hero** campaign is a community programme that helps children learn important fire safety skills that could save lives. Working with Gloucestershire Fire and Rescue Service, Harmony Fire, and local primary schools, the campaign makes fire safety education fun, engaging, and interactive while helping to build confidence and resilience in young people across the district.



We also worked with local schools on a range of community projects, including building welly boot stands, bird boxes, hedgehog houses, and scooter stores. Using donated materials and the skills of our housing operatives, these were built and installed at schools for children to paint and decorate, helping to create a sense of ownership, pride, and involvement.





INVESTING IN HOMES

2

Independent
Living schemes
modernised

Nouncells Cross in Stroud is getting a major upgrade. Following consultation with local residents, we're investing £1.8m to make homes and the surrounding area safer, smarter and more welcoming. Improvements include new roofing, windows, door entry systems, CCTV, fencing, insulation, better footpaths, updated bin stores and other essential works to improve day-to-day living.



99.2%
of homes met the
Decent Homes
Standard



103

roofs replaced



124

major
adaptations to
aid mobility or
independence



147

new bathrooms



18 door entry/access
control systems



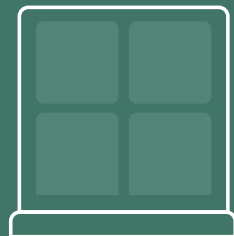
5 electrical
rewires



769
energy
efficiency
works

332

central
heating
upgrades

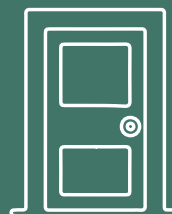


126

new windows

183

new doors
(inc. fire
doors)



171

new kitchens



NEW DEVELOPMENTS



10

new homes delivered

Over the past year, we've built much-needed affordable homes across the district, supporting local communities. These developments have been shaped by listening to what people need most: high-quality homes, accessibility and rents that people can afford.

59

new homes in the pipeline



We have delivered high-quality houses for affordable rent and shared ownership at Lister Gardens in Cam and Cloverlea Gardens in Kingswood.

We also broke ground at Glebelands in Cam, and have started developing further high-quality, affordable rent homes.

In the coming year, we will deliver significantly more homes for affordable rent, including two and four-bedroom houses right across the district.



A FINAL MESSAGE

From the **Chair of Housing Committee**
the **Strategic Head of Housing**
the **Chair of Tenant Oversight Panel**



Over the past year, we have made strong progress across many areas of the housing service.

This report highlights some of the achievements made possible through the commitment of our staff, contractors, partners, councillors and, most importantly, our tenants.

- ✓ We have invested in improving existing homes, enhancing energy efficiency
- ✓ We have supported hundreds of tenants to sustain their tenancies and live independently
- ✓ We continued to place tenant safety at the heart of our work and we maintained excellent compliance standards
- ✓ We responded to new regulatory requirements and we strengthened opportunities for tenants to influence the services they receive.

A particular highlight has been the positive impact of tenant engagement. Through surveys, events, scrutiny activities and ongoing conversations, tenants have helped shape service improvements and influenced our priorities. Improvements in communication, governance, respect,

listening to tenant views and repairs satisfaction demonstrate the value of working together. Your feedback continues to help us understand where we are doing well and where we need to improve.

We recognise there is still more to do. Some satisfaction levels are not yet where we want them to be, and we remain committed to learning from complaints, listening to feedback and making meaningful improvements. Our ambition is not simply to meet expectations, but to continually improve the experience of every tenant and deliver services that are responsive, accessible and shaped by the people who use them.

On behalf of the Council Housing Service, the Housing Committee and the Tenant Oversight Panel, thank you for your continued support, engagement and commitment. By working together, we can continue to improve homes, strengthen communities and keep tenants at the heart of everything we do.



Mike Richter
Chair Tenant Oversight Panel



Cllr Gary Luff
Chair Housing Committee



Andy Kefford
Strategic Head of Housing

HOW TO CONTACT US...

Visit our website:
www.stroud.gov.uk



Opening hours (Office)

8.45am - 5pm (Monday - Thursday), 8.45am - 4.30pm (Friday)

Email us

Repairs: repairs@stroud.gov.uk

Damp and Mould: DMEnquiries@stroud.gov.uk

Housing Management, Anti-social behaviour and rent enquiries:
housing.management@stroud.gov.uk

Resident Involvement: resident.involvement@stroud.gov.uk

Telephone

01453 766321 - One number for all your needs

Emergencies: If you need to contact the Council out of office hours,
telephone **01453 222104**

Write to us

Stroud District Council, Ebley Mill, Ebley Wharf,
Stroud GL5 4UB



**STROUD
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