



Tenant Consultation Workshop:

Shaping how we deliver our Housing Consumer Standards Improvement Programme and HRA Business Plan.

20 & 21 October 2026





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Introduction & Aims

Stroud District Council owns and manages 5,000 council homes. Income from rents is managed through the Housing Revenue Account (HRA), which funds the management, maintenance and improvement of council housing. To ensure homes remain safe, well-maintained and financially sustainable, the Council maintains a long-term HRA Business Plan that sets out investment priorities for the next 30 years.

Recent changes to social housing regulation have increased expectations on landlords to demonstrate how they listen to tenants, respond to feedback and deliver good outcomes. These workshops were held to ensure tenant views directly inform service improvement priorities, future investment decisions and the ongoing development of housing services. The aims of the workshops were to:

- Understand what great housing services looks like from a tenants perspective
- Identify residents' priorities for improvement and focus
- Gather feedback to shape the housing improvement programme and business planning
- Identify practical actions that could improve tenant outcomes and satisfaction.

Overview of the workshop

The workshops were structured around a series of facilitated discussions and interactive exercises designed to explore what tenants value most from their landlord. Participants considered what good housing services look like, the issues that matter most to them, and how success should be measured from a tenant perspective. Discussions focused on identifying practical solutions and improvements that could enhance services and tenant outcomes.

The final stage of each workshop involved a prioritisation exercise. Tenants were asked to select their three most important housing priorities from a range of themes, including safe homes, repairs and maintenance, investment in homes, tenant engagement, communication and customer service, neighbourhood management, anti-social behaviour and tenancy support. The results provide a clear indication of tenant priorities and will help inform future service planning and investment decisions.

Feedback received

The workshops generated valuable insight into what tenants value most, where improvements are needed and how housing services can better meet tenant expectations. The feedback has been used to inform the Council's Housing Improvement Programme and the development of the HRA Business Plan.

What Makes a Great Landlord session





Key themes session

The workshops explored tenant views on four key aspects of landlord services; safety, repairs and maintenance, neighbourhoods and communities, communication and engagement. While discussion covered a wide range of topics, there were clear themes in the feedback received and tenants were often less focused on specific services in isolation and more concerned with how services are delivered and how they experience their relationship with the Council.

Across all discussions, tenants emphasised the importance of being treated with fairness, respect and understanding, and having confidence that concerns will be listened to and acted upon. A clear theme that emerged from the workshops was that trust is built through everyday interactions. Tenants repeatedly linked satisfaction with services to effective communication, visible staff, transparency and evidence that feedback results in action. This suggests that improving the tenant experience is not solely dependent on service performance, but also on the quality of relationships between tenants and the Council.

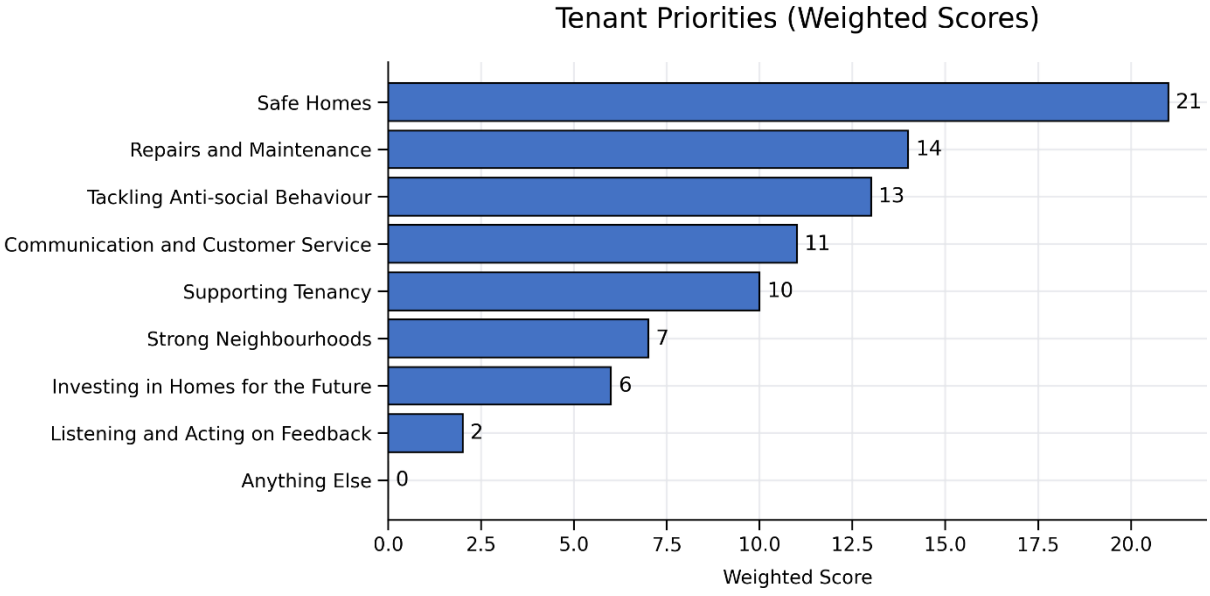
🛡️ **Safety** Tenants want to feel safe and informed	🔧 **Repairs & Maintenance** Tenants want responsive, high-quality repairs
- Clear fire safety and evacuation information - Better communication about safety inspections - Faster responses to safety concerns - Support for vulnerable tenants - Clear responsibilities for tenants and the Council - Greater visibility of communal area inspections	- Clear repair timescales - Regular progress updates - Better contractor oversight - More post-inspections and quality checks - Opportunity to provide feedback - Better information for new tenants
🏘️ **Neighbourhoods & Communities** Tenants want stronger local presence	💬 **Communication & Feedback** Communication was one of the strongest themes
- More visible housing officers - Faster action on anti-social behaviour - Better links with community groups - Clear ownership of shared spaces - Community pride initiatives - More face-to-face engagement	- More regular updates - Better explanations of services - Digital and printed communications - Opportunities to meet officers - Feedback following engagement - Information tailored to different audiences
🤝 **Trust & Accountability** Relationships matter as much as performance	💔 **Supporting Tenants** Different tenants need different support
- Honest communication - Realistic expectations - Follow-through on commitments - Greater transparency - Evidence that feedback influences decisions - Respectful treatment and partnership working	- Stronger links with community organisations - Better signposting to help and advice - Improved referral pathways - Support for vulnerable households - Practical information about available support

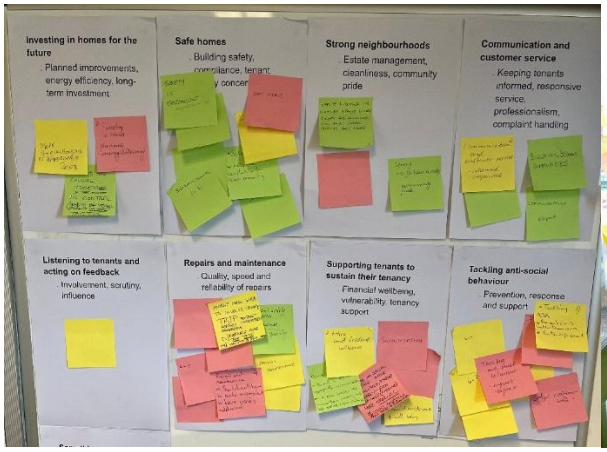
Although tenants discussed different service areas, the same messages emerged throughout the workshops. Tenants want services that are safe and responsive, delivered through strong communication, visible officers, mutual respect and trustworthy relationships.

✅ **Trust**	👀 **Visibility**	💬 **Communication**	🤝 **Respect**

Prioritisation session

Tenants were given 3 votes, representing their 1st, 2nd and 3rd priority that they felt the Council should focus on. Repair and Maintenance received the highest number of overall votes, followed by safe homes and tackling antisocial behaviour, however safe homes were identified as the clear first priority for tenants. Collectively, the results indicate that tenants place greatest importance on the quality, safety and management of their homes, alongside responsive services and support to maintain successful tenancies.







How tenant feedback will shape our plans

We are committed to ensuring that tenant feedback influences service improvements and longer-term investment decisions. The consultation demonstrated strong alignment between tenant priorities and the objectives already identified within the Housing Improvement Programme. In particular, tenants placed significant importance on safe homes, effective repairs, responsive services and strong neighbourhood management.

The workshops also highlighted an important additional priority; tenants consistently emphasised the importance of communication, visibility, respect, trust and accountability. This feedback reinforces the need for our Improvement Programme to focus not only on compliance, governance and operational performance but also on strengthening relationships with tenants and delivering positive customer interactions.

Housing Improvement Programme

The consultation confirmed that the priorities within the Housing Improvement Programme are closely aligned with tenant expectations. The feedback has reinforced the importance of:

- Maintaining a strong focus on building safety, compliance and investment in homes.
- Improving repairs communication, quality assurance and customer feedback mechanisms.
- Increasing the visibility and accessibility of housing officers within communities.
- Strengthening tenant engagement and demonstrating how feedback has influenced decisions.
- Embedding a culture of respect, fairness and accountability across housing services.
- Improving support and signposting for vulnerable tenants and those experiencing financial hardship.
- Continuing to develop approaches for preventing and responding to anti-social behaviour.

The workshops also generated several practical suggestions that can be implemented through the Improvement Programme. The following "You Said, We Will" commitments demonstrate how tenant feedback will be translated into service improvements:

You said	We will
Respect, visibility and transparency are really important	Include a new objective within our Improvement Programme, ‘building trust through respectful, visible and accountable services’
Friendly and respectful staff are key to tenants being satisfied	Review our expectations around staff qualifications, competencies and behaviours to ensure these meet tenant expectations
We need clearer and personalised information about fire safety awareness and evacuation planning	Deliver a project to provide person-centred fire safety advice, particularly for vulnerable tenants and higher-risk properties.

There needs to be better information for new tenants about compliance safety checks. Ideally new tenants should receive personalised information relating to their property.	Review and improve the information in our tenant 'sign-up' packs which is given to all new tenants.
Communal and estate inspections need to be communicated to residents including feedback	Publish our schedule for estate inspections and communicate actions/ feedback from inspections to residents
We want more opportunities to provide feedback after repairs and maintenance work has been completed	Reintroduce satisfaction surveys following a repair or planned works maintenance
Clearer repair and maintenance timescales should be communicated to tenants	Our repairs and planned works teams will receive additional training to clearly communicate this to tenants
Tenants should be encouraged to take pride in their area and to have some ownership e.g. through a local litter picking scheme	
There needs to be faster responses to anti-social behaviour and this should be monitored	We will introduce monitoring of the time taken to respond to reports of anti-social behaviour.
There are many people in the community who do want to help others. It would be helpful to have clear information about who to contact and the process to follow if there is a concern for a neighbour	We will include information about this in our next newsletter and improve visibility on our website.

Business Plan

The Business Plan is a strategic long-term plan, it is vital that tenants have been involved in the production of the vision for this plan. A range of stakeholders were consulted when developing the vision statement, including housing staff, senior leadership team, members and tenants as part of the consultation for the HRA Business Plan. The key words generated from the consultation were:





Using the feedback from tenants, the following vision statement has been drafted and will be consulted on.

"We will provide safe, sustainable and affordable homes where tenants feel valued, heard and empowered. Through a service built on trust, fairness and respect, we will continuously improve, invest in and maintain high-quality homes, and support inclusive and thriving communities while delivering value for money for current and future tenants."

The consultation has led to the production of 8 key priorities in the plan, which are:

1. **Ensuring Safe & Compliant Homes** by keeping homes safe, secure and compliant with all legal and regulatory requirements.
2. **Delivering Excellent Housing Services** by providing responsive, reliable and high-quality housing services that meet tenant needs.
3. **Strengthening Tenant Influence and Accountability** by ensuring tenants have meaningful opportunities to shape services and hold us to account.
4. **Maintaining Financial Sustainability** through responsible budgeting, debt management, and income optimisation.
5. **Improving the Quality and Sustainability of Homes** by investing in homes to improve condition, including energy efficiency upgrades and compliance with safety and decency standards.
6. **Maximising the Availability of Existing homes**, through better void management, adaptations, and accessibility initiatives to make the best use of council housing.
7. **Delivering Additional Affordable Homes**, increasing the supply of affordable council housing to meet local need.
8. **Supporting tenants to sustain their tenancies** by ensuring tenants in financial hardship have timely access to financial assistance and resources

Feedback on the consultation event

