



City of
Stoke-on-Trent

TENANT AND LEASEHOLDER ANNUAL REPORT 2024/25



As the portfolio holder for housing and planning, improvement and governance, I am pleased to be able to present the Annual Report for Tenants and Leaseholders for 2024/2025.

Over the last 12 months we have continued to build on the incredible progress we made the previous year and are making great strides with our efforts to ensure everybody can live in a decent home.

We made the decision, in August 2024, to bring our repairs and maintenance service back in-house to enable us to better meet new government regulations requiring landlords to adhere to new, higher standards.

We know from engaging with our tenants that improvements are needed to be made to our repairs and maintenance service. Last year, we conducted an exercise to assess how satisfied our tenants are with us as a landlord. We made 8,997 phone calls to tenants across the city and completed 3,433 tenant satisfaction surveys. The results of the surveys allowed us to identify what we are doing well and how we need to improve things in the future.

The results showed us that 90 per cent of surveyed tenants are satisfied that their home is well-maintained, however, only 64 per cent are satisfied with the time taken to complete a recent repair. By bringing our repairs and maintenance service back under the control of the city council, we can more directly and quickly influence all aspects of service delivery going forward, ensuring we can provide a high-quality service for our tenants as part of our 'repairs done right first time' approach.

The transition of Unitas – which was completed in April 2025 – complements our ongoing efforts to upgrade thousands of council-owned homes as part of our £117 million capital investment programme. So far, improvement work has included central heating upgrades, the installation of new kitchens and bathrooms, energy efficiency upgrades and fire safety inspections.

While we are working hard to improve our existing housing stock, we have also teamed up with registered providers across the city to develop a Registered Providers Charter which sets out a shared vision to ensure that all tenants can live in safe, secure and well-maintained homes and neighbourhoods. We are very much committed to work with our housing partners in order to make our city a better place.

We are also progressing with our plans to provide more housing for our residents through a commitment to redevelop vacant areas of brownfield land. This includes proposals to build new homes on both the former Brookhouse Green Primary School site, off Wellfield Road in Bentilee, and the former Olympus Engineering site on College Road in Shelton. Together, these sites will eventually accommodate over 150 new homes.

We also welcomed our first tenants at Chatterley Court – our brand-new independent living complex, in Chell Heath. The over 55s facility, which boasts 113 one and two bed apartments, officially launched in February this year – during Stoke-on-Trent's Centenary year. It follows the opening of the Goods Yard development, next to Stoke-on-Trent Railway Station, which includes 174 new homes, independent bars and eateries, commercial space and a public garden area.

Over the next 12 months and beyond, we want to increase the number of new homes built in the city. Earlier this year we unveiled an action plan outlining how we will increase housebuilding in Stoke-on-Trent in future years by reviewing our planning processes, engaging with developers and unlocking potential development sites.

We are committed to giving residents more choice by providing them with a wide range of high-quality and affordable housing options.

We have faced a number of challenges when it comes to home-building in the city, but we are determined to take the necessary steps to improve housing delivery in the city and provide new homes.

I would also like to say a big thank you to our 650 plus involved tenants who give their time selflessly and free of charge in order to help us improve and shape our services. Their feedback is vital to us and makes a valuable difference to everyday services from how we inspect our tower blocks to the wording of letters we send you.

**Please do join us if you would like to get involved; contact our team
Housing.Engagement@stoke.gov.uk.**



Councillor Chris Robinson

Cabinet Member for Housing, Planning, Improvement and Governance.

Consumer Standards

From 1st April 2024, the Regulator of Social Housing started inspecting social landlords with over 1,000 homes to check they are meeting the 'Consumer Standards.' The 'Consumer Standards' are requirements social landlords need to meet to provide good services to tenants.

Stoke-on-Trent City Council has been working hard to make sure we meet these standards, and that we continue to improve. Our involved tenant groups have been a key part of this process, providing invaluable feedback on our improvement plans to make sure they are delivered in the best way possible.

An area we are focusing on is learning from complaints. To prevent similar complaints happening again, and learning from your feedback, we are reviewing our online systems to ensure we are consistently collecting key information about our tenants and their household. It is important we hold this information so we can provide a service that is suitable for the individual needs of each tenant.

Tenant Satisfaction Measures

The Regulator of Social Housing created Tenant Satisfaction Measures (TSMs) to help track how well social landlords like Stoke-on-Trent City Council are doing in important areas. These measures let our tenants see how we are performing and will enable you to hold us accountable for our performance.

"Working with the tenant engagement team has been both enjoyable and engaging. Their commitment to improving services really shows through, particularly in their efforts to engage with tenants at every level. It's clear that they want to work with, not against, the tenants."

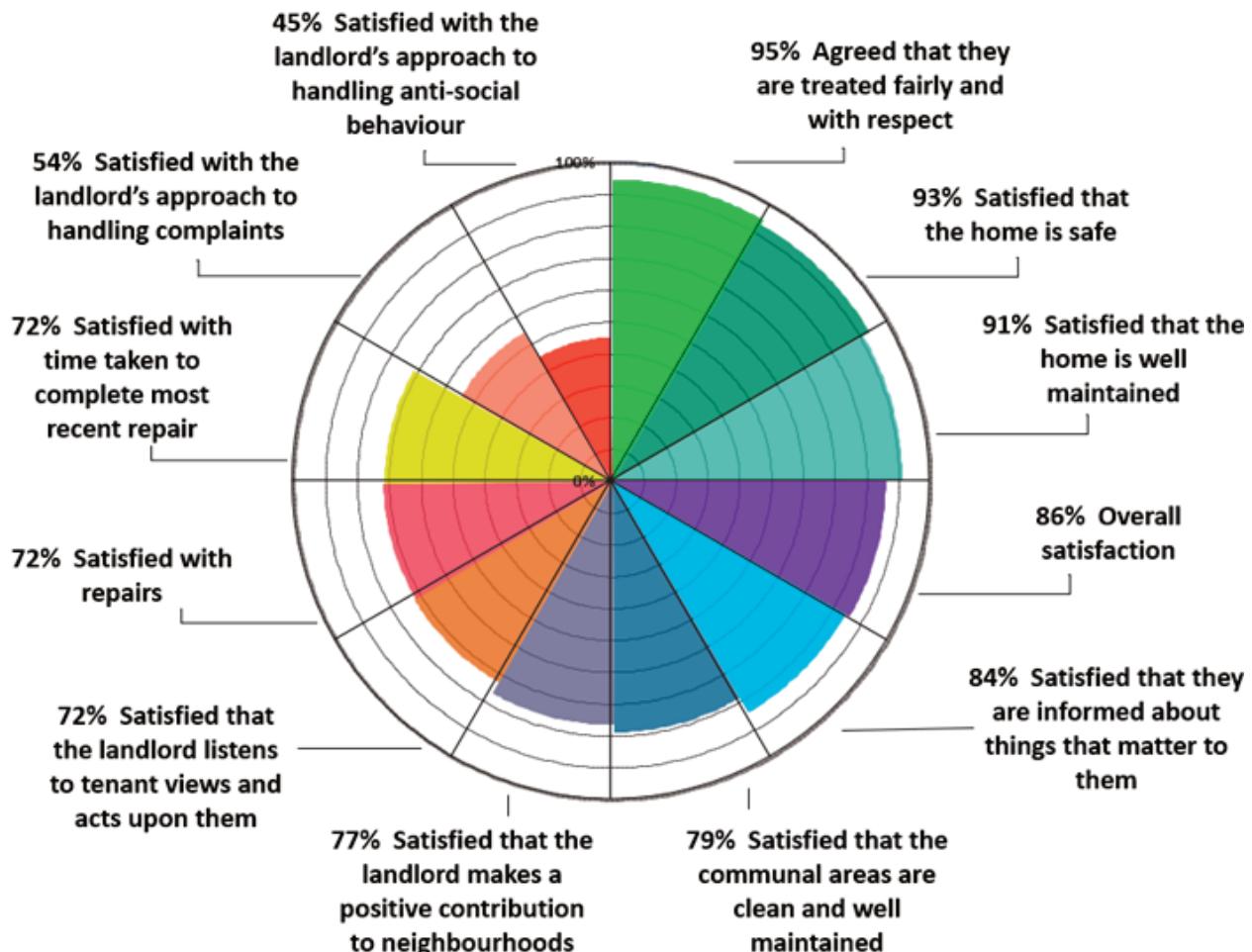
Kiel – Involved Customer



We collect this information every year and report it to the Regulator of Social Housing.

The diagram below shows the results of our tenant satisfaction survey for 24/25. The full results, survey questions and our survey approach are on our website:

stoke.gov.uk/info/20049/council_tenants/705/performance_rights_and_information/2



Please note, our TSM survey is not comparable to other organisations for benchmarking purposes

Tenant Rights

As a tenant you have certain rights related to your home, and the facilities and services provided by Stoke-on-Trent City Council as your landlord. More information on tenant rights can be found here: [Tenant Rights | Performance, Rights and Information | Stoke-on-Trent](#)

Organisation Information

The roles and responsibilities of senior level employees can be found here: [Roles and Responsibilities | Performance, Rights and Information | Stoke-on-Trent](#)

1. Tenant Involvement and Empowerment Standard

This standard looks at how we communicate, engage and work with tenants, and ensure you have the opportunity to shape what we do and how we deal with complaints.

Tenant Engagement Team

During 2024/2025, 615 tenants and 11 leaseholders helped to review Council Housing Services and improve our service delivery by taking part in completing email surveys, mystery shopping, reviewing our policies, joining scrutiny groups in person and via Teams and interviewing council officers.

Last year we said we would set up new groups for Estate Management, Customer Experience, Allocations, website and Leaseholder working group. The Estate Management, Customer Experience and Allocations group are up and running and working well. Leaseholder and website groups will follow on this year into next year.

Over the last 12 months there have been some great successes from tenant and leaseholder involvement by the following groups: ASB, Allocations, Building and Fire Safety, Customer Experience, Complaints, Editorial, Estate Management, Responsive Repairs, Planned Maintenance, Good Neighbour Toolkit

These groups are decided by using feedback from Pro-active calls that are made to all our council tenants and get vital information from the Tenant Satisfaction Measures. The raised dissatisfaction is recorded and feeds into the groups for various levels of engagement such as mystery shopping, surveys and performance analysis and then feedback their findings to the Tenant Voice and service leads.



You said you did not know who your housing officer was – on our website we now have 'Find Your Housing Team'

Find your housing team | Stoke-on-Trent

Some of the changes include reshaping how

- Anti-Social Behaviour is provided and cases allocated,
- insourcing of repairs and maintenance services,
- a successful damp and mould campaign,
- improved communication on the website,
- the introduction of tablet devices for housing officers
- easier ways to find out who your officers are with a postcode search function.

We are always looking for new tenant and leaseholders to get involved.

You can be involved from home completing online surveys, carrying out a mystery shop or emailing us feedback regarding our services.

You can join one or more of our regular groups either in person or via teams or take part in our one - off project groups

“It’s about having a real say in the decisions that affect our homes and communities.”

Jasim - Involved Customer



Are You A Council Tenant or Leaseholder?

We recognise that tenants and leaseholders want to give their views or be involved in different ways.

There are many opportunities for you to be able to take part in the decision-making process and influencing decisions about your home and the services you receive.

We want to encourage as many tenants and leaseholders as possible to have their say, become involved and improve service delivery.

There are a variety of ways for you to work with us to help improve housing services.

Proactive Call

Receive a phone call to confirm your household details and give us your feedback.

Editorial Panel

We will ask you to read and review housing related documents for quality, relevance and content.

Tenant Voice

As a Tenant Voice member, you will be involved in key decisions that influence and shape service improvement across housing services.

Social Media

Follow us on social media to keep up to date with the latest news and events.

Focus Groups

These are made up of a small, diverse group of people brought together to discuss and provide feedback on a specific service.

Surveys

Complete online or postal surveys in the comfort of your own home.

Mystery Shopping

We need you to test our service areas by phone, online, email and in person giving feedback on your experience, both good and bad.



Tenant and Leaseholder Review Groups

Come along to regular group sessions with other residents and members of staff to give your views and ideas on housing services.



Our Tenant Voice are an independent tenant and leaseholder led group of volunteers who represent the many scrutiny groups in place by investigating and scrutinising Stoke-on-Trent City Council Housing Policies, performance data and Services. The group meet every 6 weeks chaired by the Cabinet Member for Housing and Planning and attended by Directors, Heads of Services and any guest speakers that the Tenant Voice wish to invite.



The Tenant Voice has received training from the Tenants Participation Advisory Service (Tpas) who are tenant engagement experts. In October 2024 Stoke-on-Trent City Council joined Tpas as a member so they can benefit from and learn from best practices already embedded with other housing providers and access recommendations made by countrywide involved residents.

The work carried out by the Tenant Voice has been recognised to such a degree that all key housing related Decision Making Reports are now passed by the Tenant Voice before any decisions can be made, consumer standard self-assessments and action plans are shared with the group for invaluable contributions to shape services and monitor progress that is meaningful to customers and new service standards and tenants charter has been approved and now in place.

What's Next!

Moving forward in 2025/2026 we are currently working with customers and wider consultation on the Housing Customer Engagement Strategy 2025

Tenant Newsletter

We regularly send out a newsletter via email to share updates and information with tenants and leaseholders.

Investing in People

We have four members of the Housing team currently progressing well on the CIH apprenticeship qualification but also encompassing values, behaviours and standards to ensure a high standard of practice and ethical conduct within the Housing sector. The aim is to ensure that residents are treated with respect and trust the landlord, they develop empathy and listening skills, ensure we deliver a high-quality service and have effective processes in place.

The TPAS membership will also give us access to 'TPAS Connect' an online digital community, to ask questions and share information with peers.

There is also a dedicated tenant only 'Scrutiny Club' for our tenant Voice members, strengthening our customers skills and knowledge.

TPAS bring tenants, landlords and contractors together offering a wide range of services, such as independent and impartial advice, support, consultancy, and training.



"Very interesting how the council and tenants come together to resolve problems and issues".

Involved Customer

Policy and Strategy Reviews

In 2024/2025, we developed and reviewed housing policies and strategies to ensure they remain fit for purpose, meet the regulatory standards and are legally compliant. As part of the review process, we engaged with Tenants and Leaseholders to hear their views on draft policies before they were approved and adopted.

Policies that were approved, adopted and published on the council's website include:

- Anti-Social Behaviour (Cross Tenure) Policy
- Allocations Policy
- Tenancy Management Policy
- Estate Management Policy
- Vulnerability and Reasonable Adjustment Policy
- Rent Setting and Collection Policy
- Tenant's Charter and Service Standards

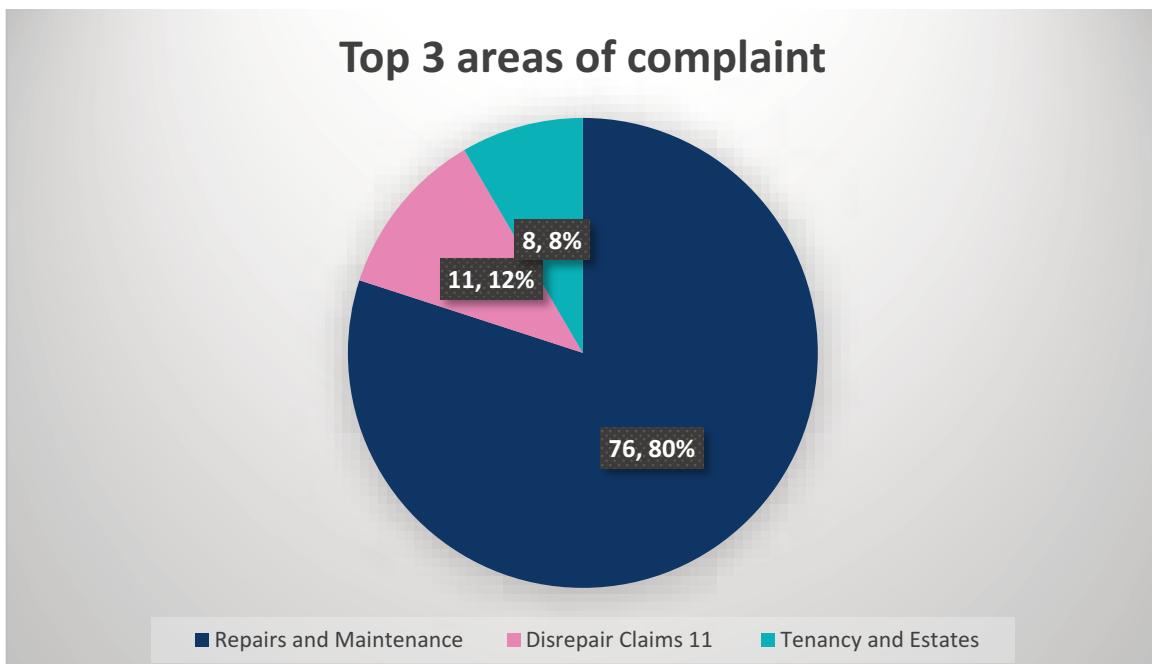
In 2025/2026, we will continue to review our Housing Resident Engagement Strategy and Major Adaptations Policy following initial consultation with the Tenant Voice over 2024/25. Our policy focus for the start of 2025/26 will be to ensure that our policies are compliant with the future requirements of Awaab's Law, which will include as a minimum a review of the following policies:

- Damp and Mould Policy
- Repairs and Maintenance Policy
- Void Management Policy
- Decants Policy
- Compensation Policy

Over the latter part of 2025/26 our intention is to review our Tenancy Agreement and Tenancy Policy to ensure tenancy obligations are fully transparent and understood.

Housing Complaint Performance

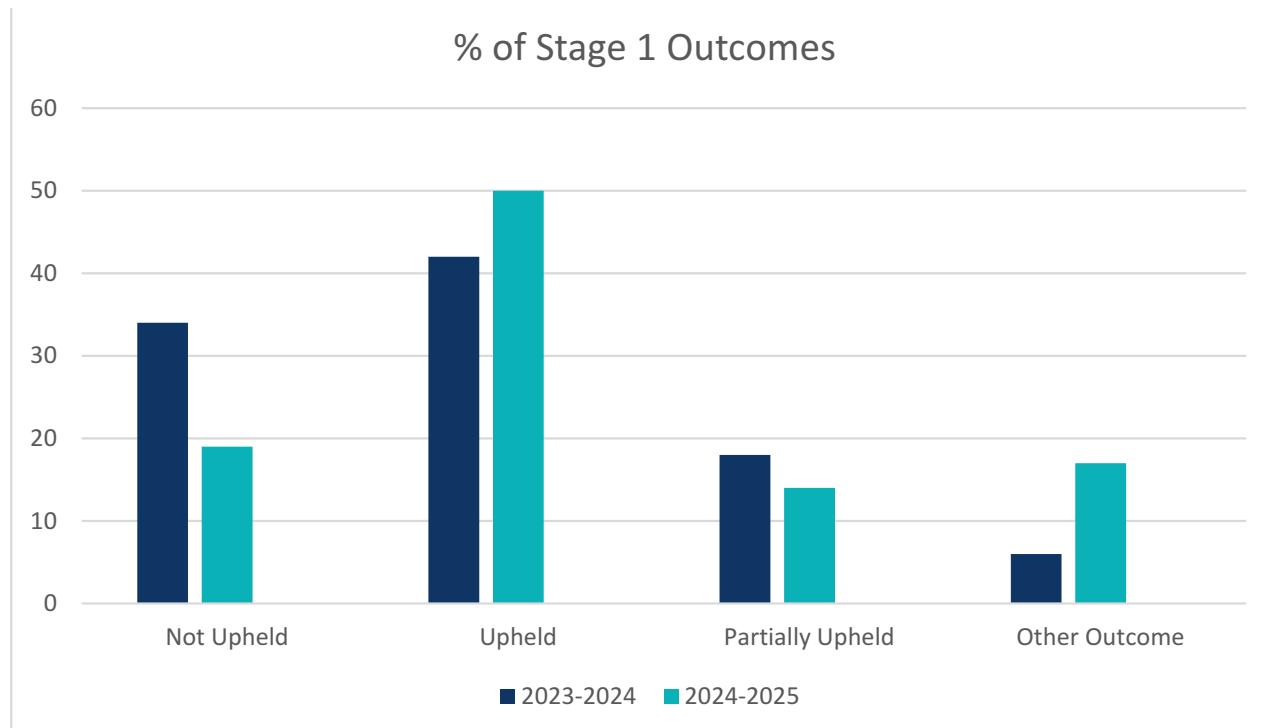
Complaint Handling Performance



The Repairs and Maintenance Service is responsible for repairing, servicing and maintaining the c17,000 city council owned properties.

Disrepair Claims are currently the responsibility of the Disrepair Team, managed through Housing Management.

Tenancy, Estates and Rents are managed through Housing Management.



97% of the upheld complaints are within the Repairs and Maintenance Service. We have seen an increase in the number of 'other outcomes' due to the 171 that were recorded incorrectly.

0.6% of the 1568 cases were refused the reasons for refusal were due to them either being a duplicate complaint or having an alternative process to follow, e.g. insurance claim.

75% of the 1568 cases were logged and responded to within 15 working days of receipt. Due to the volume and complexity of complaints during the year some did need to be extended to complete the investigation. Of the extended cases, 17% were responded to within a further 10 working days. Extensions were communicated to the customer. Details of the Housing Ombudsman Service have also been provided with all extensions.

A robust follow up process is carried out for overdue complaints, escalating them for the attention of senior management and reporting regularly on performance timescales. Where complaints will take longer than 10 working days to investigate the complaint handler keeps the customer informed of any delay. Details of the Housing Ombudsman service is always communicated to the customer.

Of the 1568 stage 1 complaints 195 (12%) were not satisfied with their response and requested an escalation to stage 2.

1 of these 195 cases was refused because it was considered to be a new complaint and was logged as a new stage 1 complaint instead.

58% of these 195 cases were logged and responded to within 25 working days of receipt.

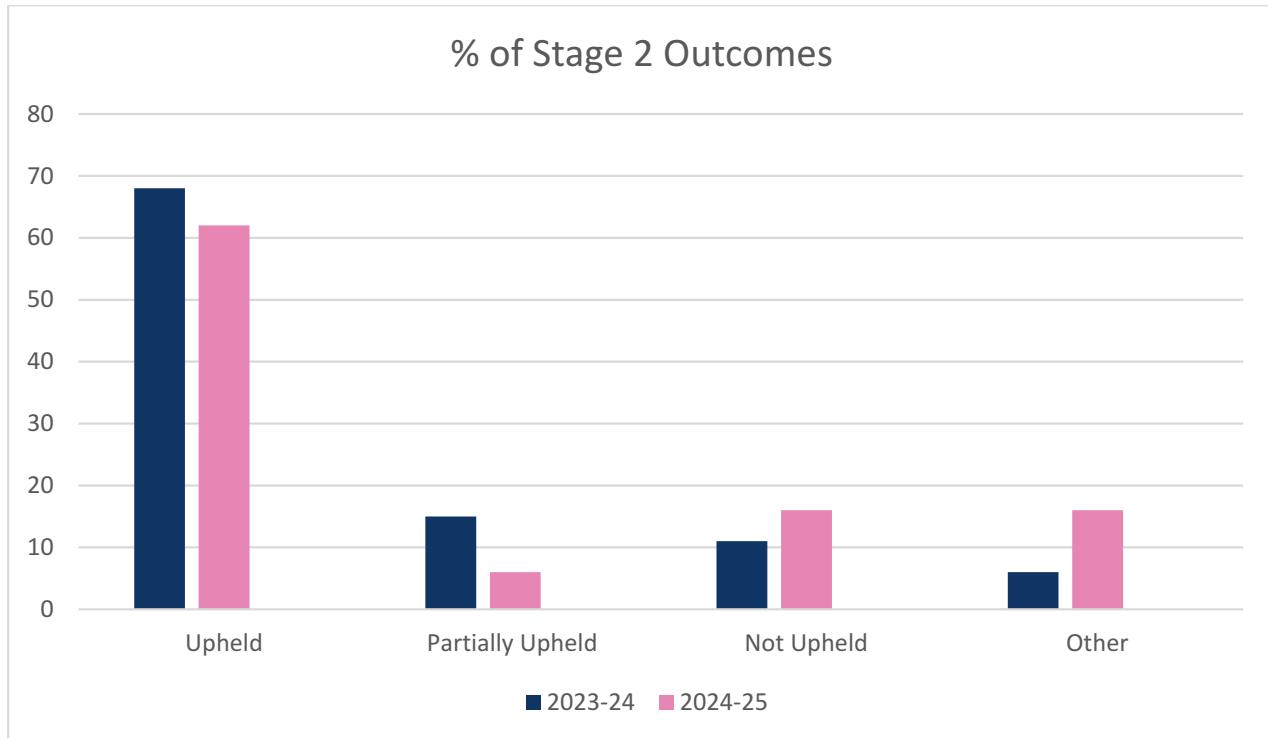
Due to the volume and complexity of complaints during the year some cases did need to be extended to complete the investigation. Of the extended cases 40% were responded to within a further 20 working days. Customers were informed of any delays and details of the Housing Ombudsman were provided to customers.

**I have enjoyed trying to
make a difference for tenants and I have
joined groups to give a voice for all tenants
who feel they cannot. This is my way of giving
something back to society and over the years
has given me my confidence back.**

Chrissie - Involved Customer



Corporate stage 2 complaint outcomes



93% of the upheld complaints are within the Repairs and Maintenance Service. 12% of the 195 cases are still under investigation and are recorded as 'other' on the above chart.

Complaint handlers are encouraged to consider offering a remedy as early as possible once fault has been identified. An example of some of the remedies that were offered are apologies, compensation payments, procedural reviews leading to process changes. The Customer Feedback Team encourages complaint handlers to consult the Housing Ombudsman Guidance for advice.

Next Steps

- We will continue to keep the self-assessment under review and will re-publish following any updates.
- Training is ongoing for the wider team with regards to accuracy when recording data.
- Complaint handling training is scheduled for the wider team.
- A review is underway to improve the way that we record service improvements and to ensure that it is implemented.
- A data dashboard has been developed which will make it easier to identify and analyse complaint trends.

2 - Tenancy Standard

This standard covers how we allocate our properties and how we help and support our tenants in their homes.

During the last year between April 2024 to the end of March 2025 our housing officers have completed 2,412 Tenancy Audit Visits and 793 New Tenancy Visits. The visits are important because it means we can ensure the information we hold about our tenants is up to date including contact details. We are also able to provide any necessary advice and support to help our tenants. It gives us the opportunity to discuss fire safety so that our tenants are more aware of the risks and better prepared in the event of an emergency arising.

In line with the Building and Fire Safety Legislation our Estate Officers carry out building checks on our apartment blocks across the city where there are internal communal areas. They inspect our 18 high and medium rise blocks twice weekly and all low rise blocks weekly. They make sure all relevant information is contained in the secure information box, visually check all internal and external communal areas including fire doors and other equipment to ensure the blocks are safe for our tenants. We have a group of residents who are willing to give up their time in carrying out their own inspections and feedback issues found because they want to ensure not only themselves, but all residents are safe. They also work with us to help improve services.

We have been working with colleagues at Staffordshire Fire and Rescue Service to support them on a training exercise so that firefighters are familiar with the layout and the facilities of our buildings. This will help them in the event of an emergency situation.

These will continue to take place city-wide at our high-rise flat blocks over the next few weeks and months.



To improve life for all council tenants, ensure that we have services that are value for money, and to improve life for people throughout the whole city.

Involved tenant, Burslem



Technology section

We want to be able to help you as much as possible and so we have purchased handheld devices for our Housing department. These will be used for a variety of tasks including helping to make sure we have the most up to date contact details for you, reporting issues and be able to do more street inspections and safety checks.



Allocations

Waiting list total - 3235



Number of voids relet 24/25; 759.
Number of Homeless preventions; 1705

Mutual Exchange

If you are a council tenant who is looking to move to a different home, closer to family, work or a location or property that is more suitable for you, then you may want to consider a mutual exchange.

Mutual exchange is a way for social housing tenants to swap homes with another tenant of a council or housing association. It can be quicker, offer wider options and be more flexible than transferring through our waiting list.

Both parties involved in the exchange will need approval from their landlord before the exchange can take place. We will assess the suitability of the exchange based on the terms and conditions of your tenancy agreement and other requirements, for example only secure tenants have the right to mutually exchange.

To find properties to swap with, you can search on HomeSwapper, which is free to use. HomeSwapper

Movement incentive scheme

If you live in a 3 or 4 bed roomed council house and have at least 2 spare bedrooms, we can help you to move to a smaller property including giving you a £1,000 cash payment (deducting any rent arrears) and practical assistance with moving, such as:

- A dedicated officer to support you through the process and settling in period.
- Support with disconnection and re-connections of utility supplies.
- Redirect mail for a period of three months and help filling out change of address forms.
- Assistance with packing of personal belongings and delivery to new property
- Removal and disposal of any unwanted items
- Handyman type service

If you would like to take up this opportunity, please contact your housing team:
Find your housing team | Stoke-on-Trent

Right to buy

There were 132 sales in the year 2023-2024.

From 21 November 2024, the discount is now capped at a maximum of £26,000 for the West Midlands Local Authority.

- **Large number of applications were received to RTB team to beat the deadline.**
- **In the 2 months at end of 2023 there were 36 live RTB applications**
- **Same 2 months at end of 2024 there were 527 live applications.**

Apply for the Right to Buy online | Right to buy your council home | Stoke-on-Trent

The House Project

The House Project (HP) aims to support the transition of children leaving care, often with significant vulnerabilities, into their own homes to live interdependent lives. As a result of these vulnerabilities and complexities, prior to moving, these children often live in high-cost placements.

Young people that join the project will take part in a 6-month group work programme, that will challenge them, build their confidence and resilience, help them to build positive relationships and learn some new skills in preparation for independence. This takes an experiential approach to learning and supports young people to learn more about their own strengths. Stoke-on-Trent are signed up to a membership with The National House Project.

Achievements this year

- One young person has successfully gained full time employment with Unitas following an apprenticeship.
- One young person has gained full time employment at Bet365 following successful completion of their apprenticeship with NHP and was nominated for apprentice of the year.
- One young person has successfully completed their apprenticeship and is now employed as within a council department.
- One young person has commenced an apprenticeship within a Council department.
- Successfully continued to facilitate group for care experienced mum's and their children.
- Engaged in a number of collaborative projects for young people (not just HP) including - Wave maker Digital Skills workshops, New Vic Theatre projects, Community Clean Up in Hanley Park, Attending Foster Carer Network events with young people.
- 5 young people from the project have participated in the Children In Care Council
- 5 young people involved in the planning and preparation for Care Leavers week 2024.
- 9 properties offered via the local authority since April 24

To find out more click the House Project link - stoke-on-trent.thehouseproject.org/

Income

- We have achieved an incredible rent arrears result for 2024/2025, ending the year with arrears at 2.97% of the debit. **That is the lowest year-end arrears result since 2021/2022.** Moreover, it's the best year-on-year comparison result since 2018/2019 with us reducing the arrears debit % by 0.17% in comparison to last year - **the first reduction in 6 years!**
- We've delivered a collection rate of a whopping 99.8%. **That is the highest rate on record to date!** Collecting £80.448m of the £80.610m rent charged. The high collection rate means that there is money available for us to spend on our properties.
- The incredible arrears performance is a result of the fantastic work we have and continue to do to support and empower our tenants to sustain their tenancies and pay their rent, not just by taking enforcement action. This is evidenced by the **record low number of evictions due to rent arrears - only 14 in 2024/25** (Not counting 2020/21 when there was an eviction ban). This beats the previous lowest of 25 evictions in 2021/22 when we were still subject to COVID-19 enforcement restrictions.
- The Income Advice Team contributed to the city's Help is at Hand campaign by maximising the income of our tenants and identifying an extra £1,213,172 in benefits and grants. An increase of £135k on last year.

Here is an Income Advice Team case study that a tenant is said we can use:

Anita was referred to the income advice team by her housing officer. Hannah, who is an income advice officer at the council, was able to support Anita with a claim for Personal Independence Payments (PIP).

Initially, the claim was declined but after appealing the decision, Hannah was able to secure a backdated award for Anita resulting in over £11,000. As well as the PIP backdate, Anita is better off by over £400 a month thanks to Hannah's support.

Anita said:

“I would just like to say a big, big thank you to Hannah for helping me to get my PIP awards for daily living and mobility payments, including all of my back payments.

Thank you Hannah for your help and hard work.”

Chatterley Court and Sheltered Accommodation

Chatterley Court - Now Open!

The scheme is managed by a team of housing support professionals who are able help you to live your best life independently.

The scheme has 113 homes with a range of 1 and 2 bedroomed apartments, many with balcony or patio areas.

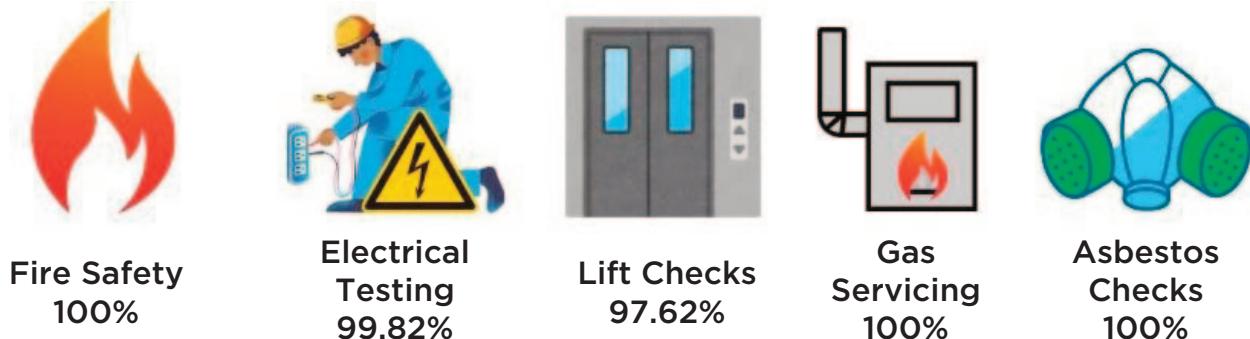
The complex offers independent living solutions for people aged over 55. It boasts communal areas, dining areas, gardens and additional support features including call alarm systems, easy access bathrooms with walk in shower facilities and the infrastructure for additional specialist equipment as required. The scheme also offers safe scooter store options, CCTV and progressive security to ensure people feel safe and secure.



**Chatterley Court Independent living accommodation for over 55's.
All allocation enquiries to the Sheltered Housing Team call: 01782 235675
or email: Sheltered.HousingTeam@stoke.gov.uk**

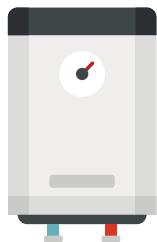
3 - Home Standard

This standard shows how we repair, maintain and make improvements to our tenant's homes April 2024 to March 2025



All of our properties have a valid gas safety certificate, and an electrical test certificate that is less than 10 years old.

Planned Programmed Works: 2024 – 2025



Central Heating

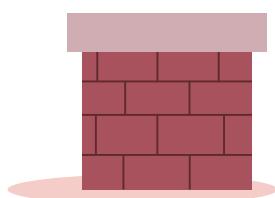
Full System including Boiler - 153 properties
Boiler only 528 properties.

Kitchen Replacements

673 properties including responsive and void properties.

Bathroom Replacements

328 properties including responsive and void properties.



Chimney Rebuilds

42 responsive

External doors Front

361 properties
Rear – 342

Roofing and Soffits, Fascia's and Guttering

630 properties

Cavity Wall Insulation

1174 properties

Loft Insulation

565 properties

Throughout 2024 and 2025 Firestopping, asbestos removal from public buildings, repairing fire damage properties also took place.

2025 - 2026



Central Heating
685



Kitchens
350



Bathrooms
185



Roofing, Soffits and Fascia's
490



External doors
1800

Decarbonisation

This is thanks to a £1.39million grant from the Social Housing Decarbonisation Fund (SHDF).

Over the next two years, we'll be working on cavity wall insulation, internal and external insulation and windows.



'Being part of the Tenant Voice Association has been genuinely empowering. It's more than just reading documents or attending meetings; it's about having a real say in the decisions that affect our homes and communities. As council tenants, we often feel like things are decided for us, not with us, but through this group our voices are heard, valued, and acted on.'

'It's rewarding to know that the lived experience of tenants like myself can help shape services, policies, and improvements that actually make a difference. It's also a great way to connect with others who care deeply about where we live. For me, it's about making sure people like us are never just numbers on a spreadsheet. We're people with insight, ideas, and a right to be involved.'

N D, Norton



Social Responsibility

During 2024/25 the Repairs and Maintenance Service, formerly known as Unitas, alongside its suppliers and contractors, secured £638,907.53 of social value contribution.

Supporting Local Employment

- The Repairs and Maintenance Service employed 456 FTE staff; 80% live within Stoke-on-Trent and 95% live within Staffordshire.

Supporting Education and Development

- The Repairs and Maintenance Service offers many training opportunities for its staff which include; BTEC, City & Guilds, NVQ, HNC, etc.
- During 2024/25 we appointed 6 Apprentices and provided 14 work experience placements.
- We offer a one-week work experience opportunity for local school children and students.
- We offer one month of work experience opportunity for Care Leavers.
- As part of our commitment to support the Armed Forces Veterans we provided work placements for 2 armed forces officers who were due to leave the Army and to assist them with their studies to become qualified Gas Engineers with our contractors Holdcroft Heating and Phoenix Gas.
- Our Corporate Social Responsibility Co-ordinator works closely with local schools and colleges. We attend local careers fairs at schools and colleges, provide talks about our job roles/trades to students at schools and colleges.

Supporting Local Business

- During 2024/25; 42.85% of our contracts were awarded to local businesses within Stoke-on-Trent with a spend of £5,781,474.09 and 43.27% to businesses within Stoke-on-Trent and Staffordshire with a spend of £5,839,271.09.



Supporting Communities

During 2024/25 we supported many charities and community groups. We delivered 23 community projects. Here are some CSR community payback projects.

- Fenton Park - replanting project on 17/05/24.
- Set up the barriers and infrastructure for Remembrance Day.
- Raised donations for the UHNM Cancer Ward and Dougie Mac
- Working as part of the SOTCC Centenary group to deliver the following projects:
 - Spode Rose Garden, Stoke
 - The Hub, Fenton
 - Chell Area Family Action Group, Chell Heath.
 - City Farm.

Green Agenda

- The Repairs and Maintenance Service have 2 fully electric vans, 18 Hybrid Cars and 240 Diesel Vans. The current vans we operate have a CO2 rating of 197g/km and the cars have a CO2 rating of 92g/km. We are making a saving of 105g/km when operating a Hybrid car, compared to a van, this mainly due to their ability to part operate in electric only mode.
- As of 24 February 2025, the Repairs and Maintenance Service recycle:
- 99.6% of waste is recycled, the 0.4% is asbestos which can only go to landfill and is buried within a cell.
- Bulky household items are tipped at Cromer Road waste transfer station, then shredded, these are transported to the Incinerator the thermal energy is used to supply heating networks.
- Our scrap metal funding is paid back into our Helping Hands fund to assist local community groups.
- The Repairs and Maintenance Service staff donate their own time to carry out a monthly litter pick in the area surrounding our Cromer Road depot.
- The Repairs and Maintenance Service has policies for Ecology and Biodiversity and Archaeology and Heritage.

Disrepair

Housing disrepair claims companies are contacting Stoke-on-Trent City Council tenants, offering compensation for repairs issues. Tenants are then signed up to an agreement commonly known as 'no win, no fee' agreements. These agreements are not always as clear as they suggest and require through consideration.

Solicitors' fees are deducted from any compensation awarded. This can be in the region of 25% of the awarded compensation plus any additional insurances taken out by the Tenant. Tenants may also be responsible for all legal fees if they lose, this includes both the City Councils and their own solicitors costs.

It is often found when comparing the compensation awarded via a solicitor and via the Councils internal complaints procedure that by utilising the internal complaints procedure the Tenant would receive more compensation due to the lack of deductions from this process.

If you are approached by a disrepair claims company, please be aware of the risks involved and if you have any concerns and always report repairs to us as soon as possible. If you're unhappy with how your repair has been dealt with, please talk to us so we can put things right.

**April 2024- March 2025,
we received 166 which on
average is 13.83 claims per
month so a reduction of
around 6 claims per month.**

4 - Neighbourhood and Community Standard

This standard is our promise to you to say we will work with other partners and agencies to tackle antisocial behaviour, and we will manage and maintain communal areas and estates.

"I joined because I wanted to make a difference to where I live and I have done a few street inspections and can honestly say its made a big difference and issues get resolved."

Helen

Our Estate Officers are working to a schedule of street inspections. Street Inspections help to keep the Council's estates including paths, land, garage sites and communal greens to an acceptable standard by identifying any defects, damage and neglect by addressing any environmental concerns for example graffiti, discarded syringes, fly-tipping, dangerous structures, abandoned/ unauthorized parked vehicles, uneven paths etc. They are a visual check of all streets to respond to any breaches of tenancy conditions such as overgrown and untidy gardens, damage or poor condition of our council owned properties, reporting repairs or any concerns that are observed.

Estate Officers will also make referrals for any projects that meet the criteria of the Neighbourhood Environmental Improvement Scheme (NEIS) that they become aware of whilst on site. From 1st June 2024 when the inspections commenced until the review at the end of February 2025, we can confirm that of the 17,285 properties, the Estate Officers picked up 2,949 cases mainly gardens but the odd fly tipping and graffiti case. Following our contact with tenants we have completed 2,604 cases which means tenants have responded well to our requests to tidy/ maintain their gardens and we had 345 current cases open which shows 88% of cases were resolved with no enforcement action needed. We only issue notices and take enforcement action when there is non-compliance. This has had a visual impact on the estates and residents have hopefully seen an improvement in the areas where they live. Our engaged residents give up their time to conduct their own street inspections and feedback issues found. They also work with us to help improve services.

**We had
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**we have
completed 2,604 cases
which means tenants
have responded well.**

Neighbourhood Environmental Improvement Scheme

Every year, we have a small budget of £50, 000 to spend on environmental works around the city. Residents Associations, Councillors, partner agencies or community groups can submit a project to be considered. The project has to be on land which is owned by the council's housing department, and has to be of benefit to more than one resident. Schemes can be used to address a variety of issues, such as paving, fencing and security, or trip rails to help prevent anti-social behaviour. If you would like to find out more or suggest a possible scheme, please email housing.engagement@stoke.gov.uk

Axbridge Walk

Concerns were raised by residents of the bungalows of the risk of falling due to potholes and no dropped kerbs present to support independent mobility and also visually impaired from the bungalow walkway. The improvement works were completed to prevent any further risk of falls and much improved access to tenants who live at the bungalows.



Before



After

Honeywall Stoke

The void garages were being used for anti-social behaviour, drug taking/dealing, used by rough sleepers, fly tipping and setting fires. We put up fencing to try and stop this but it was being damaged and cut to gain access. By installing palisade fencing has made it harder to access and damage, improved the overall appearance, reduced fly tipping, no access for rough sleeping, drug taking reducing anti-social behaviour which has reduced fear and intimidation by the local community.

Resident comment - I noticed that one garage has been bricked up, which is great, and the lower garages have now been gated on both sides which is good too.



Before

After



Since the installation of the fencing, quite a few of the residents included myself have noticed a vast improvement in respect of no ASB in the garage areas which also has had a significant impact of the areas which have improved quite a lot. Residents feel safer now this has been done.
Great work!
Also, with the environmental impact of the area has improved as its reduced fly tipping in the disused garages too.
I'm 100% confident and believe in the council in helping the residents of Stoke-on-Trent!

ASB Case data for 2024

Total number = 2505
Council related = 1549
Private related = 853
Unclassified = 103

Action
6 evictions linked to ASB.
10 injunctions obtained linked to ASB.

Case closure feedback

Each month, there are over 80 cases closed and each person would receive a text message asking that they complete a short survey to provide feedback based on the service that has been received.

Operation Transom (nuisance bikes)

Nuisance bikes are one of the main complaints that the ASB Team receive and this was no exception throughout 2024. There were approximately 350 calls and emails received through Operation Transom. A number of bikes have been seized throughout the year and action taken against individuals found to be acting in this way, along with action taken against council tenants where there is an individual linked to a tenancy.

Rapid Deployable Cameras (RDCs)

The ASB Team utilise a number of RDCs across the city, that help to monitor hotspot areas and obtain vital evidence when dealing with cases. The cameras are split between north and south and have proven to be a fantastic assistance in dealing with ASB.

ASB Policy

Following a concise 6 weeks consultation exercise, the cross tenure ASB policy was implemented in 2024. This covers all aspects of ASB relating to the team and was devised using countrywide best practice.

The team reverting to patch-based working was just one aspect of the way that the service had been amended, which has proven to be beneficial in the way that the officers interact with local ward members and policing colleagues, plus residents know that they have 'one point of contact' when it comes to the reporting of ASB.

ASB Scrutiny Tenants Group

The ASB Scrutiny Tenants Group have met regularly with members of the team, along with colleagues from Staffordshire Police and the council legal team, to discuss the overall service delivery and offer an opinion from a tenant's perspective. This has brought changes to the way that the team deliver the service and has positively proven that there is much to be had from listening to the views of those that the service is there for.

Improved links with legal services, dedicated lines from the contact centre, a support service information leaflet, a new ASB module in our recording systems and a good neighbourhood toolkit is also being developed with Tenant involvement throughout.

Public Space Protection Orders (PSPOs)

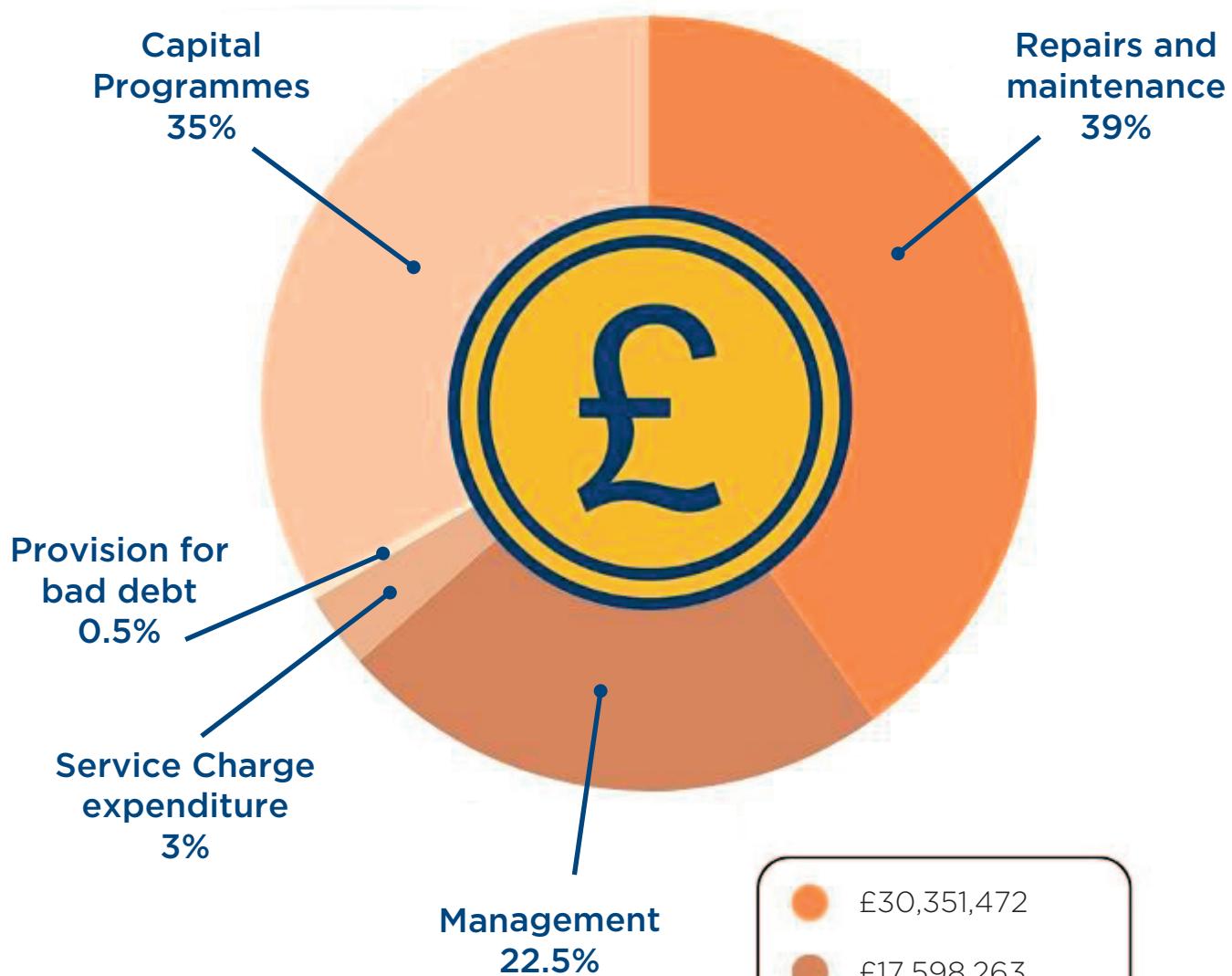
There are currently 3 PSPOs in Stoke-on-Trent, 2 that cover Hanley and Longton town centres and their immediate surrounding areas respectively, which have prohibitions to require that no person is to drink alcohol or commit nuisance and annoyance. There is a PSPO that covers the city regarding gated alleyways, which restricts the opening and closing of gates to ensure that alleyways are kept secure and only accessible by the local residents.

5. Quality Culture and Leadership Standard

Financial Information and your Rent

How we spend your rent

*Total Rental Income £83,856,796
Total Expenditure £78,224,535



99.8% of rent was collected during 2023/2025.

*Any surplus is reinvested into housing stock

Fraud

Council officers uncovered £2.7 million of fraud last year and investigated a total of 108 cases in 2024/25, including housing tenancy, Right to Buy and council tax fraud.

There were also 22 cases of Right to Buy fraud and six other cases relating to council tax.

There were 40 cases of residents fraudulently claiming the single person discount on their council tax, making it the most common type of fraud. The 18 housing tenancy fraud cases had an estimated combined value of £1.6 million, based on the cost of temporary accommodation for genuine applicants, legal costs to recover properties and re-let costs.

Senior Officer salaries can be found here: Transparency information: senior officer salaries | Stoke-on-Trent

Directors' remuneration and management costs matrix: Value for Money metrics Technical note guidance (publishing.service.gov.uk)

Financial year 2024/2025

Measure 1

The remuneration payable to the highest paid Director, relative to the size of the landlord

£4.61

Measure 2

The aggregate amount of remuneration paid to Directors, relative to the size of the landlord

£16.59

Measure 3

Management Costs, relative to the size of the landlord

£765.82

Measure 4

Value for Money - Headline social housing cost per unit calculation (as reported in PRPs statutory accounts)

£4,859.88

Any enquiries regarding this publication should be sent to us via enquiries@rsh.gov.uk or call 0300 124 5225.

**Or write to: Regulator of Social Housing
Level 2, 7-8 Wellington Place, Leeds LS1 4AP**

Tenant Involvement Award

Some of our involved tenants went to the Wolverhampton Tpas (Tenant, Participation, Advisory, Service) event with representatives from EPIC housing.



They had the opportunity to

- meet the Social Housing Regulator,
- look at other organisations' engagement practices,
- connect with peers, exchange best practices,
- find solutions to shared challenges and the latest progress and upcoming initiatives from the Stop Social Housing Stigma Group.

To acknowledge Stoke-on-Trent City Council commitment to making a difference in tenants' engagement our **Tenant Voice received an Engagement Heroes Recognition**.

We would like to thank all our involved tenants for the hard work and time they give up helping us improve services.

If you would like to be involved in some of the changes we are making with you please contact our team Housing.Engagement@stoke.gov.uk.